

# Understanding Your Workflow

## Using Process Mapping to Drive Improvement



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Last modified 12/5/2023



**IBD  
QORUS™**





# Learning Objectives

## Define

Define process mapping and how it helps your team understand your system.

## Review

Review the anatomy and symbols used in constructing a process map.

## Analyze

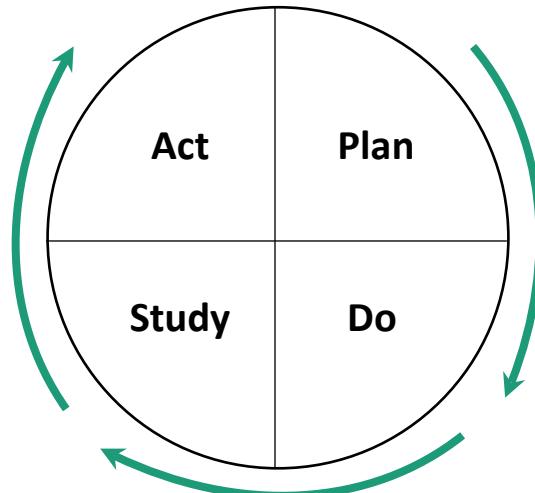
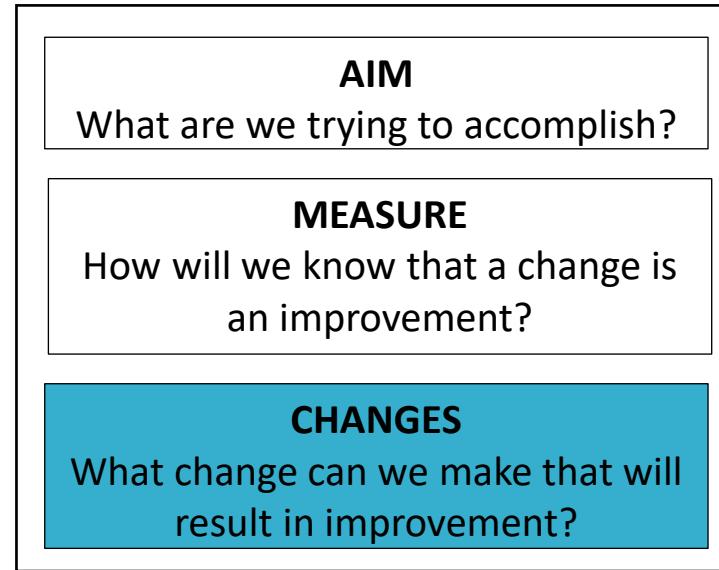
Analyze your workflow using process mapping to identify 2-3 opportunities to incorporate improvement project activities.

# The Cornerstone of Our Methodology: The IHI Model for Improvement

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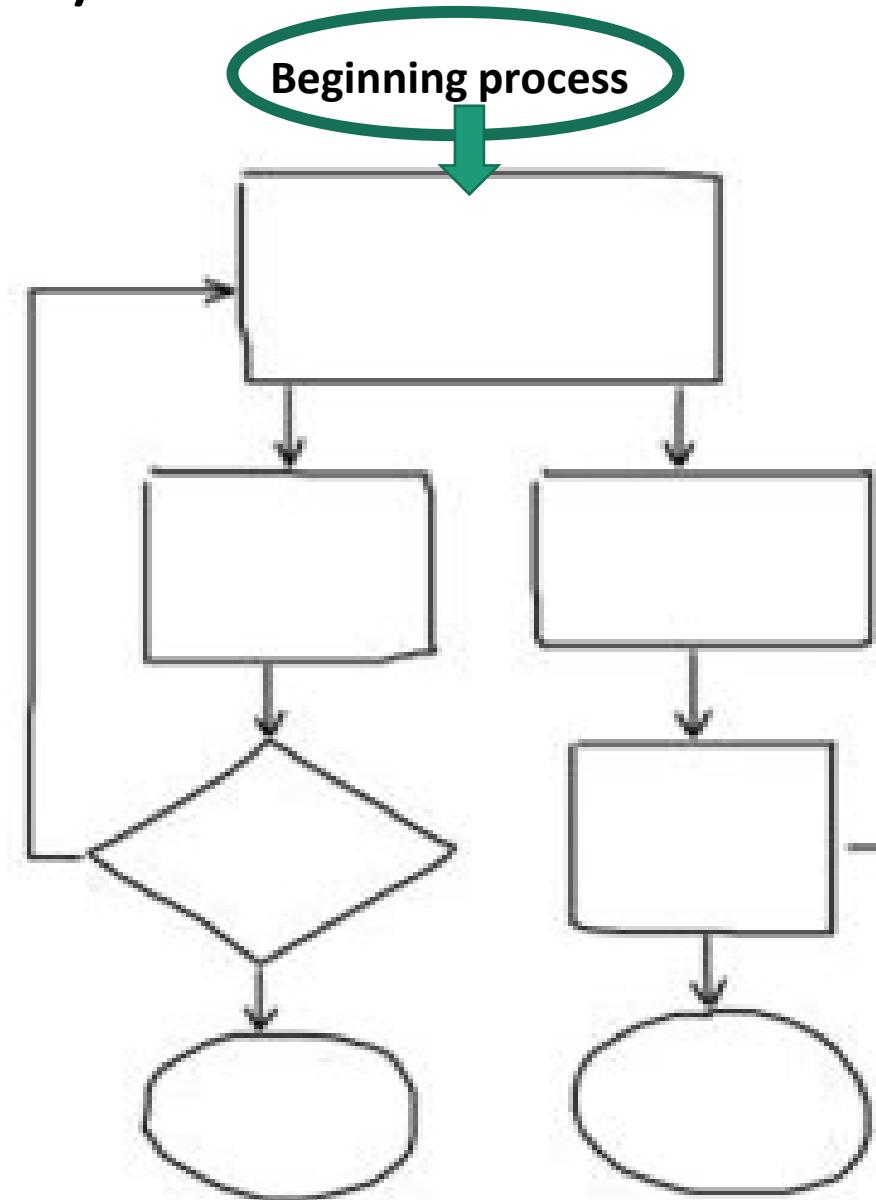
# What is Process Mapping?

