



Use of Process Mapping in Transitioning to an Electronic Medical Record

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Definition of Process Mapping

Graphic representation of the
sequence of steps that make up a
process.



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Process Maps

- Series of Steps that are carried out in sequence
- All of the steps are linked
- Some type of trigger starts the process and an outcome ends the process



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Why Do We Use Process Maps

- Make Work Visible
- Improves Communication and Understanding
- Provides common frame of reference



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Process Maps in Health Care

Examples of Health Care Processes

- Appointment Scheduling
- Revenue Cycle
- Medical Records
- Medication Administration
- Documentation



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How Do We Generate a Process Map

- Identify stakeholders
- Determine value of work flow
- Determine if waste or “road Blocks” exist within current system
- Opportunity for improvement



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Generate Process Map

- Do not spend extensive time on the exceptions
- Use the 80/20 rule – focus on areas that cause most of the issues first, esp. those with high volume and high cost
- Can't improve things until you know current flows



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When Do We Use Process Maps

- Orient New Employees
- Organize Work
 - > Current Work Flows and Proposed New Work Flows
- Clarify Roles and Contributions
- Identify Improvement Opportunities
- Help Measure Performance



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Types of Process Maps

- Flow Charting - Simple
- Cross Functional (Swim Lanes)
- Relationship
- Organizational Chart



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Simple

- Maximum of 10-15 steps
- Basic work flow
- Limited number of alternatives



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Cross Functional (Swim Lanes)

- Usually have greater than 15 steps
- Involve multiple disciplines or parallel activities



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Relationship

- Picture of input-output connections
- Example customer – supplier
- Often used to provide “high” level view



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Organizational Chart

- Necessary in all areas of the organization
- Able to see who reports to who

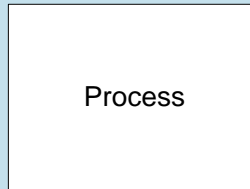


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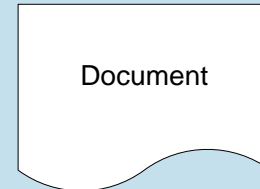


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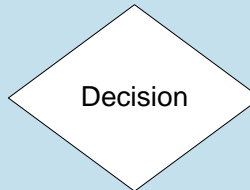
Symbols Used in Process Mapping



