



# Creating a Process Flow Map

A process map is a visual depiction of the steps in a process. It can be used to identify bottlenecks, inefficiency, and a shared understanding of the process among team members. It is useful to do at the start of a process to help team members think about how to improve the process.

Process maps use standardized shapes to depict steps in the process. A **rectangle** shows a step in the process, a **diamond** indicates decision points, **arrows** show the connections between steps and **ovals** show the start and end of a process.

### Instructions:

- 1) Get the right people in the room – this group should be multi-disciplinary and be the people who know the process well.
- 2) Define where your process will start and end. For instance, a patient’s process from arrival to the Emergency Department to discharge will look very different than if you are just looking at the process from patient registration to seeing a physician.
- 3) Using post-it notes and large paper, list and connect all steps in the process. Using post-it notes will allow you to move and add steps as you go along. Visio and Lucidchart are electronic options for creating flow maps.
- 4) Review the flow map for accuracy and completeness. You may need to verify your understanding with others who touch the process.
- 5) Assign team members to gather information to fill in any areas of uncertainty.
- 6) You can use the process flow map to help determine where to target your improvement work.

### Example:

