


# Process Mapping

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with <https://i.treatsafely.org> 



**UC San Diego**  
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*Joint IAEA-ICTP training on patient safety in radiotherapy  
Trieste, Italy  
24 – 28 November, 2014*

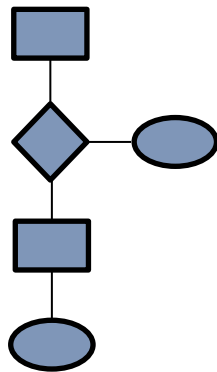


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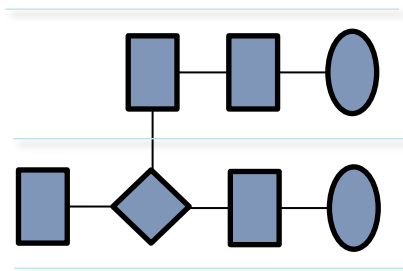
# What is a Process Map?

- A pictorial representation of the sequence of steps that comprise a process

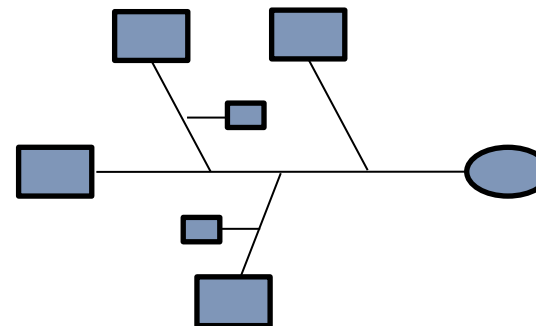
- Process Map
- Flowchart



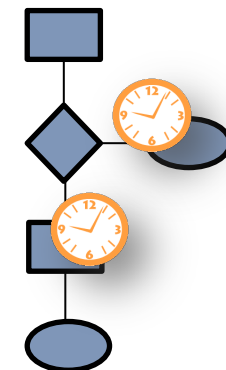
Swim Lanes



- Fishbone
- Ishikawa
- Cause-and-Effect



Value-Stream Map



# Benefits of Process Maps

- Immediate
  - Communication (“A picture is worth a 1000 words.”)
  - Efficiency gains
  - Safety gains
- Longer term
  - Maps form the basis for several quality improvement tools
  - Education and competency training

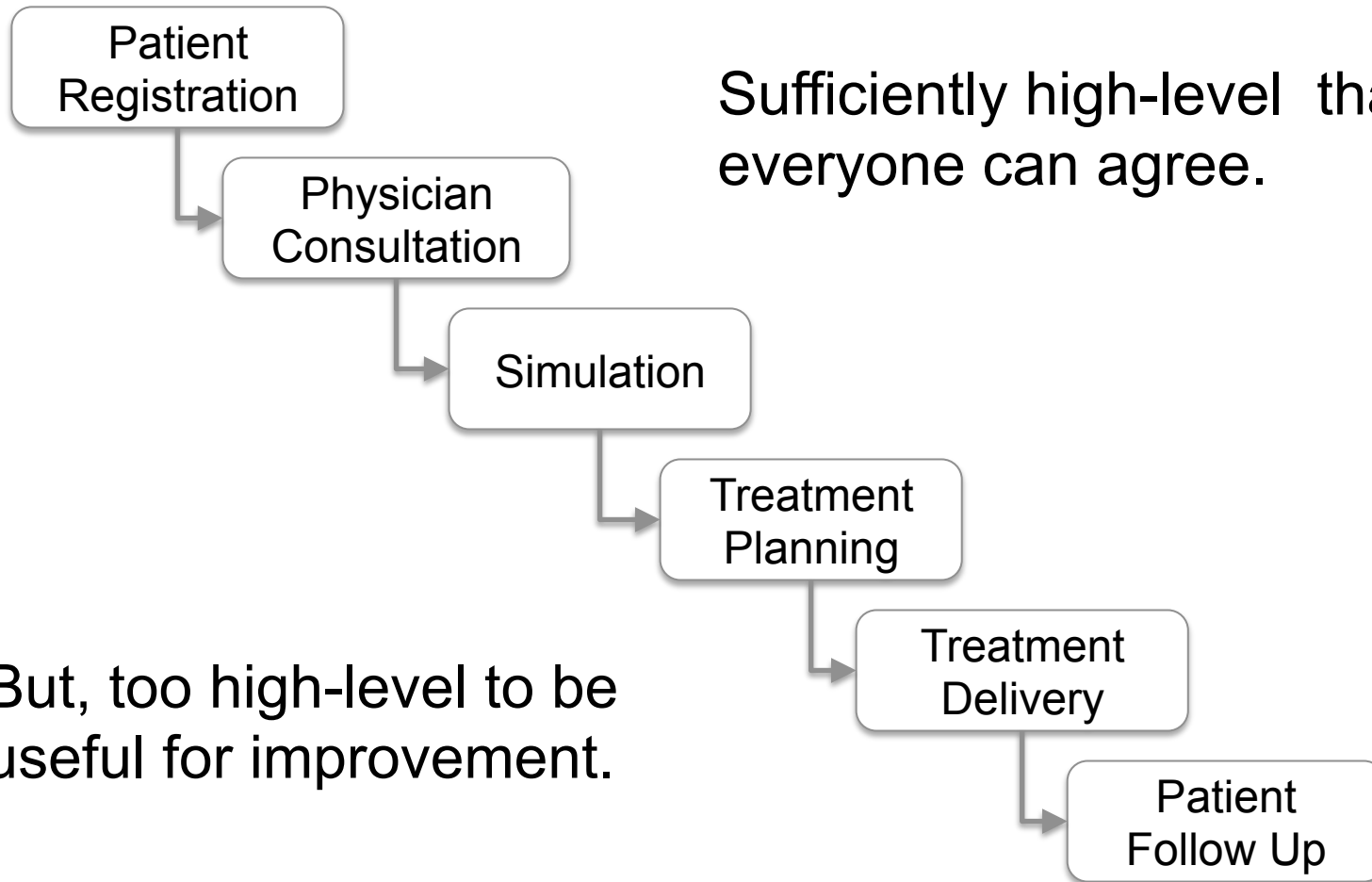


# Recommendations

- **Step 1: Decide what process to map.** Don't try to cover too large of a process.
- **Step 2: Form a group and identify a leader.** Someone needs to be in charge and moving it forward.
- **Step 3: Create an initial process map.** Start with a draft that captures the workflow at a general level.
- **Step 4: Iterative mapping.** The process map is refined with the input from the staff involved in the process.



# Creating a Process Map / Flowchart



Sufficiently high-level that everyone can agree.

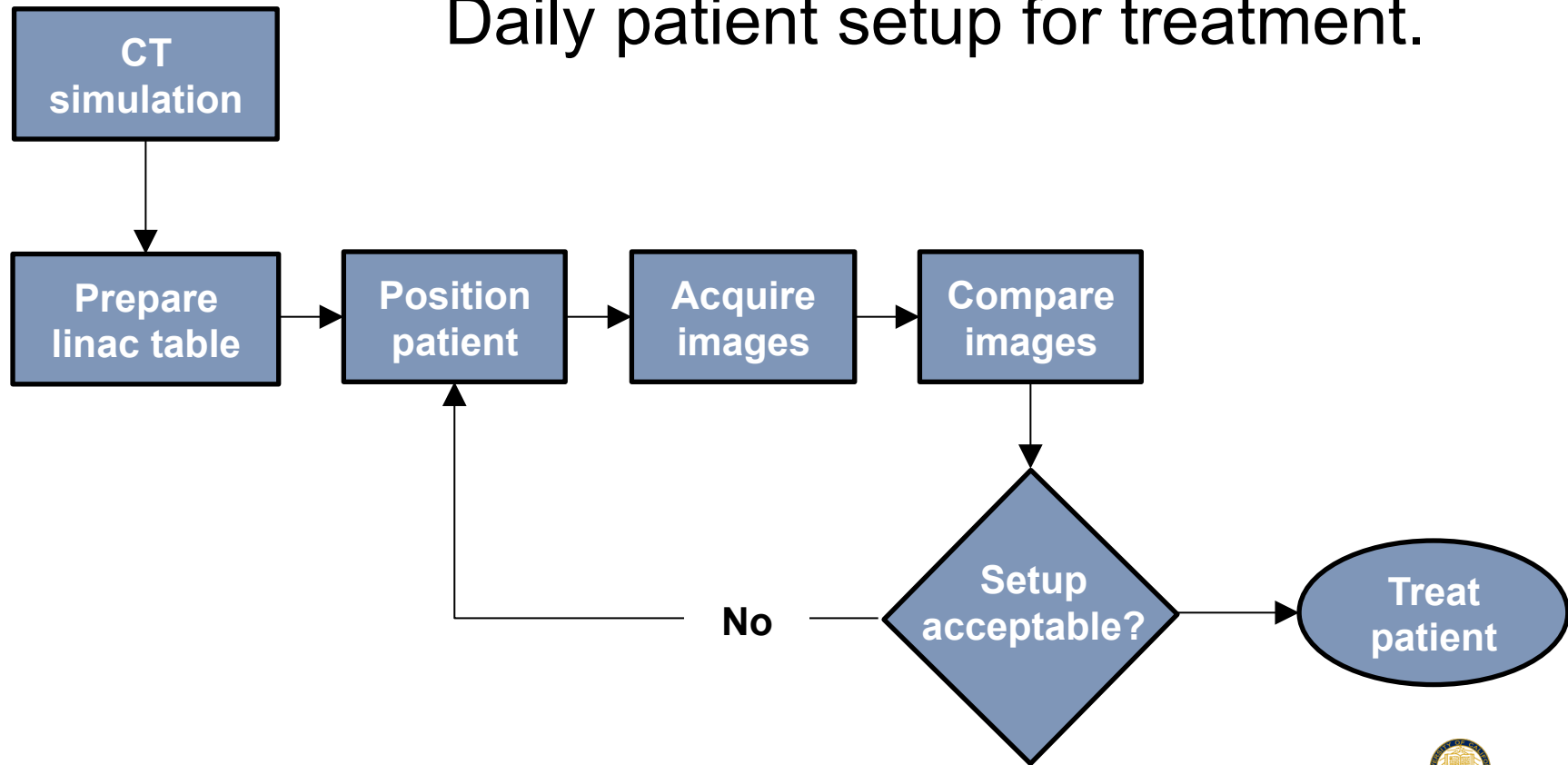
But, too high-level to be useful for improvement.



