

Process Map

Process maps provide a mechanism of visualizing the various steps of a clinical care process to identify opportunities for improvement. Some process maps are quite simple, others more complex. Process maps are a representation of the way a process actually works. While the initial process may be outlined by one individual, usually these are created with input from a multidisciplinary team. Sometimes the steps of a process occur behind the scenes (e.g., laboratory intake) and may not be well-understood by the primary care team. Taking time to understand the clinical care process and steps in full can identify where inefficiencies or challenges exist. This Institute for Healthcare Improvement describes five critical steps to process mapping: <https://www.ihl.org/communities/blogs/5-steps-for-creating-value-through-process-mapping-and-observation>.

