



Substance Use Disorder ECHO

RUTGERS



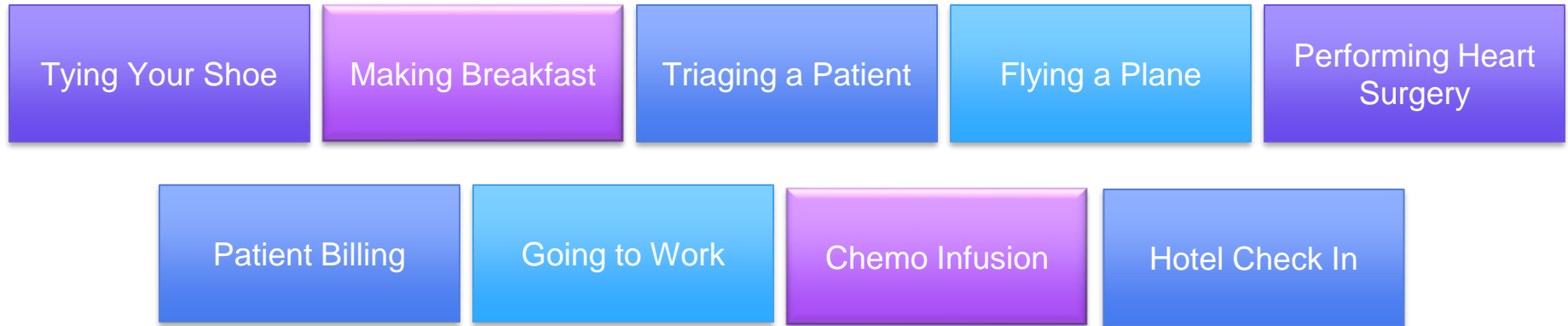
RUTGERS
New Jersey Medical School



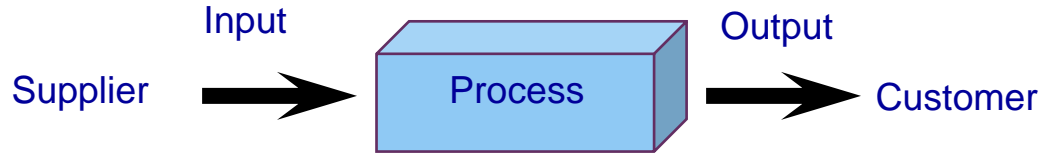
Process Mapping

What is a Process?

Process: A set of interrelated activities that transform inputs into outputs



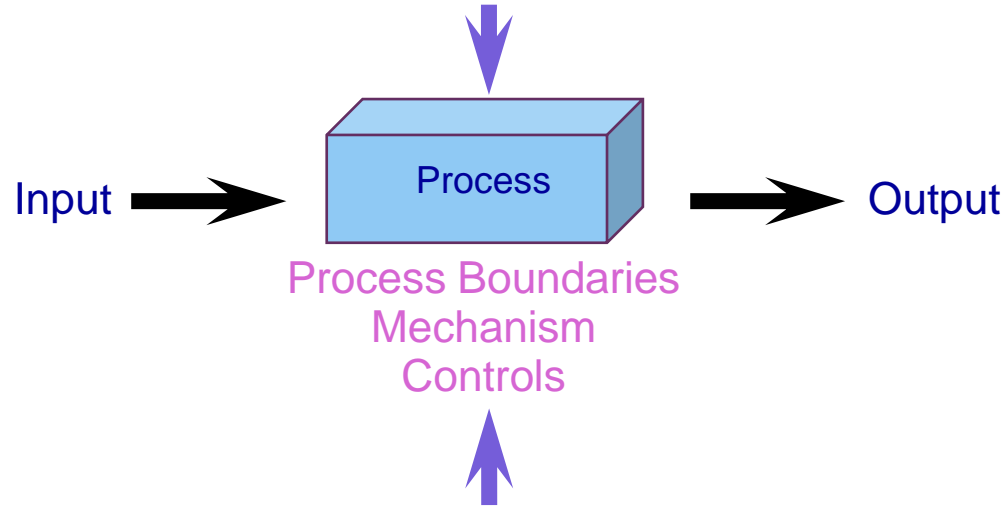
Elements of a Process



- **Customer**—Whoever receives the output of your process.
- **Output**—The material or data that results from the operation of a process.
- **Process** —The activities you must perform to satisfy your customer’s requirements.
- **Input**—The material or data that a process does something to or with.
- **Supplier**—Whoever provides the input to your process.