# Narrow the Focus

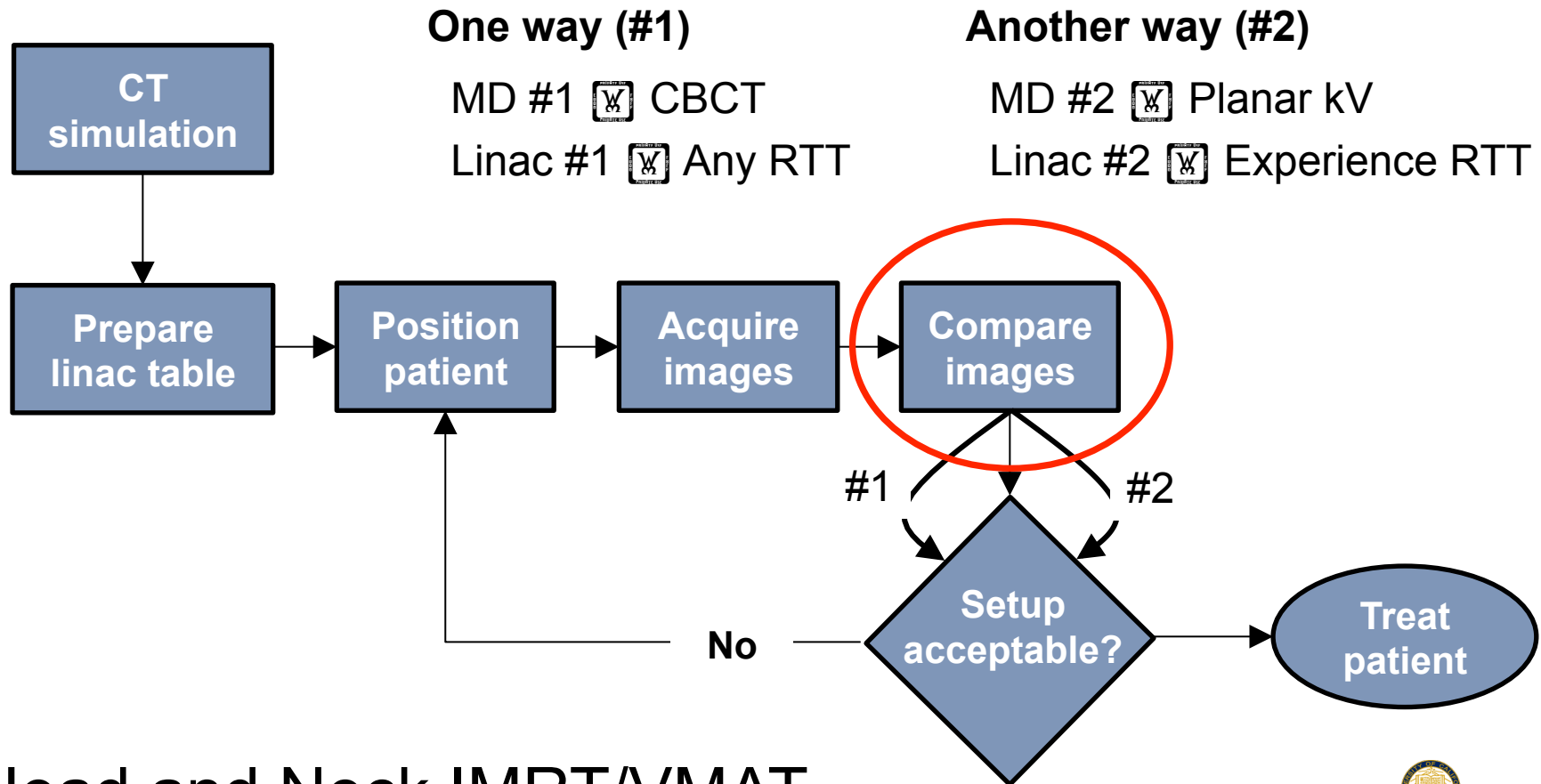
(Process Map / Flowchart)

