



Quality Improvement

Process Mapping

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Process Mapping

Evaluate current process

- Need to understand how things are to determine how to change
- Mapping process should involve entire team
- Allows you to see resources available to improve patients' care



Process Mapping

Understand Your System

- Make sure everyone has the same understanding of how things work
- Make sure all team members understand how they are important to how care is given



Process Mapping

Planning for change

- See where there are opportunities to share care responsibilities
- Give team members ownership in improving the care of patients
- Make it a low-risk opportunity to suggest way to improve care



Process Mapping

Who You Need – Your Team

- Front office staff
- Nursing
- Physicians and other providers
- Other ancillary office staff



Process Mapping

Let's Get Started

- There are many ways to do this – there is no right or wrong way
- This process can be applied to anything, we will use the example of vaccination



Process Mapping

What You Need

- Whiteboard, large paper, or table
- Sticky notes (2 colors)
- Markers
- Phone or camera



FRONT OFFICE

NURSING

PHYSICIAN

PATIENT

FRONT OFFICE

SCHEDULE
APPOINTMENT

CHECK IN +
UPDATE
INSURANCE

FILE
MAMMOGRAM
TO CHART

NURSING

ROOM
PATIENT

CREATE
ORDER +
SCHEDULE
APPOINTMENT

REQUEST
MAMMOGRAM
REPORT

PHYSICIAN

SEE PATIENT

RECOMMEND
MAMMOGRAM

FORK

FORK

PATIENT

CALL FOR
APPOINTMENT

ARRIVE FOR
APPOINTMENT

PATIENT
SELF-
REFERS

GET
MAMMOGRAM



Process Mapping

Questions

- Is this the most efficient process for the task at hand?
- Could members of the care team, not previously identified, be better utilized in this process?
- Is the right information available at the right time?



Process Mapping

Questions

- Can your workflow be simplified?
- Could other offices processes follow suit to ensure simplified office systems that maximize the team?



Process Mapping

Now what?

- Keep adjusting until it represents your current process
- Take a picture of the final product
- Share this information with the rest of your team



Process Mapping

What's Next

- Figure out how you want to change your system
- Empower team members to improve the care of your patients
- Keeping working to improve the care of your patients



Other Considerations

Health Equity

- Are there subpopulations within your practice where this system might not work well?
- Are your interventions culturally appropriate for all of your patients?



Other Considerations

Population Health

- What processes reach outside the practice?
- What partnerships with community resources can improve care?



For More Information

Visit:

www.OhioAFP.org

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