

Pediatric Readiness Recognition Programs Process Map

Purposes: *A Process Map or Workflow Map is a visual outline of the steps in a process. The purpose of a process map is to show the steps, identify personnel and/or groups that are responsible for processes or tasks, and find one or multiple sources of a problem or identify potential areas for improvement. A process map also conveys the steps needed to be taken to achieve the final goal.*

General Information about the Process Map

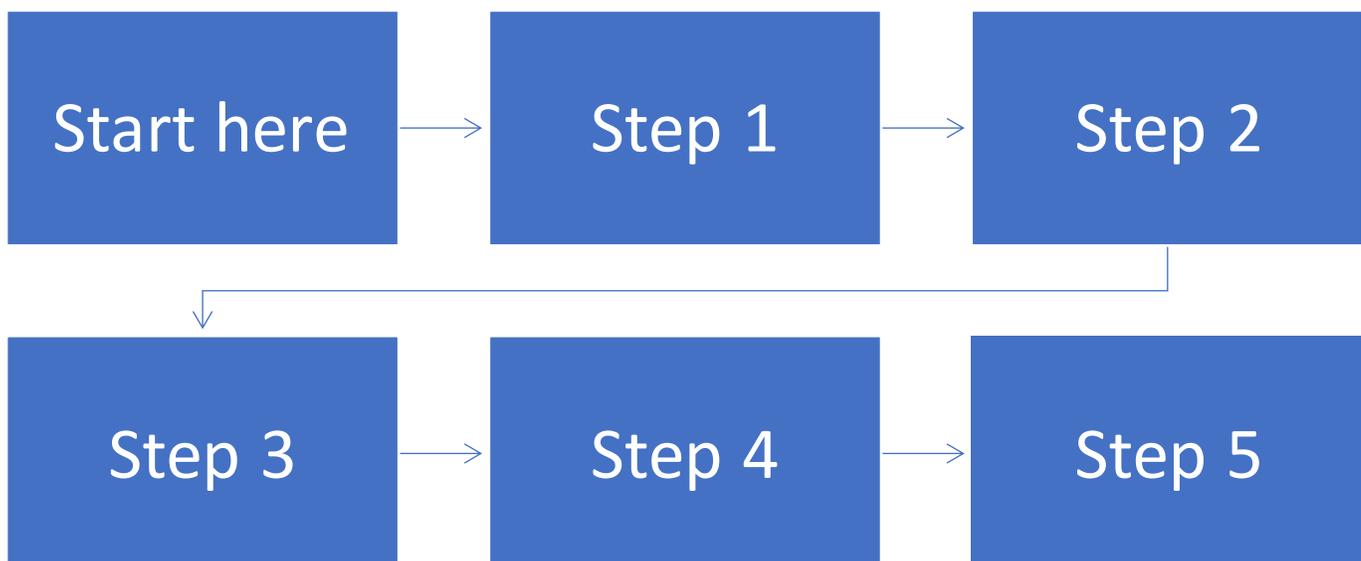
The process map is a tool that can be used to ensure all members of the team understand the steps of a process, to see what might need to be done, or what steps can be removed.

Engaging all 'players' can uncover details about the process and dispel assumptions.

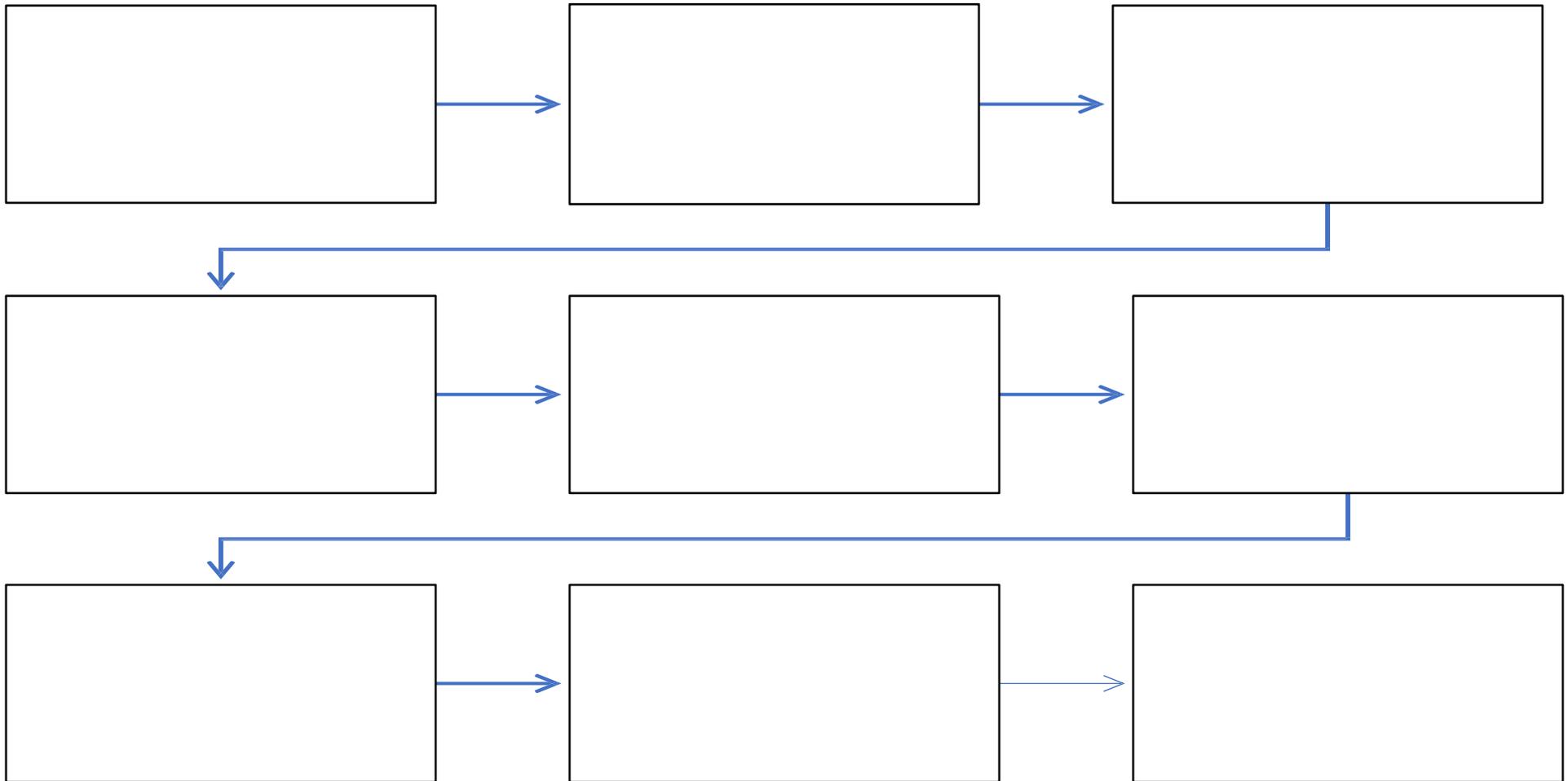
Throughout the life of your quality improvement project, you can use this process map to keep in mind ways to improve the process and to meet customer expectations more effectively

Here is how to use it:

1. Define the process that you are mapping.
2. Identify and engage all the 'players' involved in the process.
3. Brainstorm the steps and map the steps on a wall or poster paper (post it notes are great).
4. Arrange steps in sequence with input from the team. Ideally, the facilitator asks questions to help clarify steps that team members do in the process. Let them explain it to you.
5. Draw arrows between notes to indicate flow of process



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