## Daily patient setup for treatment.



# Specify and Look For Bifurcations

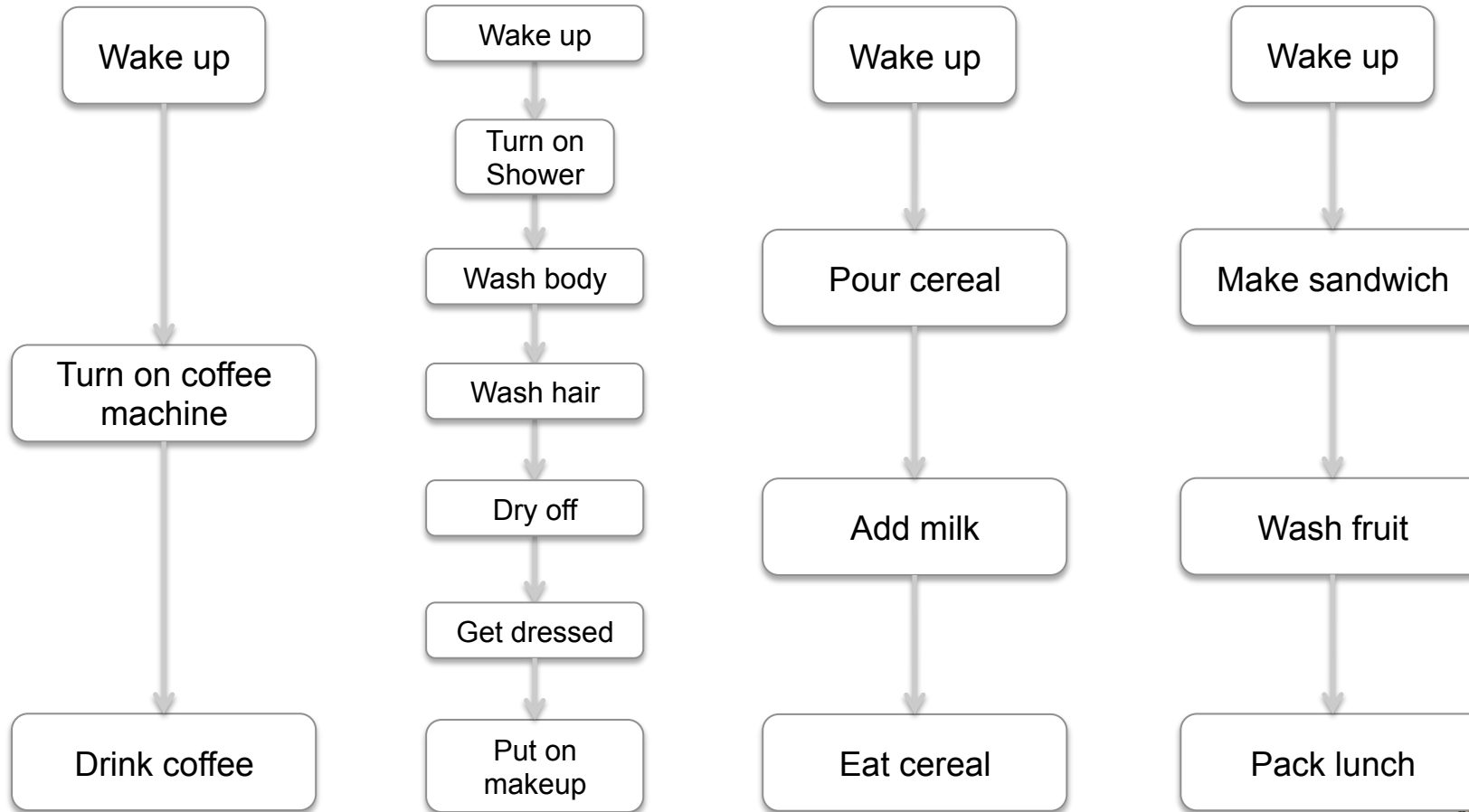
(Process Map / Flowchart)



