



QI Power Hour

LEADING A TEAM THROUGH PROCESS MAPPING

With TAMI WALDRON

TREATY 6 TERRITORY & HOMELAND OF THE METIS

HQC is situated on Treaty 6 Territory and the Homeland of the Métis.

We pay respect to the treaties that were made on this land and acknowledge the harms and mistakes of the past. We are committed to move forward in partnership with Indigenous Nations in the spirit of reconciliation and collaboration.

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Access past QI Power Hour sessions

Past QI Power Hour webinars (with download links)

Health Networks in
Saskatchewan (QI Power
Hour)

Nov 15, 2019 at 9:30 AM



Citizen Science in Public
Health Policy: Leveraging the
Power of Ubiquitous Tools

Oct 25, 2019 at 9:30 AM




The Costs of Poverty to
Saskatchewan: Why Do They
Matter and How Do We
Calculate Them? (QI Power
Hour)

Sep 6, 2019 at 9:30 AM



[Visit our website to view past sessions!](#)




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Receive notices about upcoming sessions and details on how to register straight to your in your inbox.

 Visit: bit.ly/hqc_subscribe

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QI Power Hour Across Saskatchewan

Over 60 Companies & Organizations

Logos included in the collage:

- Alzheimer Society SASKATCHEWAN
- Ombudsman Saskatchewan
- SASKATCHEWAN SUN UNION OF TARIERS
- SCIC SASKATCHEWAN CREDIT INSURANCE CORPORATION
- SASKATCHEWAN COLLEGE OF PHARMACEUTICAL PROFESSIONALS
- OUT SASKATOON
- SASKCENTRAL Dedicated to Credit Union Success
- SASKATCHEWAN COLLEGE OF PARAMEDICS
- SASKATCHEWAN POLYTECHNIC
- SMA Saskatchewan Medical Association
- salpn Saskatchewan Association of Licensed Practical Nurses
- Regina Catholic School Division www.rcsd.ca
- Saskatchewan GOVERNMENT OF SASKATCHEWAN
- Saskatchewan Academic Health Sciences Network
- SASKATCHEWAN advocate FOR CHILDREN & YOUTH
- HomeForCare HOME CARE
- UNIVERSITY OF SASKATCHEWAN
- Libraries for All
- Saskatchewan Health Authority
- SASKATCHEWAN CANCER AGENCY
- saskdocs.ca
- SASKATCHEWAN ARTS BOARD
- SASKATCHEWAN RN ASSOCIATION
- SASKATCHEWAN HEALTH QUALITY COUNCIL

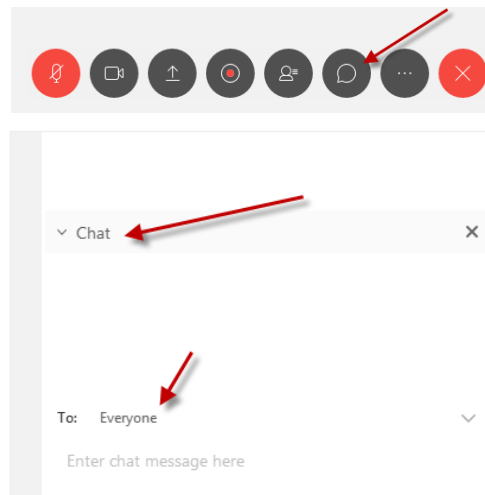




Webex tool: chat function

Chat functions:

- Share **questions**, **comments**, and **ideas**
- Click on the message bubble icon to access the chat
- Send to **Everyone**