Accurate map of “how we get the work done”

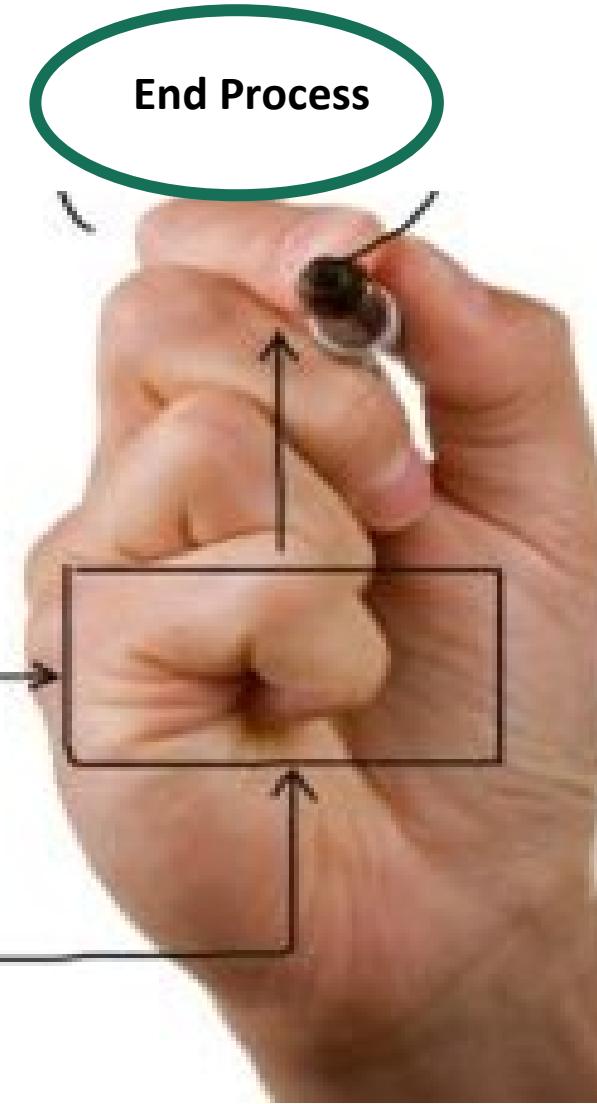
Visual representation of how the **care team** and **patients/families** move through a clinical care process

Outlines the sequence of steps in a care process  
**Who does what, when, and how?**

# Anatomy of a Process Map



Why are you creating a process map?