(SIPOC) Focus: Start with the customer and work backwards

Elements of a Process



Process Boundary—The limits of the process, usually identified by the inputs, outputs and external controls that separate what is within the process from its environment.

Mechanism—The resources (people, machines, etc.) that participate in a process to change the input to an output.(How)

Controls—The material, decision rules or data that are used to tell a process what it can or should do next.

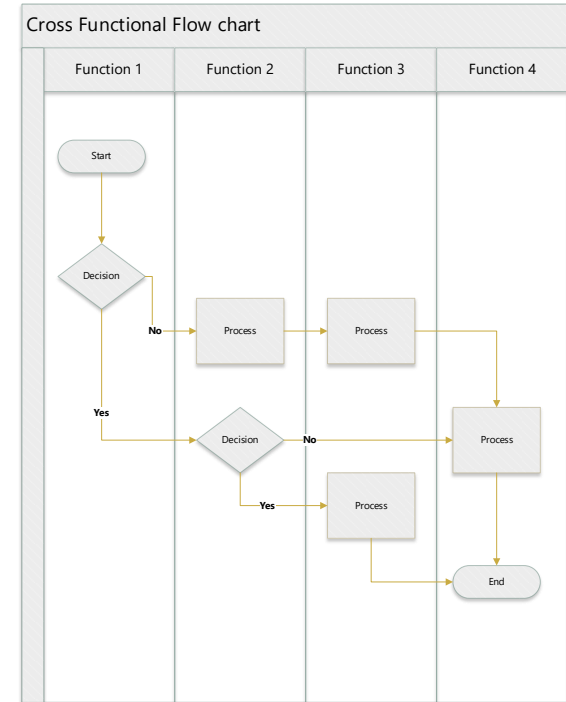
What is Process Mapping?

Process mapping is an organized graphical display of steps, events, and operations that constitute a process. It illustrates the who, what, and when of the process.

- Provides a structure for thinking through a complex processes in a clear, visible manner
- Identifies important process steps, locates handoffs and bottlenecks
- Identify steps in the process to target for metrics or where data can be collected
- Locates re-work loops and helps spot nonvalue-added activities
- Can reveal unnecessary, complex, and redundant steps in a process. This makes it possible to simplify and troubleshoot.
- Can compare actual processes against the ideal. You can see what went wrong where.
- Can identify potential Inputs(X's) that could be impacting your primary output (Y)

Creating a Process Map Summary

1. Identify the scope of the process (start & finish)
2. Identify persons/functions involved (list across the top)
3. Brainstorm activities and decisions that take place within the process.
4. Place the activities and decisions in order with the first in the upper left hand corner (down the page)
5. Connect symbols with arrows to indicate flow.
6. Final review with process owner / team



Process Mapping – Basic Symbols



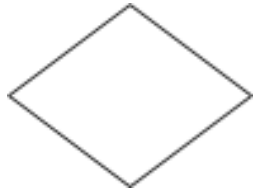
Terminator

The terminator is used to indicate the first and last step of a process.



Process Step

The process step is used to indicate a basic task or activity. It is not to indicate who performs the activity.



Decision

The decision is used to indicate a decision usually resulting in yes or no.