QI Power Hour

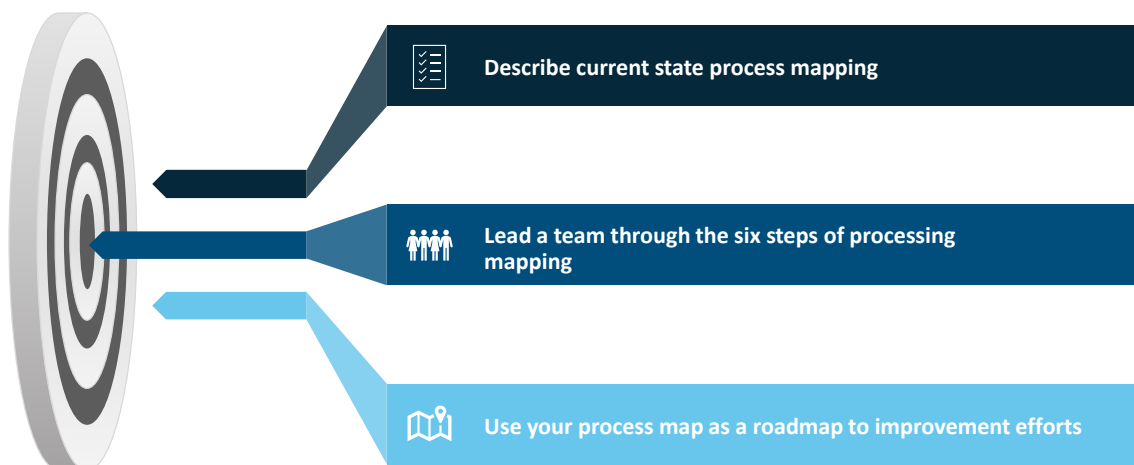
LEADING A TEAM THROUGH PROCESS MAPPING

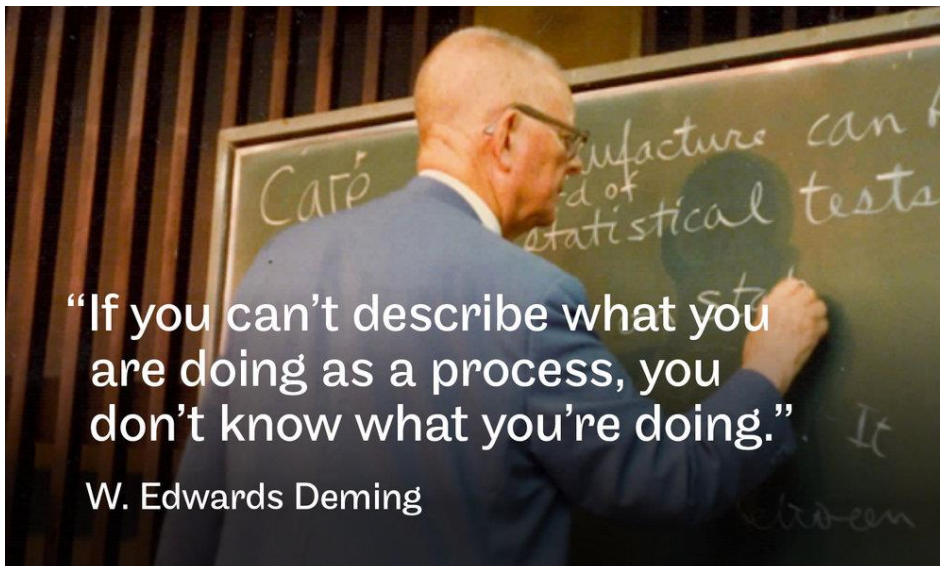
With TAMI WALDRON

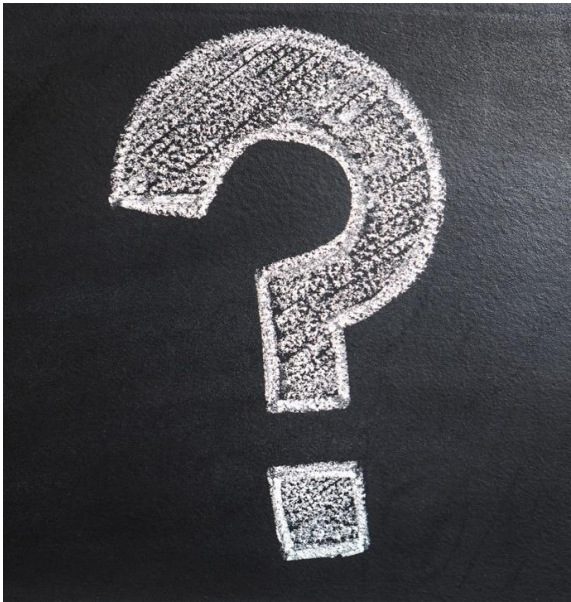
Leading a Team through Process Mapping



Session Objectives







Why Process Map?



Roadmap for Improvement

Visualize what is working and what isn't



Shared Understanding

Everyone sees what is currently happening

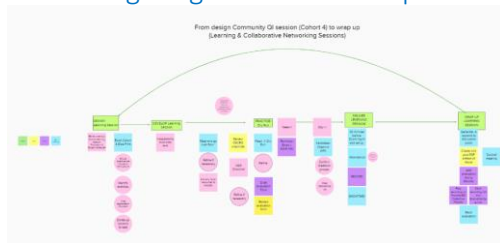


Grounding Point

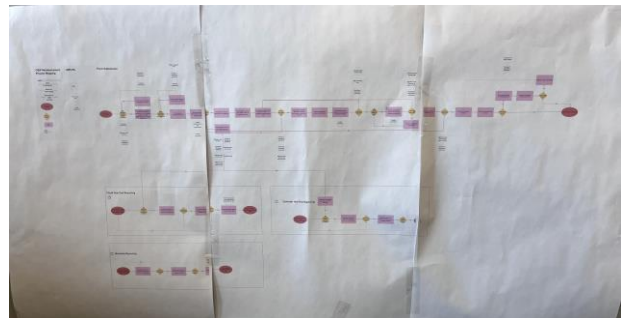
Use this with your team to anchor to your process