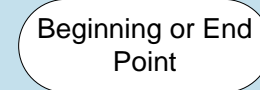
Process



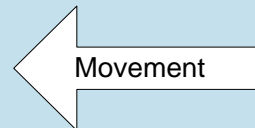
Document



Decision



Beginning or End
Point



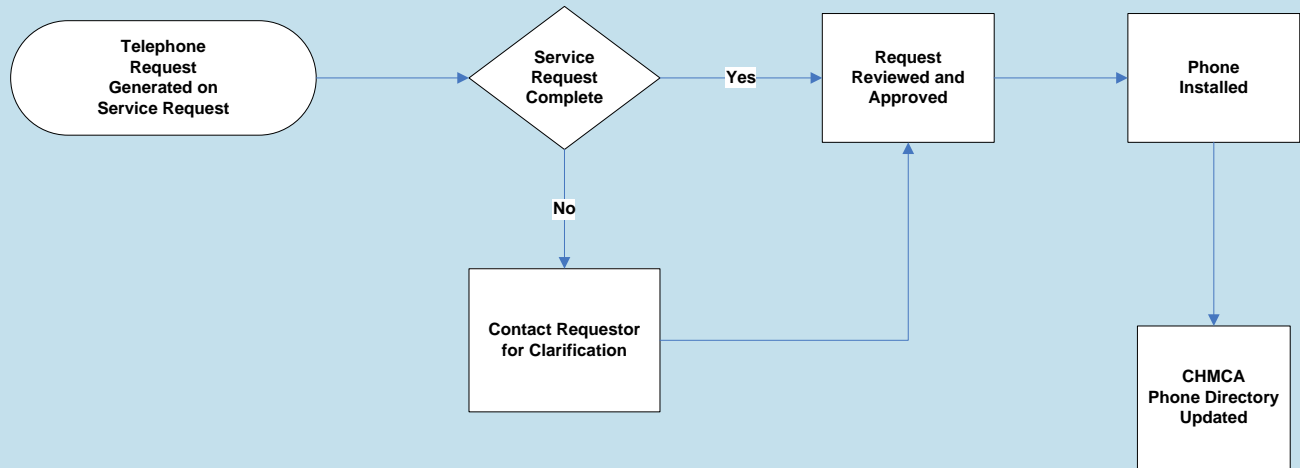
Movement

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Sample Process Map

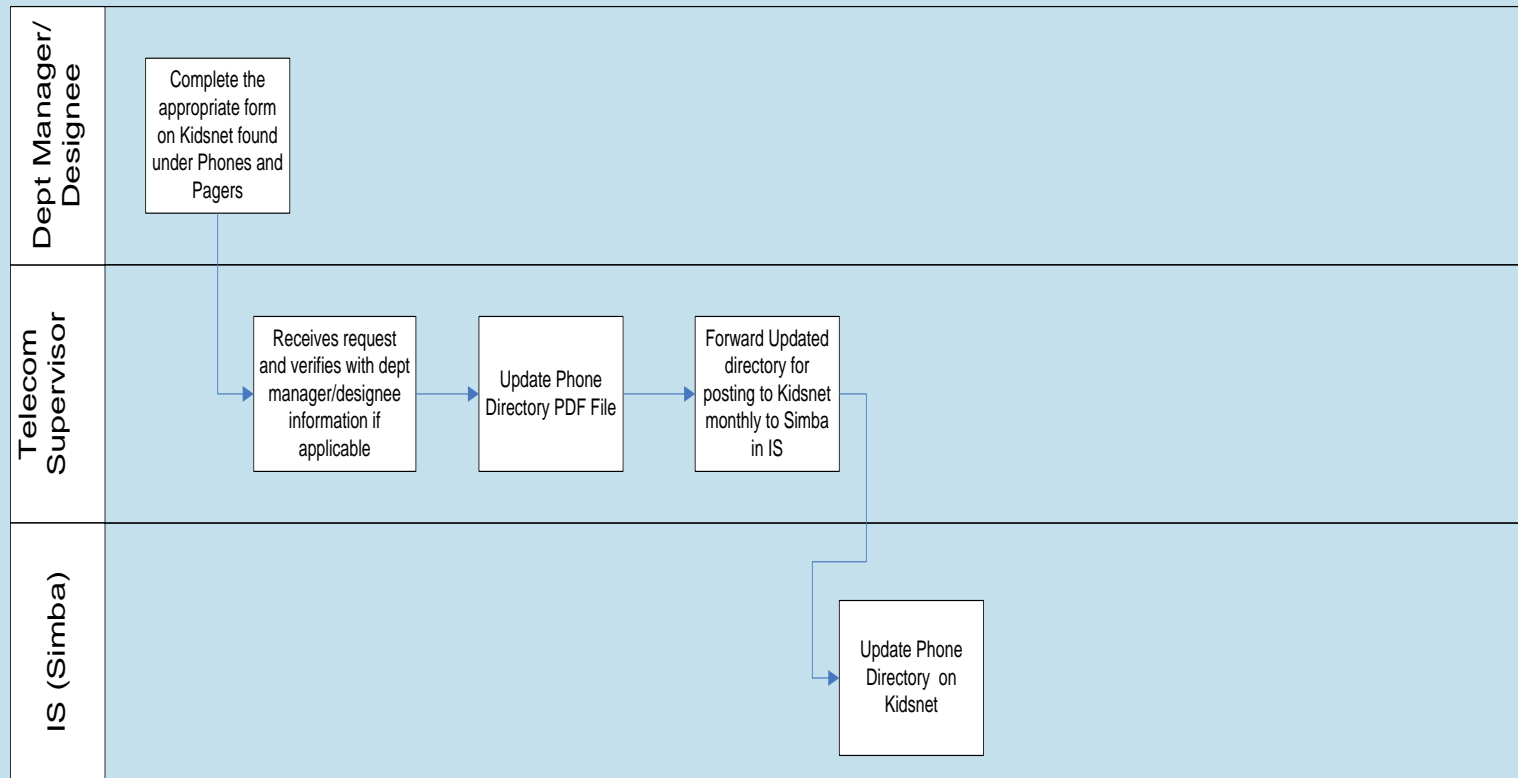
Telephone Request
April 10, 2008



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Sample Swim Lanes



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Use in Transition

- Document and understand current work flows
- Compare current with proposed new flows of electronic record
- Take advantage of opportunity to improve those processes which are not effective



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Process Mapping Pitfalls

- Unbalanced
- Map “Too Busy”
- People get bogged down in detail
- Unclear Terminology
- Not correct people at the table

