

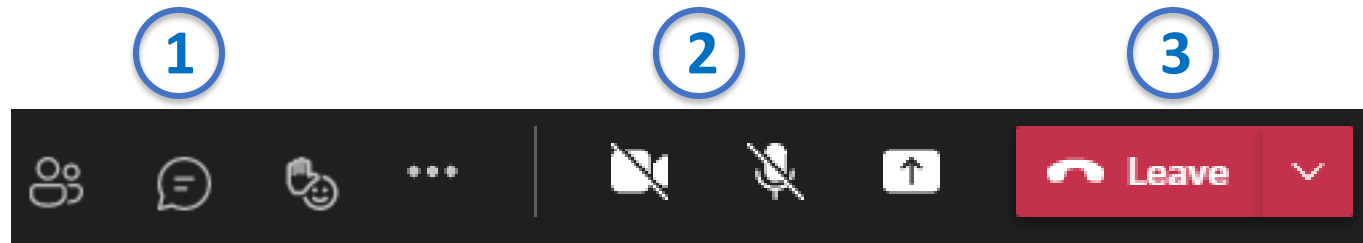


Healthcare
Improvement
Scotland

Primary Care Improvement Collaborative

QI Skills Session 1: Process Mapping

Housekeeping



- 1. Open and close the chat panel** – use the chat box to introduce yourself, raise any questions you may have or add comments about the session.
- 2. Cameras and mics have been disabled** – this session is being **recorded** and will be available as a resource. The chat box will not be visible during the recording, so please use it for any questions you may have that we will answer anonymously at the end of the session.
- 3. Leave the meeting** – use this to leave this session at the end.

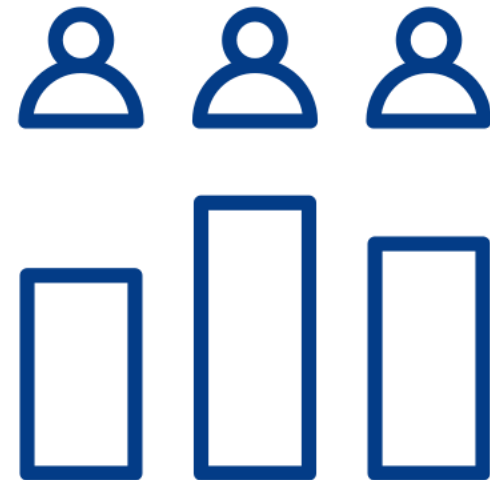
Background

- QI Skills sessions are part of the Primary Care Improvement Collaborative
- Developed to support the collaborative to understand how to use QI tools in a primary care setting, particularly PCAP, pharmacotherapy and CTAC
- Sharing practical application of QI tools drawing on our learning from our previous programmes.

Poll

Please rate your knowledge of **process mapping**:

- 1- Not aware
- 2- I know what it is
- 3- I can apply in identified situations
- 4- Know how, when and where to use
- 5- Can adapt and explain
- 6- Can teach theory and use method



What is a process map

A process map:

- is a visual representation of a full process from beginning to end
- outlines the process flow
- identifies each step in the process including when decisions are required, and
- can be either high level or detailed as required.