Process Maps at HQC

Learning Program Process Map



Learning Program Reimbursement Process



The anticoagulant blood testing process

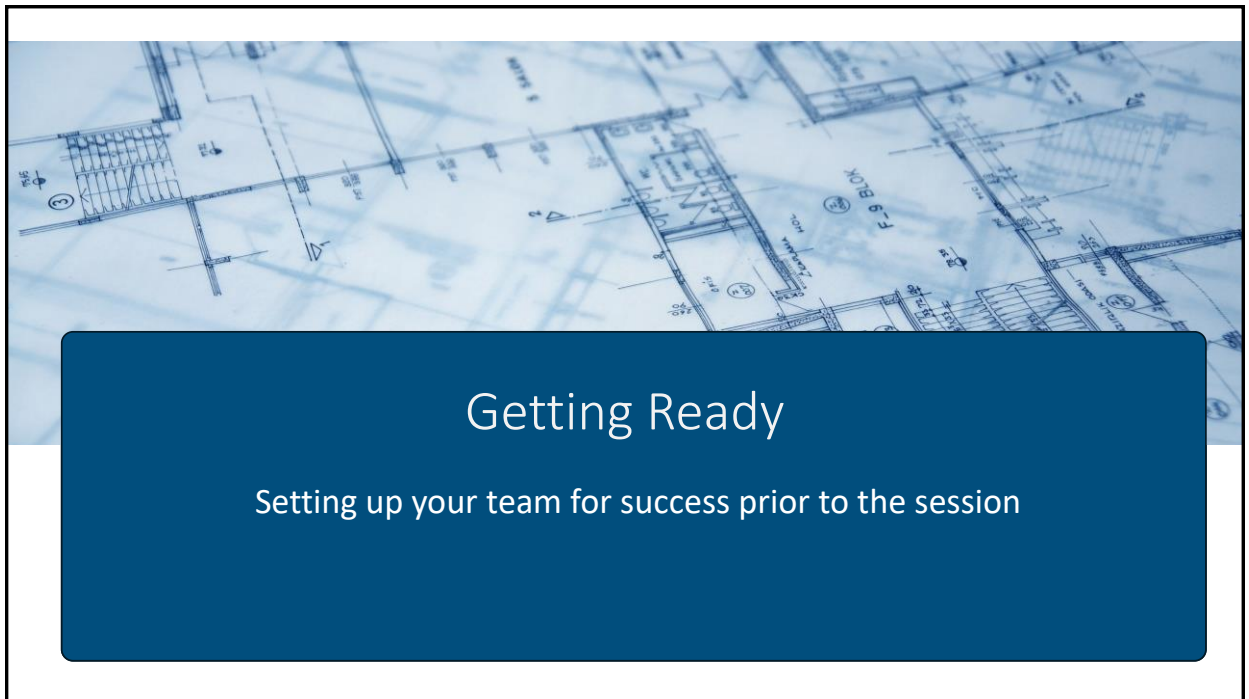
Standard Process:

- Patient referred to clinic
- Patient checks in to clinic
- Blood sample taken
- INR tests carried out
- Result given to patient
- New appointment made

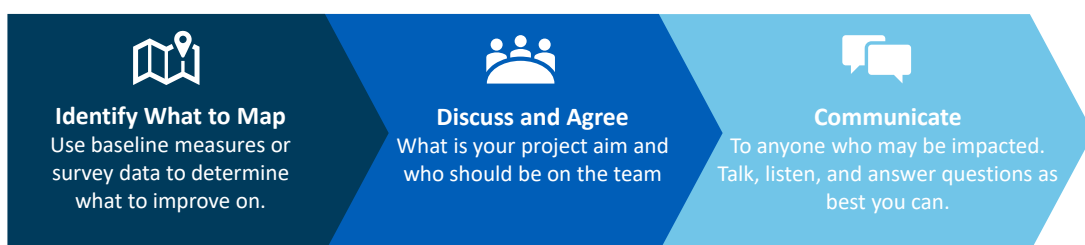
Process with Delays (Negative effect on patient):

- Patient referred to clinic
- Clinic sends appointment letter to patient (30% of appointments have to be re-arranged)
- Patient arrives at hospital (60% by car, 40% by public transport)
- Tries to park (Car park frequently full)
- Patient check in at reception (45-55 patients seen per session)
- Patient sent to waiting area (Waits 15-30 minutes)
- Blood sample taken
- Patient sent to waiting area (Waits between 1 and 1.5 hours for result)
- Blood sample batched up with other samples and waits to be processed
- INR tests carried out on batched samples (Once every hour)
- Patient's result waits in queue at anti-coag clinic (15-30 minutes)
- Result given to patient
- New appointment made

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Getting Ready



REMEMBER - Organize Logistics: Book space and gather needed supplies.

