

QUALITY IMPROVEMENT 101 & EMPLOYEE ENGAGEMENT

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CHOC & RADY CHILDREN'S POPULATION HEALTH TEAM



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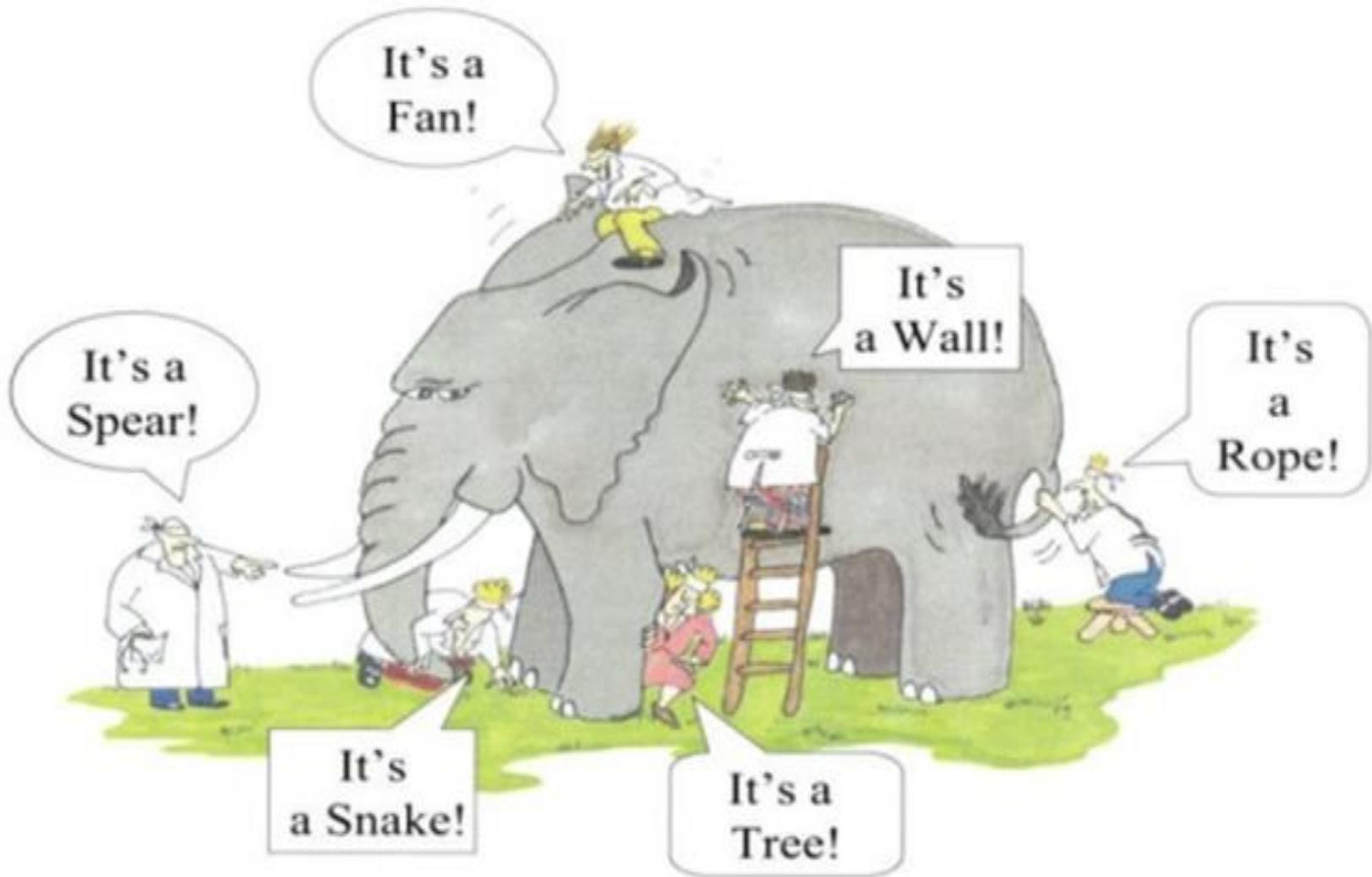


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THE SUM IS GREATER THAN IT'S PARTS



PROCESS MAPPING

What is process mapping:

- A process map — also known as a flowchart— is a visual representation of the sequence of steps in a process.

Why is process mapping important?

- Having a shared understanding of the current process helps Teams identify problems or bottlenecks, focus discussions, and identify resources.

For example, teams can identify steps in the process that do not add value, such as delays; unnecessary work, duplication, or expense; and breakdowns in communication. It is at these points where the improvement work can start.