Why a process map is useful

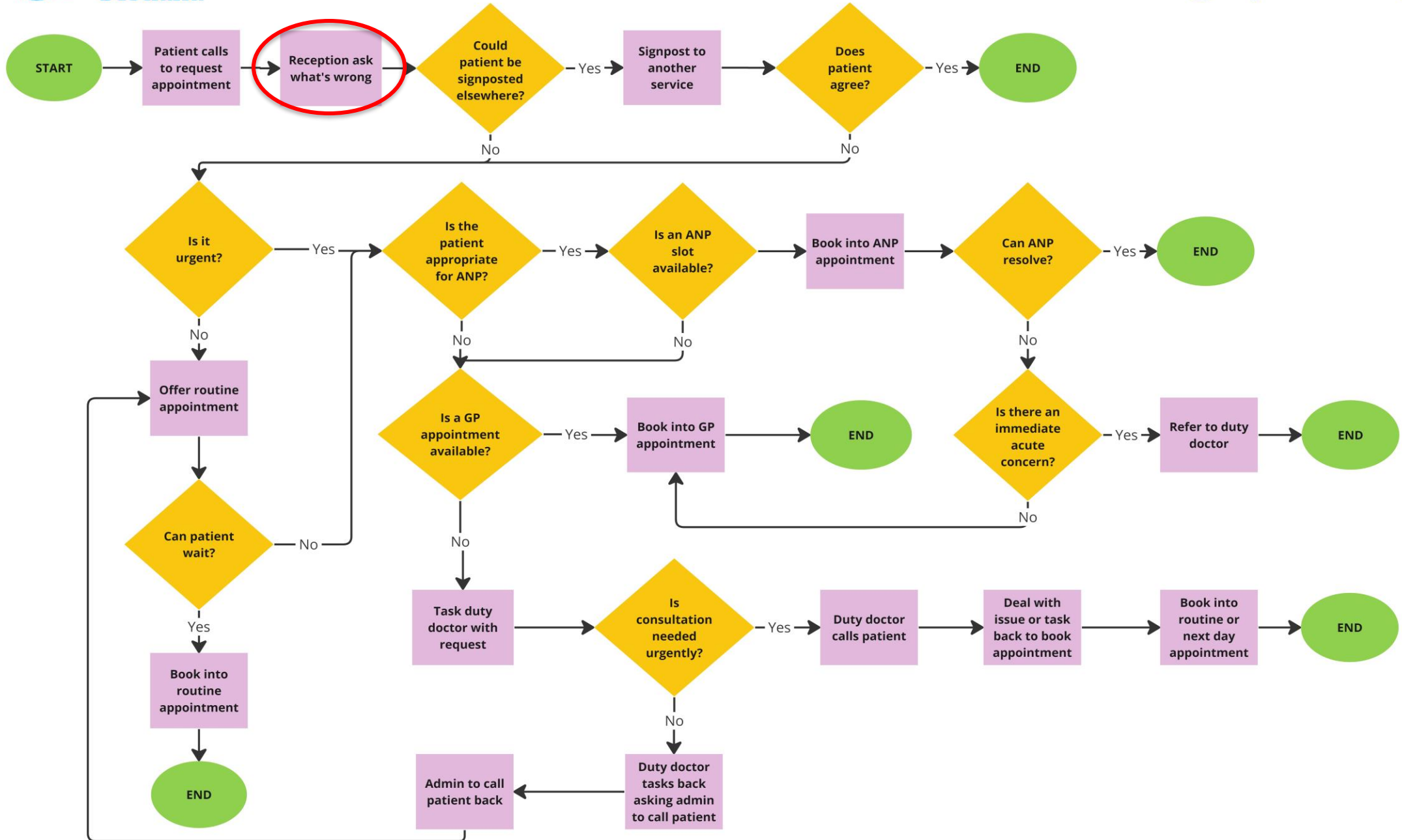
A process map:

- ensures **all team members** have a shared understanding of the current system
- can help to identify unnecessary steps that do not add value
- can help identify change ideas, and
- can be used to outline a new process

How to use process maps to understand your system

- The full team that work on the process should be part of the process mapping.
- The start and end of the process should be identified.
- Identify steps in the process dependent on level of detail required.
- Identify all decision-making points in the process.
- Once agreed by the full team they should analyse the process map for:
 - steps or decisions that don't add value and need improvement, and
 - the learning from this process can then be used to develop change ideas.





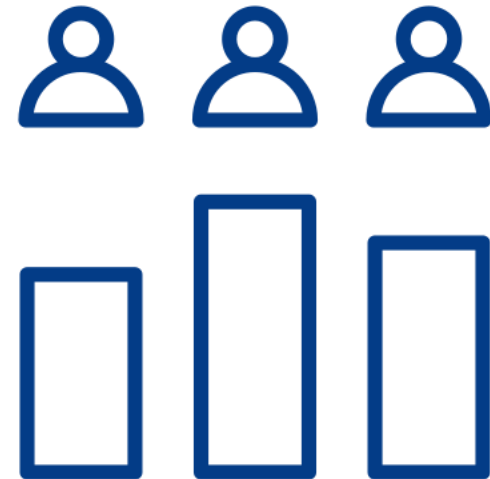
Questions



Poll

Please rate your knowledge of **process mapping**:

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- 3- I can apply in identified situations
- 4- Know how, when and where to us
- 5- Can adapt and explain
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Thank you

Keep an eye out for a range of tools, learning and resources, including this recording, that will be available soon!

*Thank
You*