# Symbols in a Process Map



Define the beginning and end of the process



Use standard symbols to depict each key step



Note key pauses where decisions are made



Waits and delays



Patients add their insights to process

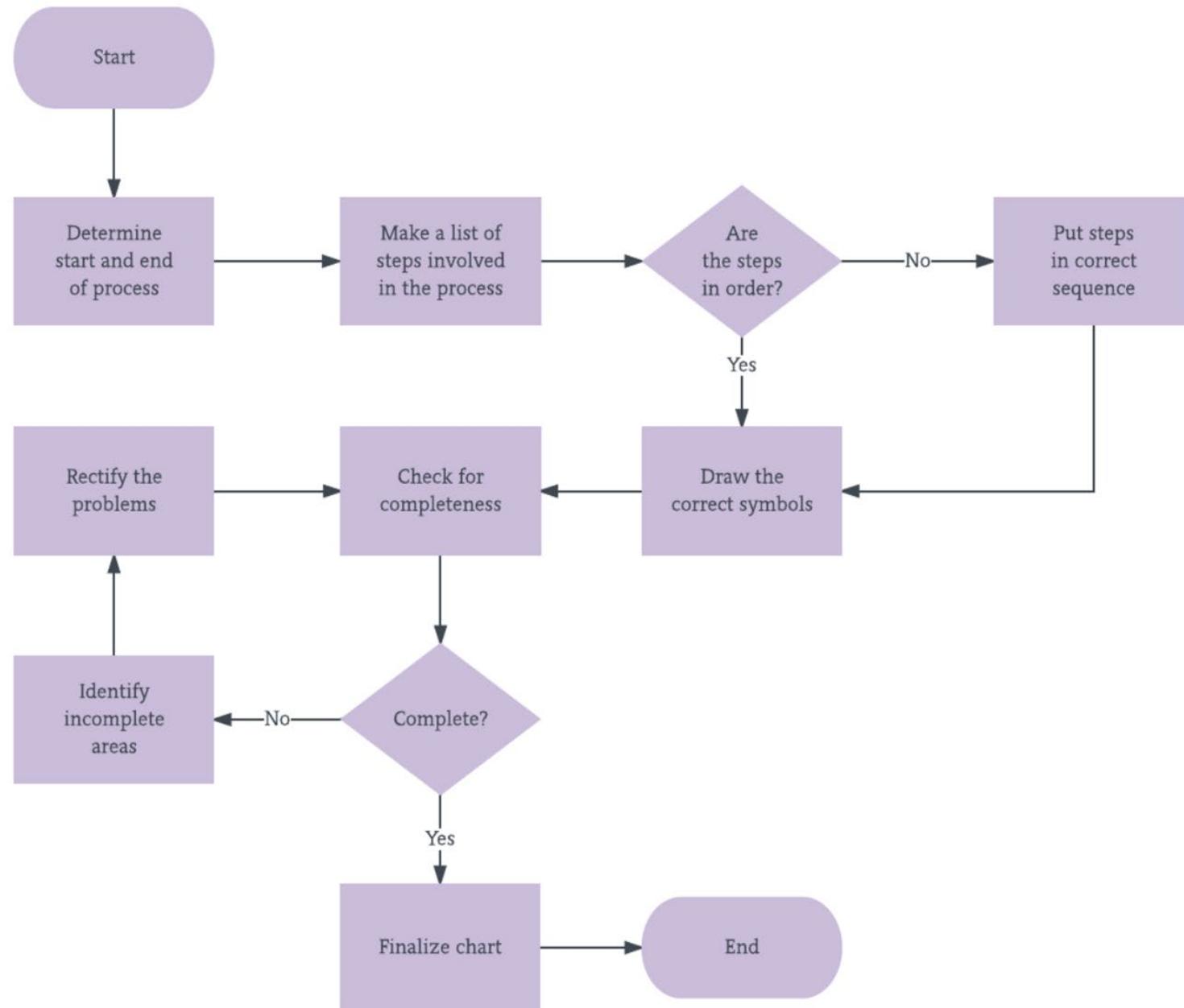


We don't exactly know what happens here



# Process Map for Process Mapping

Courtesy of Lucid



Where will  
you  
insert your  
QI activities  
into the  
workflow?