Getting Ready



Identify What to Map

Use baseline measures or survey data to determine what to improve on.



What are you hearing in your environment?

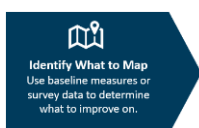


Do you have data to confirm what you're hearing?



Do you have support within your environment to take on the project?

Getting Ready



Facilitator tips: explain the *why*

Drop in the chat...
How would you explain the **why** of
processing mapping?



Getting Ready



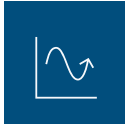
Facilitator tips: explain the *why*



Made the work visual



Communication tool



Explore variation



Training tool



Getting Ready



Discuss and Agree
What is your project aim and
who should be on the team



Who is your project team?



Are there others who could have a
broad perspective of the process?



What is an achievable goal?

Getting Ready



Communicate

To anyone who may be impacted.
Talk, listen, and answer questions as
best you can.



Plan your communication about your
project



Listen and discuss concerns



Identify project champions

Preparing for the Meeting



REMEMBER - Organize Logistics: Book space and gather needed supplies.

- How are you going to visualize this?
 - Gather supplies and/or prepare any technology you'll need
- How long are you going to need?
 - Book the appropriate time
 - Consider proactively setting a second meeting to review your map and develop your next steps (driver diagram, change ideas, etc.)

Getting started



Space

+



Roll of paper

+



Multi-colored post
it notes

+



Markers

M U R A L



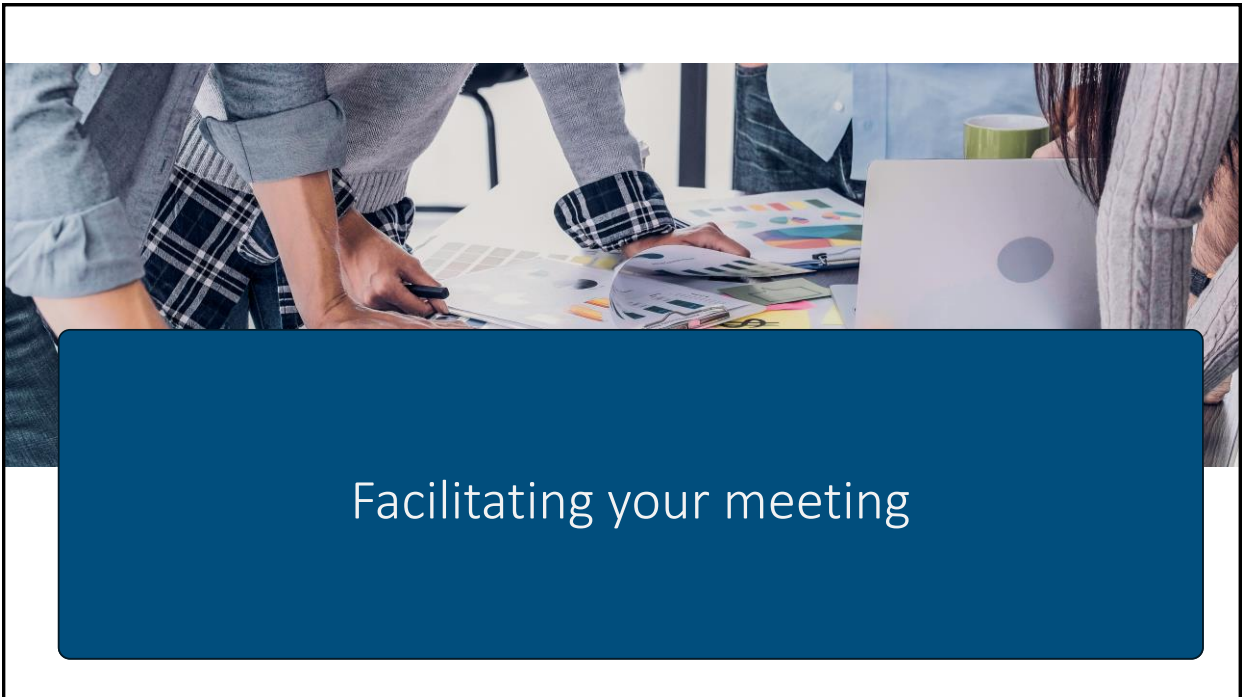
miro

Jamboard

Lucidchart

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Process Mapping Overview



Identifying your scope

1. Determine the Boundaries

Where does the process begin and end?