Head and Neck IMRT/VMAT

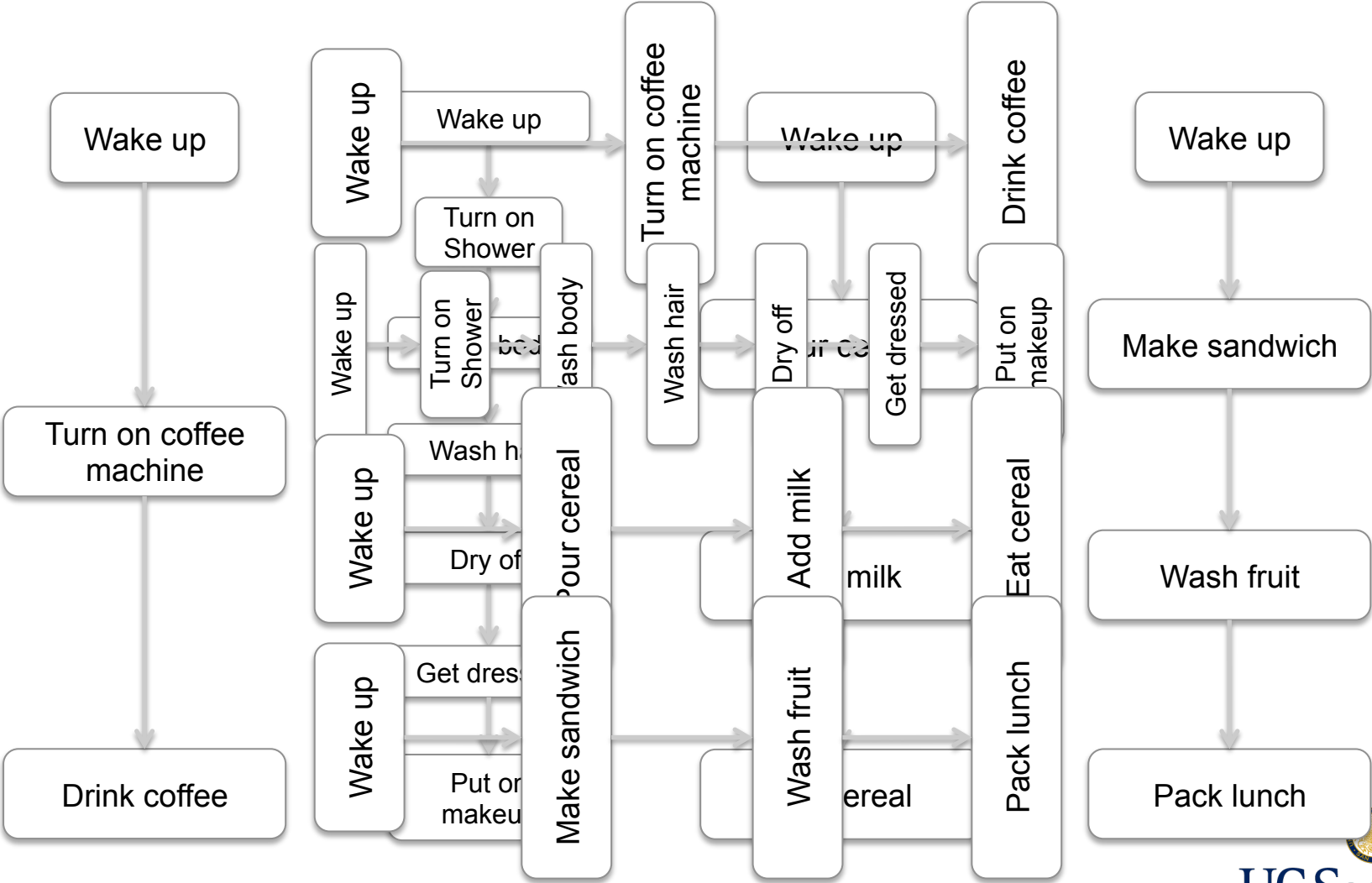
# Swim Lanes

(Getting to work example)