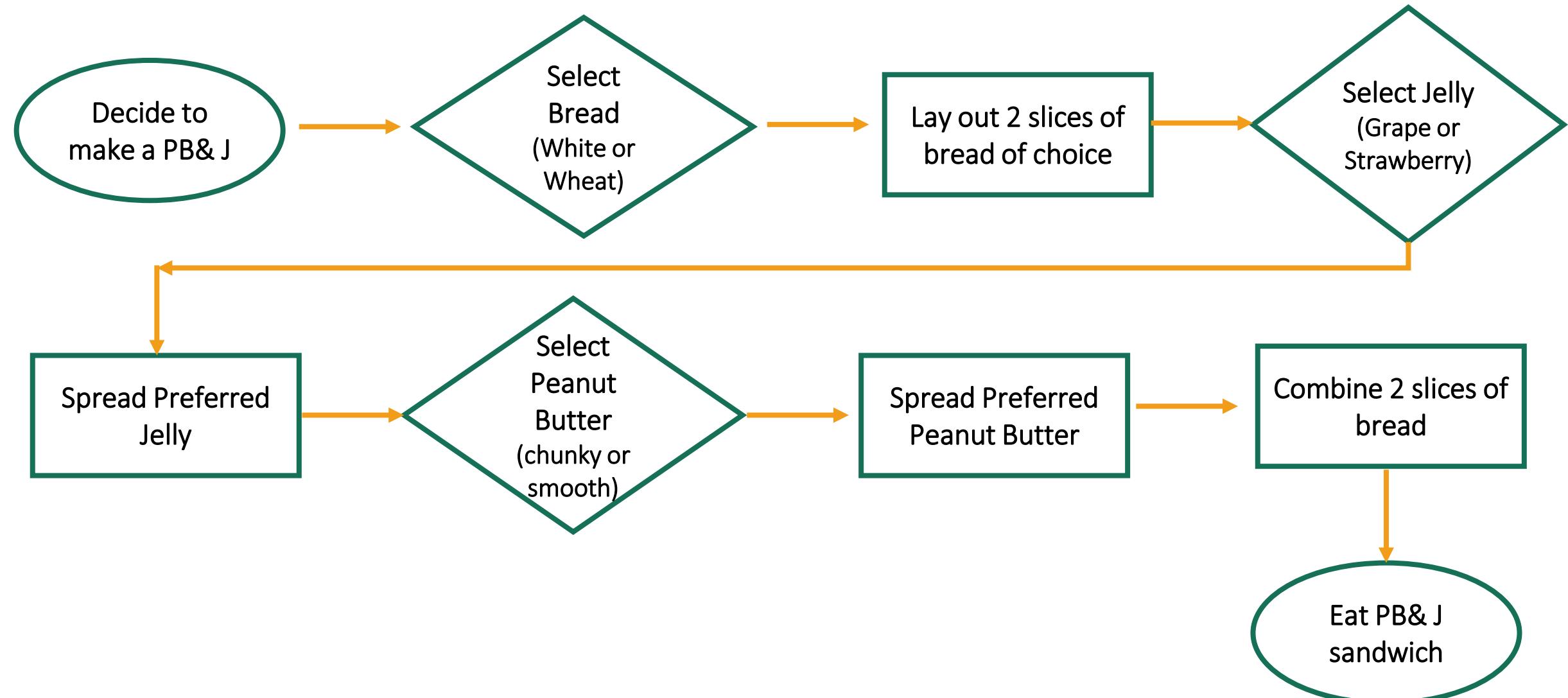
# Peanut Butter & Jelly Sandwich Process Map