- What is reasonable?
 - What is your teams sphere of influence?
- What perspective will the process map be from?
 - Does that influence the boundaries?
- Remember what you want to accomplish with this process
- Ensure to involve and seek out all perspectives
 - Everyone will see it differently

Identifying your scope

1. Determine the Boundaries

Where does the process begin and end?

By the end of the March QIPH, attendees will be able to describe the importance of engaging their team in process mapping to understand their current state.

From the perspective of the attendee where would this process **start**?

Identifying your scope

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From the perspective of the attendee where would this process **start**?

Becomes aware of upcoming session

Identifying your scope

1. Determine the Boundaries

Where does the process begin and end?

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Becomes aware of upcoming session

What are the other perspectives?



Awareness of the session!

My first step is to find the calendar invite.

I think it would be to learn more about it and what it can do for them

would say that my first thing in attending a session of QIPH as a participant would be to look it up on the HQC website, and sign-up for QIPH.

Identifying your scope

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From the perspective of the attendee where would this process **end**?

Becomes aware of upcoming session

Attendee completes feedback survey

Identifying the Steps

What are all the steps in the process?

If your team needs some prompts, think about:

- Outputs
 - Ask: what is the product of the process as it current exists?
- Inputs
 - Ask: what needs to already exist/happen for the process to occur?
- Process
 - Ask: what takes you from the inputs to the outputs?
- Don't draw in arrows yet

2. Identify the Steps

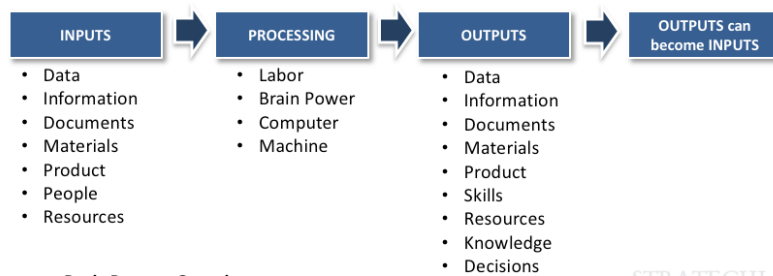
Write down each step using a verb.

Capture things that aren't going well.

Having a hard time getting your team together?

Consider having your team drop sticky notes in each of these buckets in a shared space.

THE ANATOMY OF A PROCESS



Basic Process Questions

- | | |
|---|---|
| <ul style="list-style-type: none"> • Who is the customer of the process? • Why does the process exist? • What is the purpose of the process? • What are the inputs and outputs? | <ul style="list-style-type: none"> • Who or what does the process? • When does the process happen? • Where does the process occur? • How is the process done? |
|---|---|

<https://www.stratechi.com/process-maps/>

STRATECHI

Identifying the Steps

Becomes aware of
upcoming session

Attendees
completes
feedback survey

Signs up for
reminders

Completes
registration form

Enters reminder into
calendar

Receives a link

Receives WebEx link

Joins session

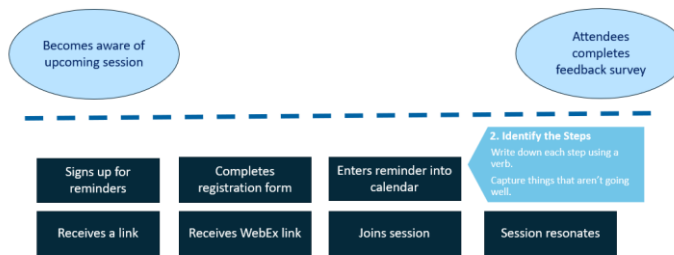
2. Identify the Steps

Write down each step using a
verb.
Capture things that aren't going
well.

Session resonates

Identifying the Steps

Potential concern: What do you do if your steps are too high level?



Drop in the chat...
 What questions would you ask to get to
 a more appropriate **depth level of**
process insight?

Process Mapping Overview

3. Sequence the Steps

Agree on the order and arrange appropriately.

Wait to draw arrows unless indicating a looped process.

How do all your brainstormed steps come together to create a process?

Discuss as a **team** how you see the process occurring

Noticing someone is consistently quiet?

Ask them their thoughts directly and/or set time to hear their thoughts one-on-one

• As a lead, make sure you're hearing from everyone.

