**Process Map**

The goal of your Process Map is to make the process that you are trying to improve more visible to each team member and stakeholder. It allows you to see each step that may otherwise be invisible to you. This is a team activity given the siloed nature of our work, and is best done in person, with a whiteboard and sticky notes.

Recognize that process mapping is a technical tool to understand how work gets done. But the process of process mapping is an adaptive tool that creates engagement, inclusion and buy-in. It allows all team members to share their ideas, insight, and improvement ideas, and messages that you care about their feedback.

**Step 1: Identify the start and stop of the process.**

This allows the team to agree on the scope of the problem. For example: For a problem tackling a long length of stay in the hospital, what is the process start? Is it when the patient shows up at the emergency room? When the ER doctor decides to admit them? When the patient gets to their bed in the hospital? Or when the primary team places the first set of orders? Each of these starts suggests a different scope of project work.

* PROCESS START:
* PROCESS STOP:

**Step 2: Determine the entity you are following.**

This may include a person, material, or information. For example: Some processes follow a person – such as a patient moving through a hospital admission. Others follow a material – consider a process looking at lost phlebotomy samples, that tracks where the blood samples travel in a hospital. Finally, others follow information – consider a patient calling a clinic with a question, and the process to understand who answers that question.

* What are you following?

**Step 3: Add the discrete steps.**

For this step, you will need representation from many different viewpoints, as it is likely that you don’t fully see or understand other's role in a process.

* Use a white board or virtual white board for this activity.

**Step 4: Identify the steps that cause pain.**

This may include steps that yield waste, inefficiency, or frustration. These are steps that the team can agree are unnecessary (duplicative efforts), problematic (causes frustration), or highly variable (everyone does it a different way.)

* Add a star or other symbol for PAIN POINTS.

**Step 5: Identify the steps that bring joy and connection!**

You want to try not to eliminate these steps! You may have to do so because the step is so inefficient but weigh the upsides of efficiency gains against the downsides of losing provider satisfaction in their work with the change. For example, if spending the time counseling a patient on their care plan is highly valuable for the provider don't make a change that will eliminate this face-to-face interaction as it will be a dissatisfier.

* Add a heart or other symbol for points of JOY.