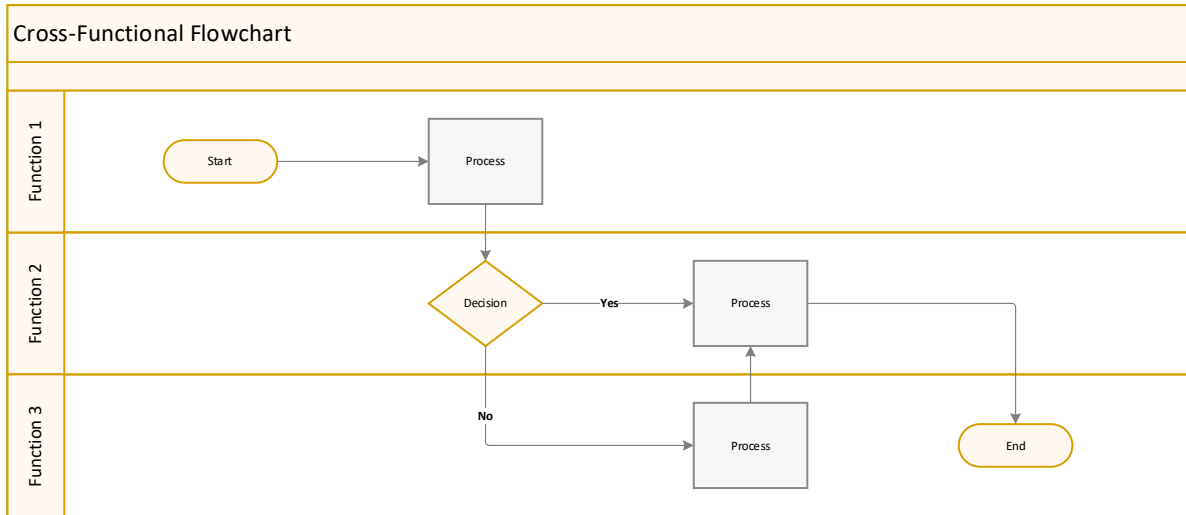


**Direction
Flow**

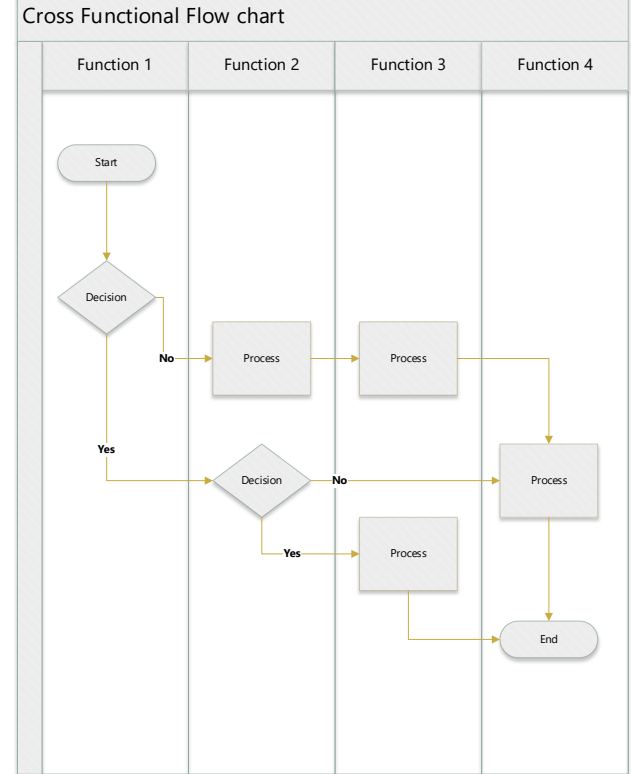
The direction flow arrow is used to demonstrate the path the process from one step to the other

Process Map Orientation

Horizontal



Vertical



Process Map Details – Steps

1

2

3

4

5

	Process Step	Details of Process Step – What is done	Resources	Systems	Metrics
1					
2					
3					
4					

1. Enter the name of the process step that corresponds with the number to the left
2. Enter the details of what is done in the process step
3. Enter the resources that are involved with the process step
4. Enter the computer systems used with the process step
5. Enter any metrics that are in place to measure how well the process step is performing