Remind the team to think of the "normal" process rather than the special cases

Categorizing Information

Break down what steps are related to one another and draw your map

Facilitator tip: Ensure you are grounding your team in the **scope and aim** of the project

Consider using different colours/shapes to indicate different categories

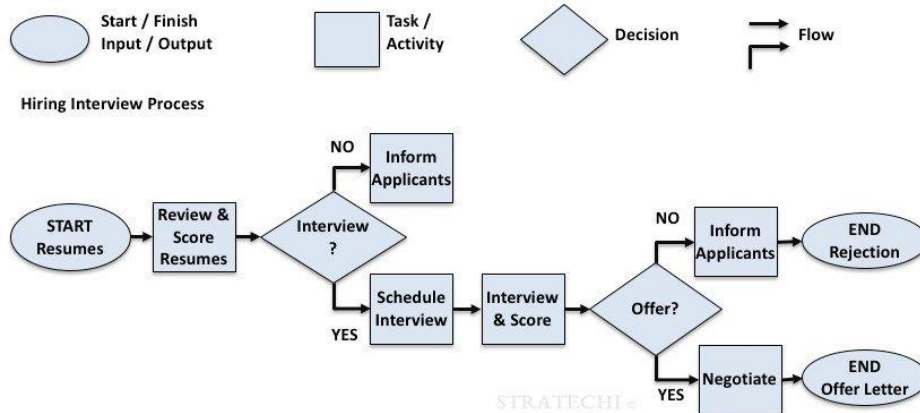
Ensure the team is all seeing the categories the same – facilitate walking through the logic behind different opinions!

4. Categorize Information

Bucket your steps (e.g., inputs, outputs, tasks, decisions, etc.).

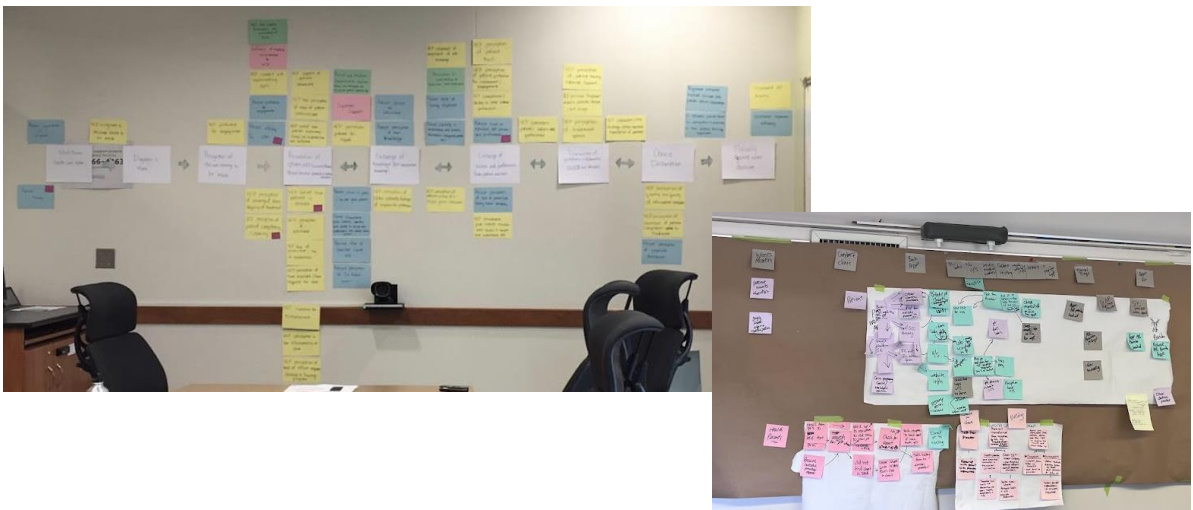
Add arrows to show direction, flow, and feedback loops.

A PROCESS MAP

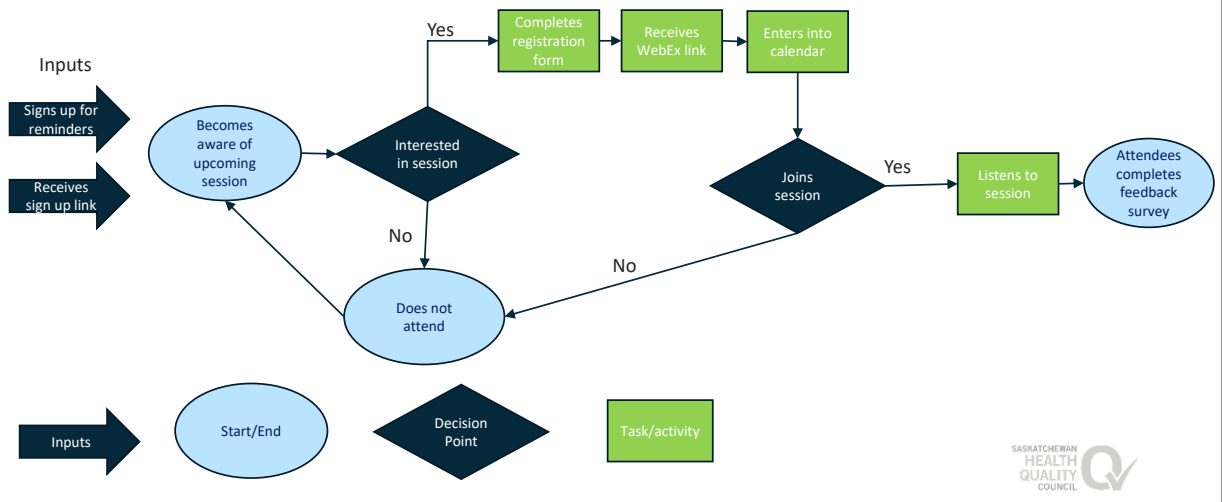


<https://www.stratechi.com/process-maps/>

Process Mapping in the “wild”