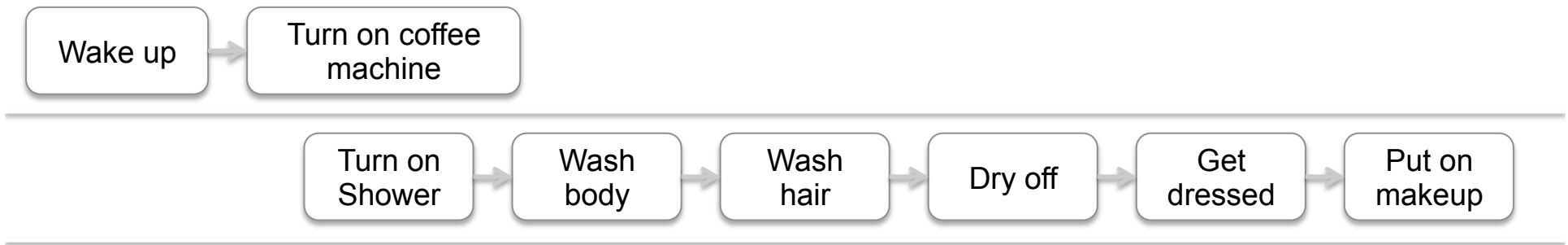




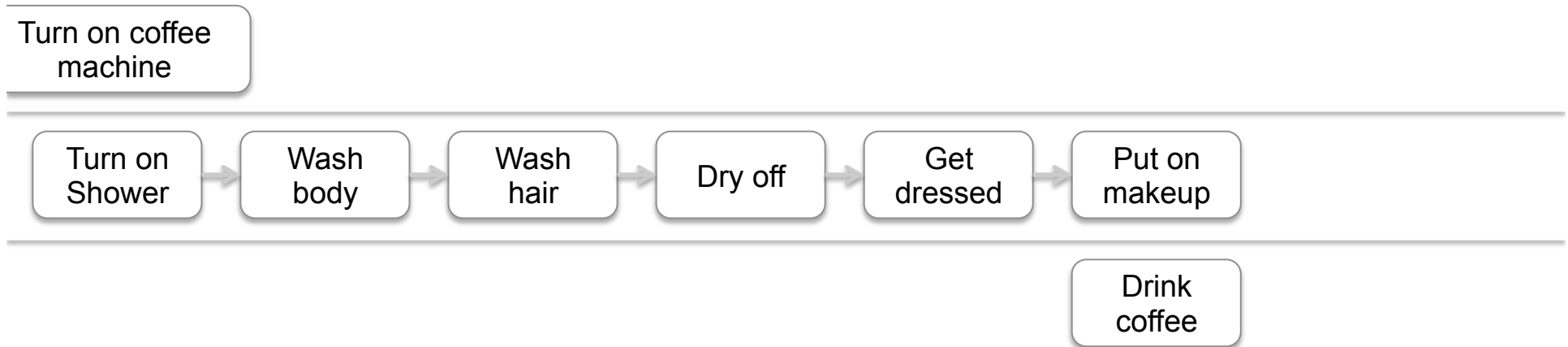
# Swim Lanes



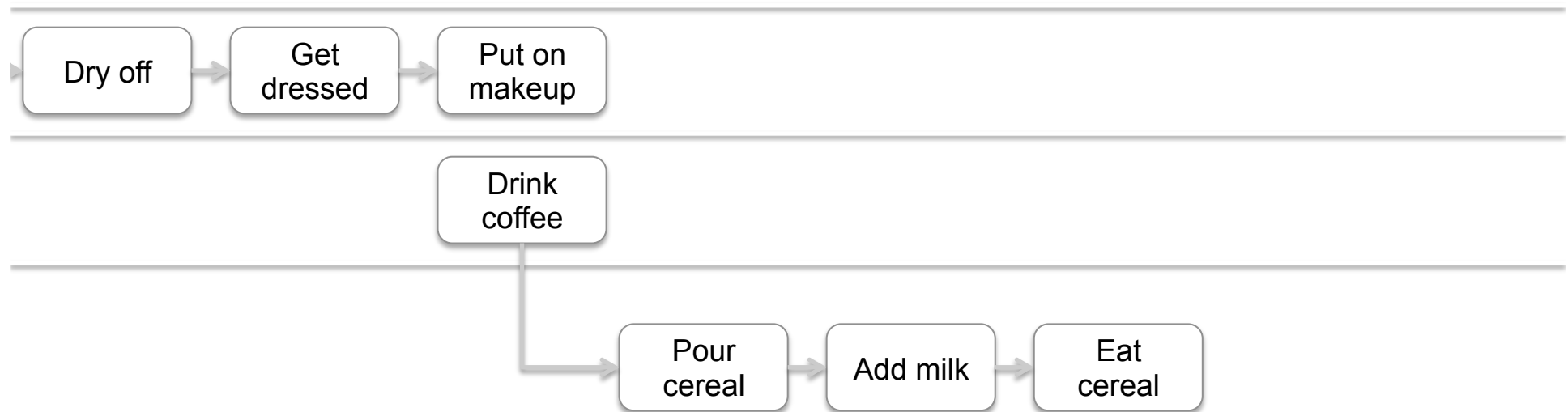
# Swim Lanes



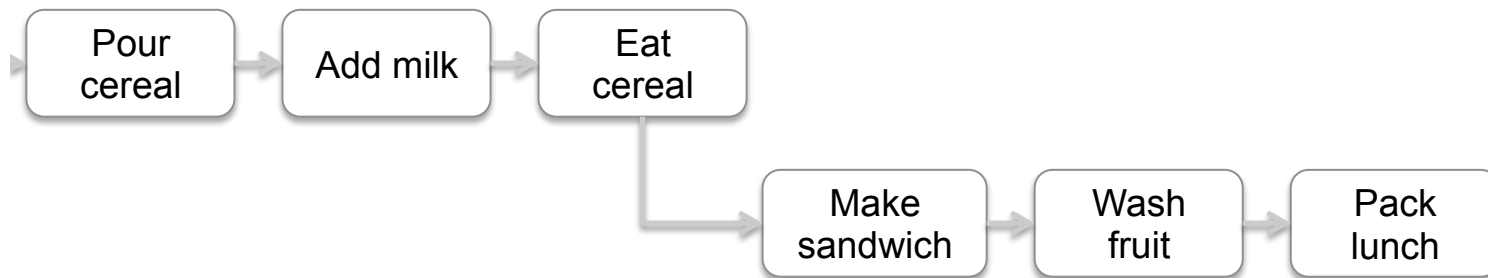
# Swim Lanes



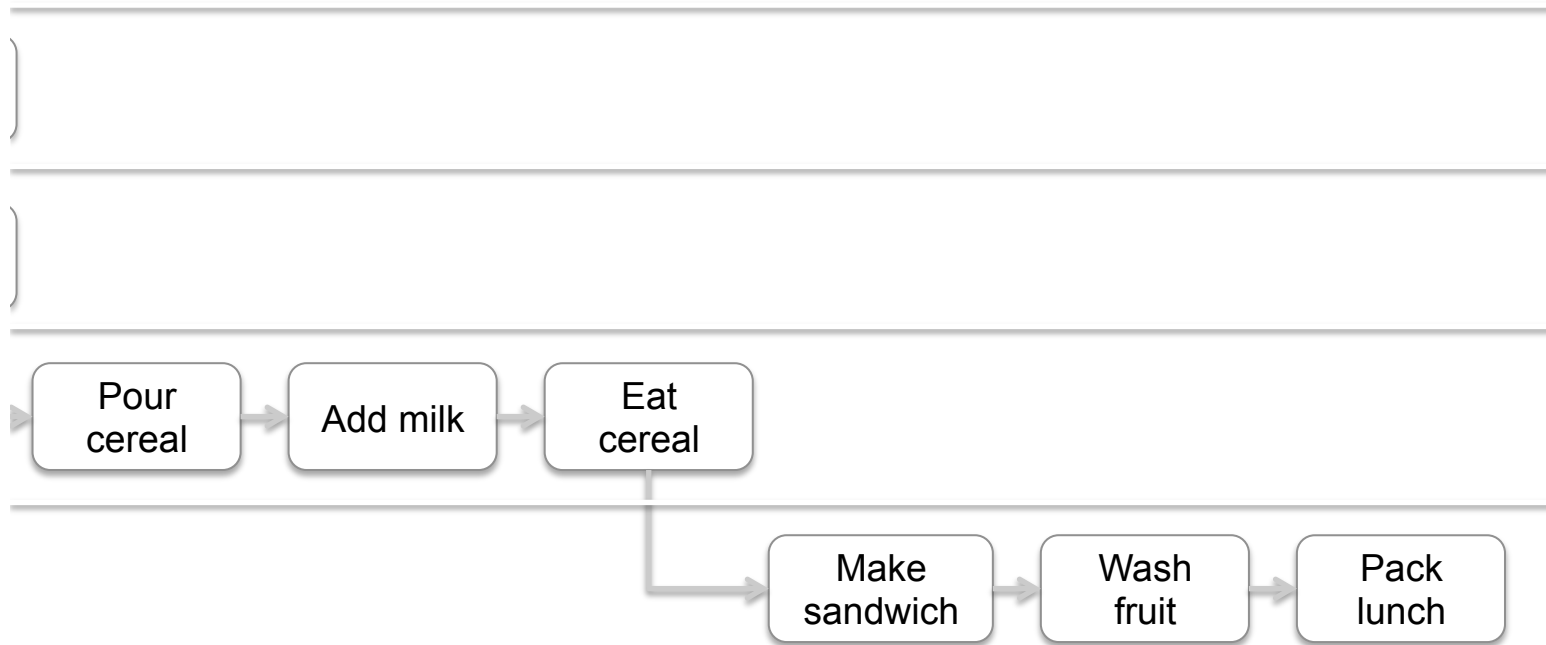
# Swim Lanes



# Swim Lanes



# Swim Lanes



# Cause-and-Effect Diagram

(Ishikawa or Fishbone Diagram; Causal Analysis example)



## EVENT REPORT

Event Date: Dec 10, 2012      Event Report Date: Dec 10, 2012

Patient Name: n/a      Patient ID: \_\_\_\_\_      Other: \_\_\_\_\_

Reporting Person: Todd (optional)

Event Narrative: I injured my toe in the night.