Process Map Details – Issues

	1	2	3	4
#	Process Step	Issue	Definition of Issue	Metrics
1				
2				
3				
4				

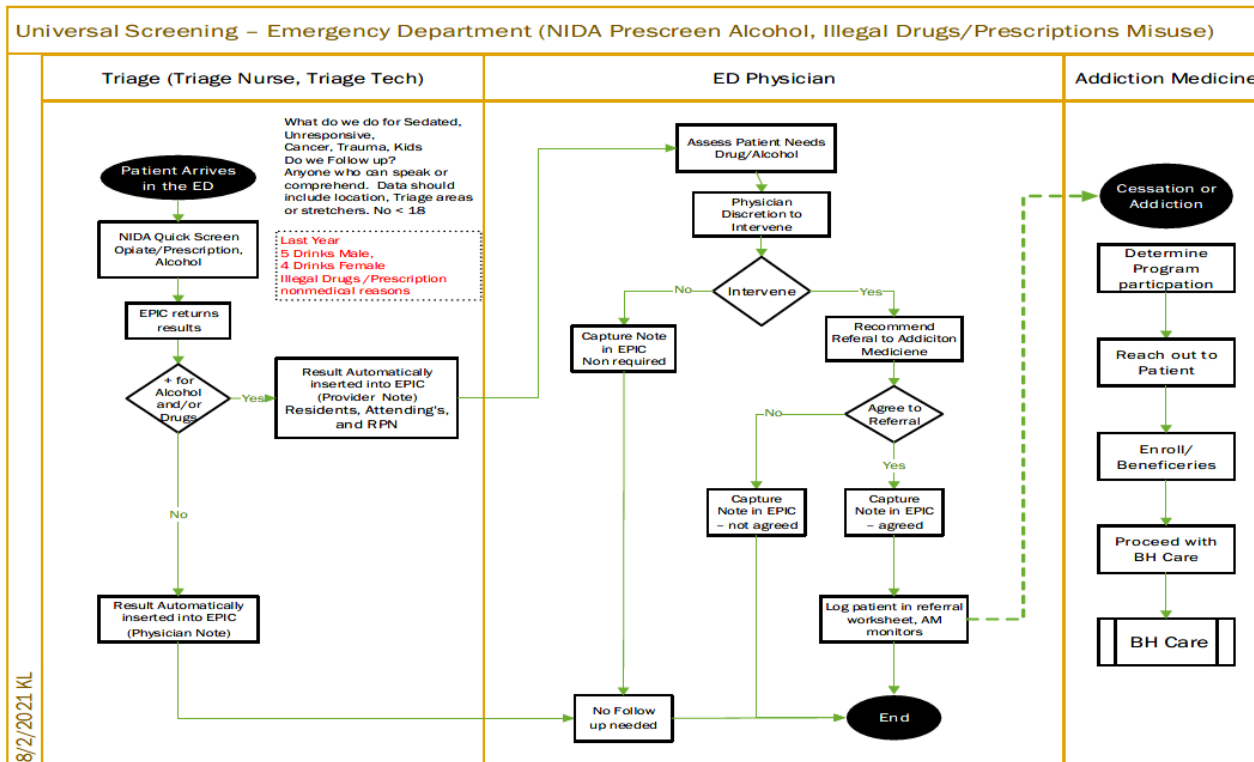
1. Enter the name of the process step that corresponds with the number to the left
2. Enter the name of the issue
3. Provide a detailed description of the issue
4. Provide a measurement / quantify how big the issue is (if available)