Categorizing Information



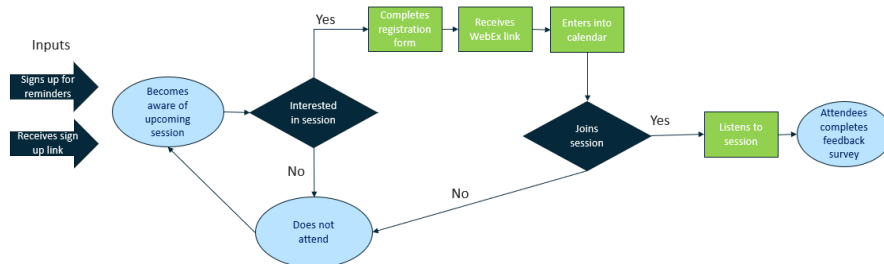
Layering in details

5. Check Completeness

Include pertinent information, titles, and dates.

Include the names of team members who created the map.

Attendee Process for attending a QIPH



Tami Waldron
Team Member 1
Team Member 2

March 13, 2023

Finalizing and Validating

Test the process – is it accurately representing what is happening?

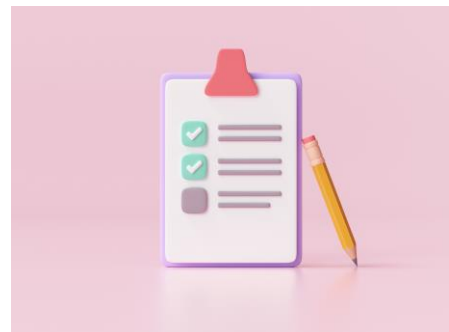
Remind the team that this is **current state**

Consider having the mapped process shown in a common place where people can react and track where they see differences.

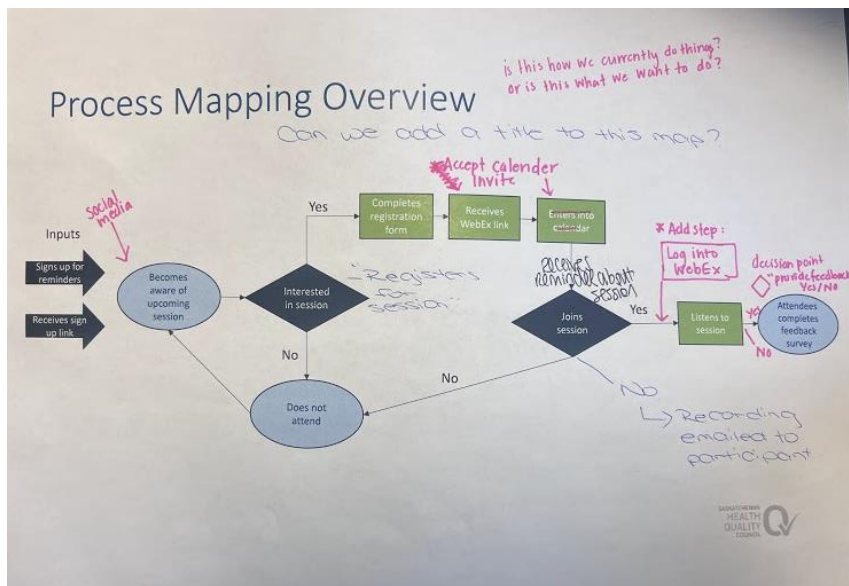
6. Finalize the Map

Are people following the process as mapped?

Do any changes need to be made?



Process Mapping - Refined



Process Mapping to Improvement

What is your map telling you?