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I would like to receive feedback on this report.

Please submit to your supervisor for processing.

Diego

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# Brainstorming Narrative

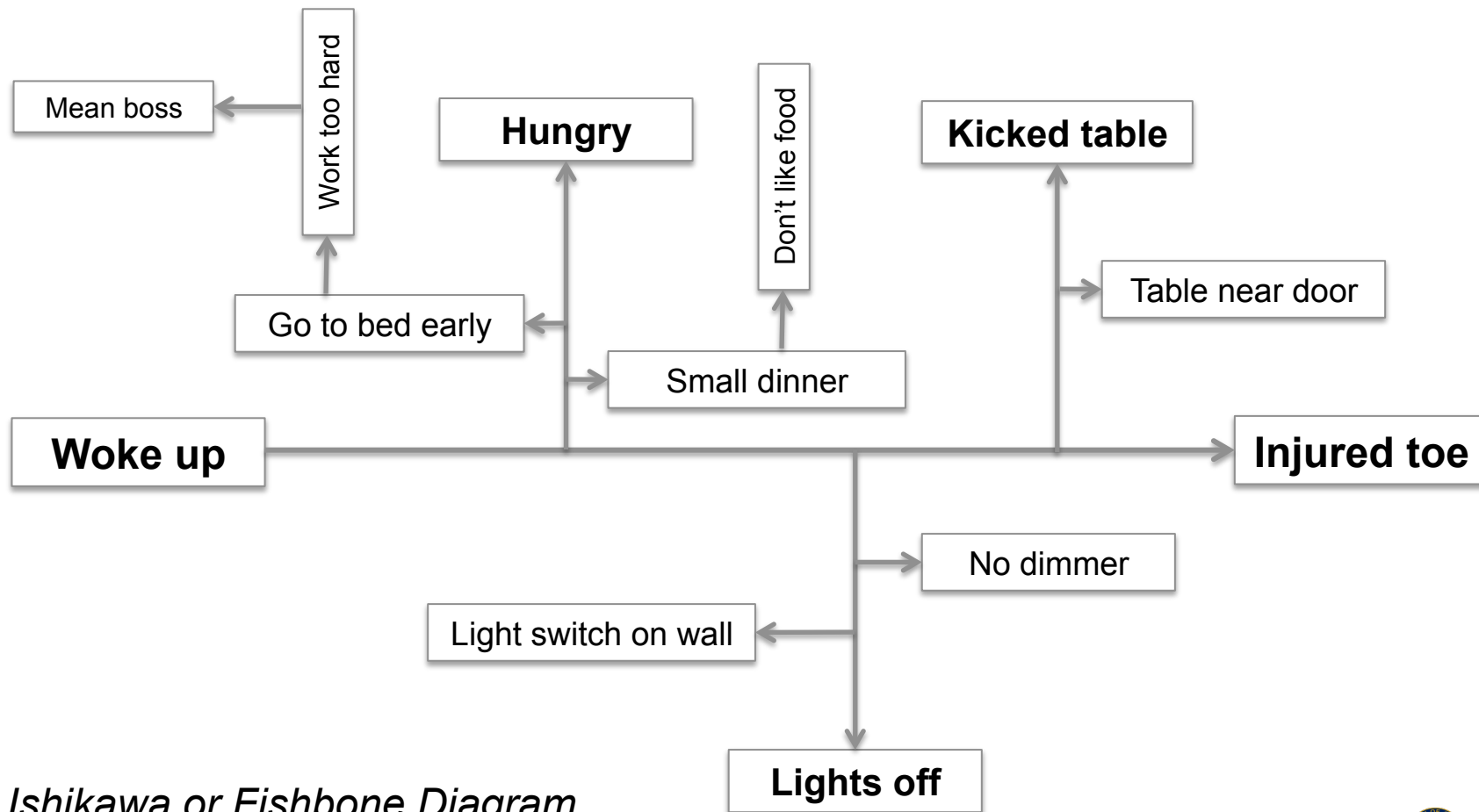
I was hungry in the middle of the night. The lights were off.

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# Cause-and-Effect Diagram



*Ishikawa or Fishbone Diagram*



# Creating Useful and Usable Maps

- Everyone should have the same understanding of the process steps
  - A multidisciplinary can be helpful but not necessary
- Number of steps in the map should be the smallest number to meet objective, but not less
- Just get it done
  - Don't focus on fancy graphics
  - There is value in just creating the map



# Summary

- A picture is worth 1000 words – maps are useful
- There are many different maps – pick one you are comfortable with and use it
- Team work and have fun!