Process Map Details – Issue & Root Cause

1 Issue	2 Root Cause

1. Enter the Issue
2. Provide the Root cause of the identified issue

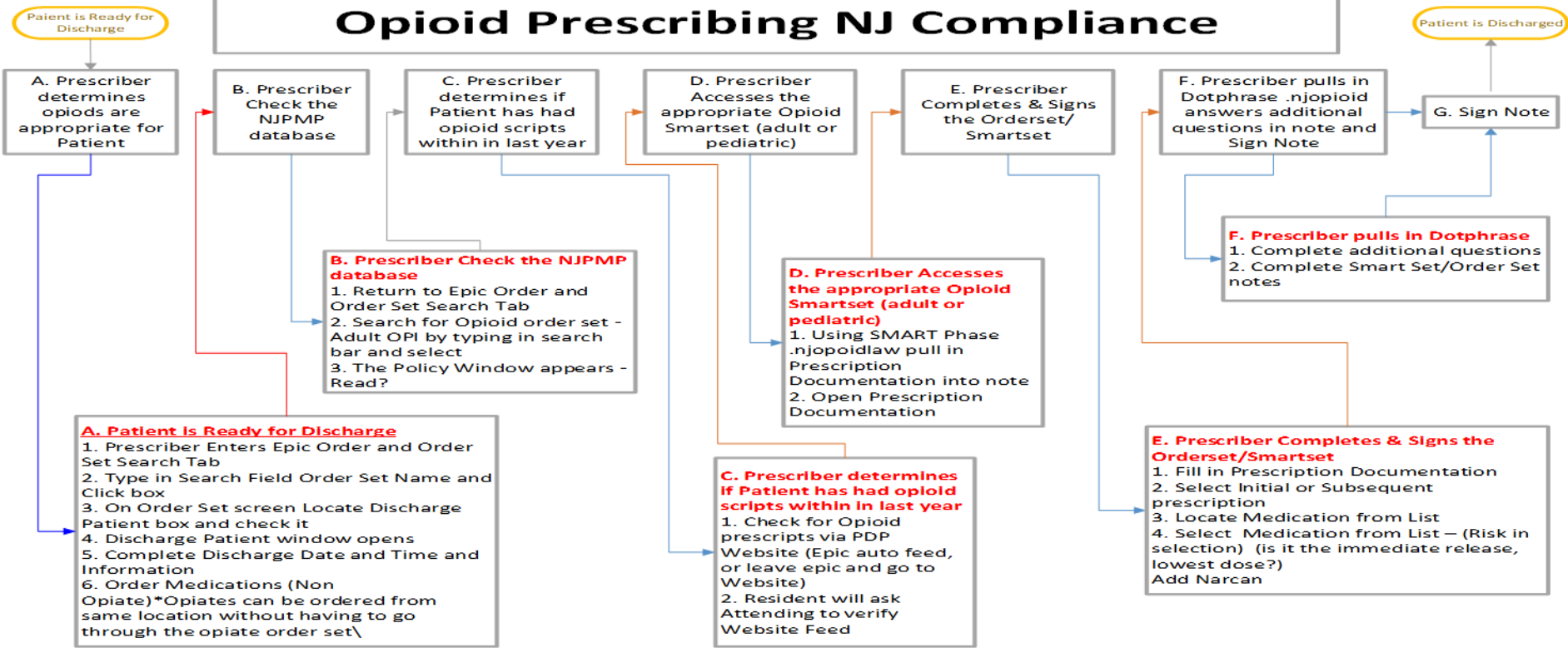
Universal Screen – ED (Example)



← Prescreen – Full Screen – Brief, Intervention, Referral →

Opioid Prescribing (Example)

Opioid Prescribing NJ Compliance



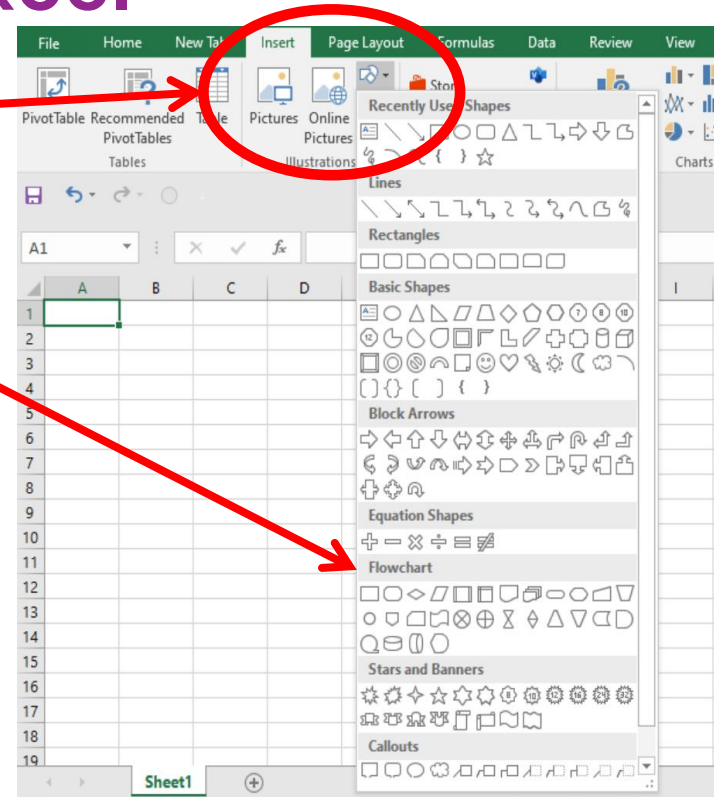
Process Mapping Tools

- Sticky Notes
- Pencil / Pen and Paper
- Visio
- Word
- Excel
- PowerPoint
- Web Based Tools



Flow Chart Shapes in Excel

- Open Excel
 - Select the insert tab
 - Select Shapes
 - Select your Flow Chart shape
-
- Place the shape onto the spreadsheet in the desired location
-
- Use your mouse to double click on the shape to add text and adjust the size, shape, and color





Thank you!

Any questions?