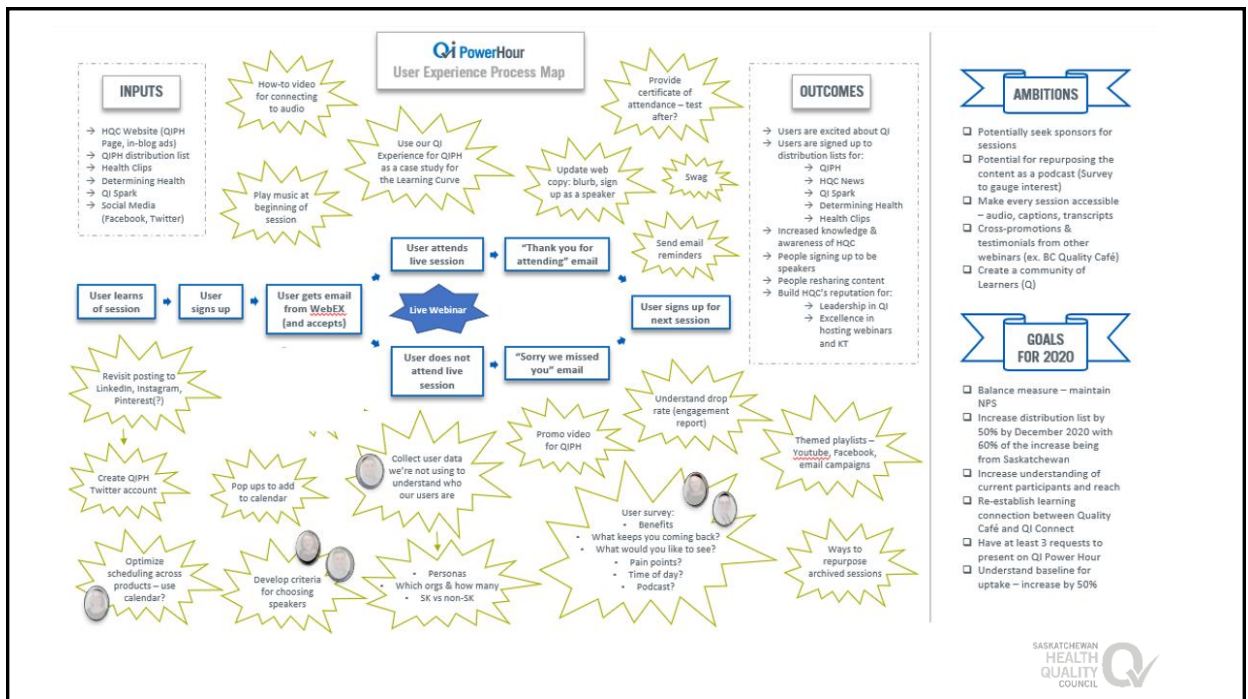
- Redundancies
- Feedback loops
- Bottle necks

Check with your team

- How do they feel about how things are going?

Note improvement ideas

- Consider having this up in a shared space so people can reflect and add thoughts organically





Facilitator Tips and Tricks

- Keep your team grounded in the purpose of the map
- Make space for everyone's thoughts
- Use creative thinking when challenges for engagement arise
- Try to maintain a neutral perspective
- Test and validate
 - Is this actually the process?
- Make it work for you **and** your team

Questions?



Do you want |❤️Q| socks?

Become a QI Power Hour speaker!



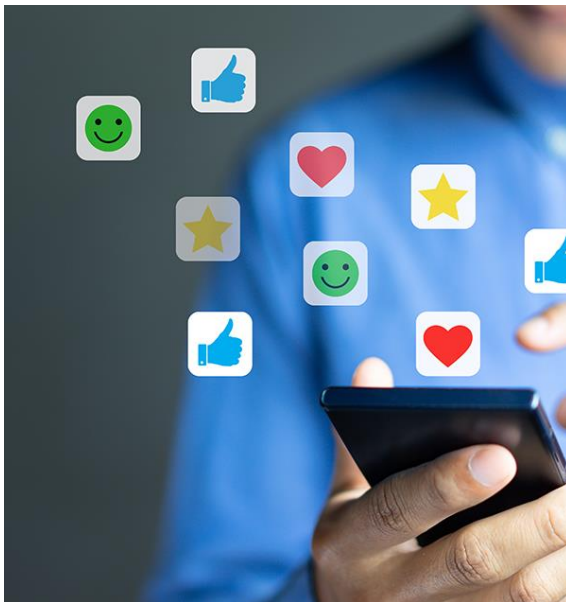
[Visit our website to learn more!](#)



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We want to hear from you!

We would like to learn more about your experience with QI Power Hour!

Check your inbox on April 3rd for the link to the survey and a chance to win 2 pairs of **I♥Q** socks!

Post webinar survey

In the spirit of quality improvement, we will be sending out a survey after the webinar.

You may see this message, but don't be alarmed, our survey is on a trusted site!



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Next up...

**THE TRANSFORMATION OF
COMMUNITY WELLNESS
CONNECTIONS FOR INDIGENOUS
YOUTH**

With LINDSEY BOECHLER

April 28, 2023

9:30 am – 10:30 am

To register, [visit our events page](#)