PROCESS MAPPING INSTRUCTIONS

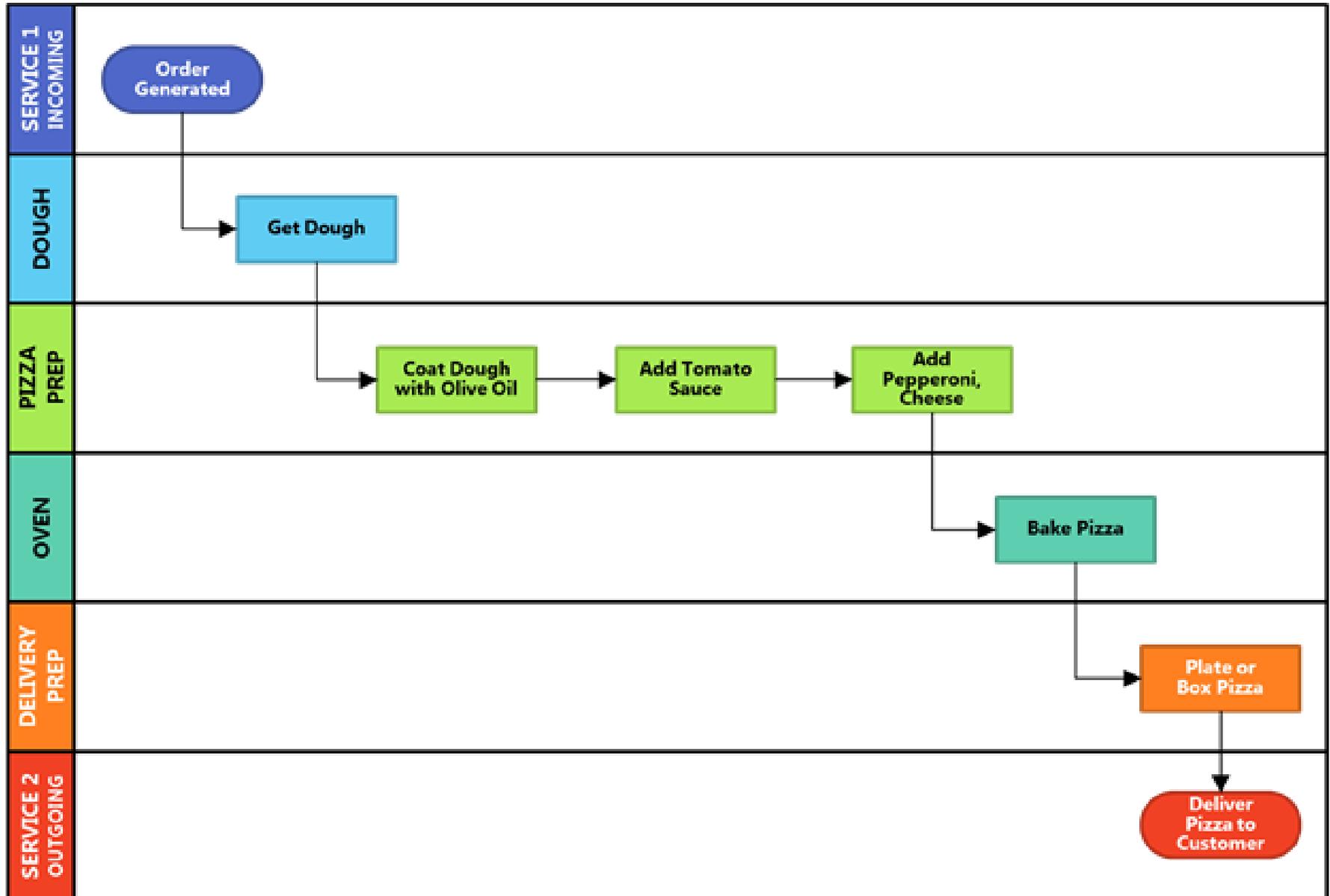
1. Get the right people in the room — **those who do the work daily.**
2. Start by defining the first and the last step in the process — so that everyone has a shared understanding of where the process begins and ends.
3. Use the colored cards to designate different team member roles and the steps that the designated role is responsible for. Use red to designate ‘pain points’.
4. Review the flowchart to check for accuracy and completeness.
5. Assign action items to team members to fill in unfamiliar steps and verify accuracy.
6. When the flowchart is complete and accurate, analyze it, use it, revisit it, and keep it up to date.

Remember:

- Map the process **as is**, not the ideal state.
- Do not get too hung up on details, but instead start a “parking lot” list to be revisited later.

Future State: The Pizza Place

Source: North Carolina Center for Public Health Quality



PROCESS MAPPING SCENARIOS

Choose a scenario to process map with your group:

- 1. New Patient Appointment:** A new patient contacts your office to schedule an appointment and establish care.
 - 2. Referral:** Your office referred a patient to a specialist for care.
 - 1. Flu shots:** A patient is scheduled for their annual flu shot.
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DEBRIEF: TODAY'S PROCESS MAPPING SESSION

- What went well?
- Where did you get stuck?
- Would you process map with your Team?

TOOLKIT RESOURCES



Color Palate



Employee Engagement



Patient Satisfaction



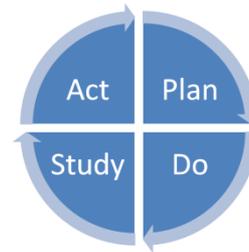
Huddles



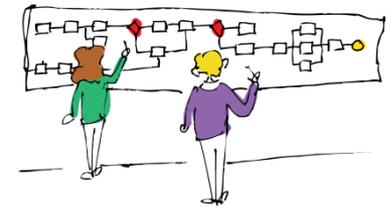
Risk Stratification



SBAR TOOL



PDSA



Processes Mapping