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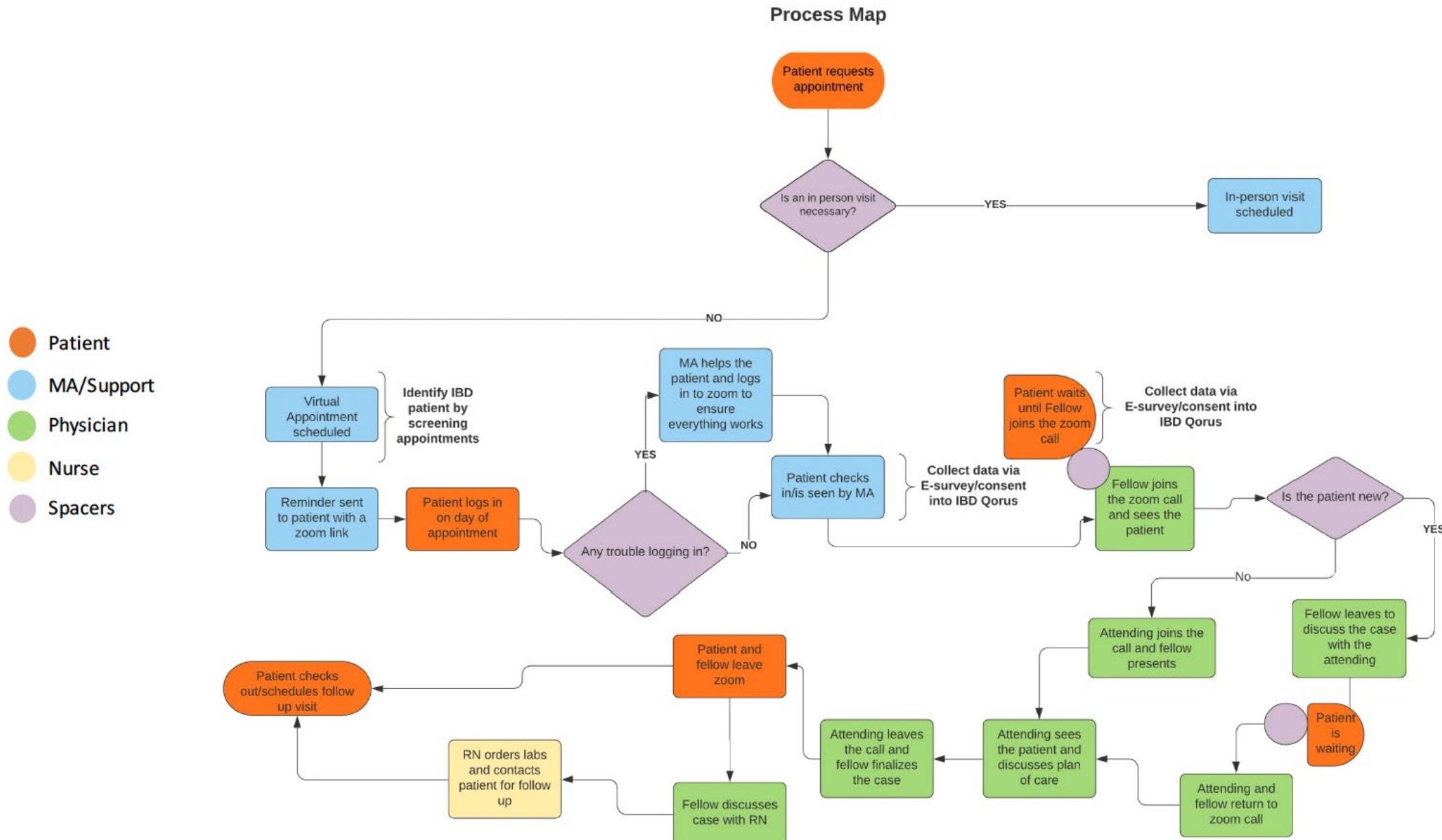




# Process Map for a PB&J Sandwich



# Anatomy of a More Complex Process Map – IBD Telehealth Workflow





# By Mapping Your Workflow Together, Your Team Will Begin to Improve



*“If you can’t describe what you are doing as a process . . .*

*You don’t know what you are doing.”*

W. Edward Deming



# Summary

Shared understanding of a discrete process or clinical encounter



Allows your team to develop a deeper understanding and appreciation of your system



Makes the invisible visible



Important to complete before imposing new work into an already busy clinical system



# Resources

Antonacci G, Lennox L, Barlow J, Evans L, Reed J. Process mapping in healthcare: a systematic review. *BMC Health Serv Res.* 2021;21(1):342. Published 2021 Apr 14. doi:10.1186/s12913-021-06254-1

Heher YK, Chen Y. Process mapping: A cornerstone of quality improvement. *Cancer Cytopathol.* 2017;125(12):887-890. doi:10.1002/cncy.21946

Steckowych K, Smith M. Primary care workflow process mapping of medication-related activities performed by non-provider staff: A pilot project's approach. *Res Social Adm Pharm.* 2019;15(9):1107-1117. doi:10.1016/j.sapharm.2018.09.014

Weir NM, Newham R, Corcoran ED, et al. Application of process mapping to understand integration of high-risk medicine care bundles within community pharmacy practice. *Res Social Adm Pharm.* 2018;14(10):944-950. doi:10.1016/j.sapharm.2017.11.009

The Pitfalls of Process Mapping – Ian James, The Process Consultant (2:56)  
<https://youtu.be/RQSh2CyxdIA>

Introduction to Flow Charting: Part 1 – The Institute for Healthcare Improvement (7:46)  
<https://youtu.be/tq7dQVaTbcc>



# Next Steps

ACTIVITY	MATERIALS
<b>Share lesson with your team</b>	Microlesson powerpoint presentation
<b>Invite team members to a 60-minute process mapping exercise session</b>	Process Mapping Worksheet Whiteboard Post-It notes Camera (optional)
<b>Share your process maps with patients/families for review and feedback from their perspective.</b>	
<b>Share the process map with your improvement team.</b>  <b>Post in break room and people can modify as steps in process change over time.</b>	