

Annex IVa: Creating a Process Map or Flowchart

The steps for a flowchart are as follows:

1. Identify which process will be studied, i.e. what process do you want to understand better?
2. Decide on the beginning and end of the process first. Where will you start and where will you end?
3. Outline each step in the process from the beginning to the end and use specific flowchart symbols to depict each step.
4. Place each step in sequential order.
5. Perform a quick evaluation. You are looking for repeat steps, steps that are not well understood, and steps that take a long time.
6. Discuss what steps are a problem based on the team's experience and evaluation.

Important Note: The team should depict the process as it exists now – not how they think it should be. Healthcare processes are complex, and this should be shown in the flowchart. Be sure to get each team member's perspective from their point in the process. For example, the doctor's view of the process will be very different than the nurse's view of the process.