

Indian Health Service

Process Flow Mapping

CHARLENE NELSON, BUSINESS OFFICE COORDINATOR, ALB/AO

SANDRA SEALEY, BUSINESS OFFICE COORDINATOR, OKC/AO

LORRAINE REELS-PEARSON, PROGRAM ANALYST, PHX/AO

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Flowcharts

KNOW YOUR FLOW



Topics of Discussion

- *What is Process Flow Mapping*
- *Why is it important*
- *Types of Process Flow Maps*
- *Process Flow Map Symbols*
- *How to Development and Review*

What Is Process Flow Mapping?

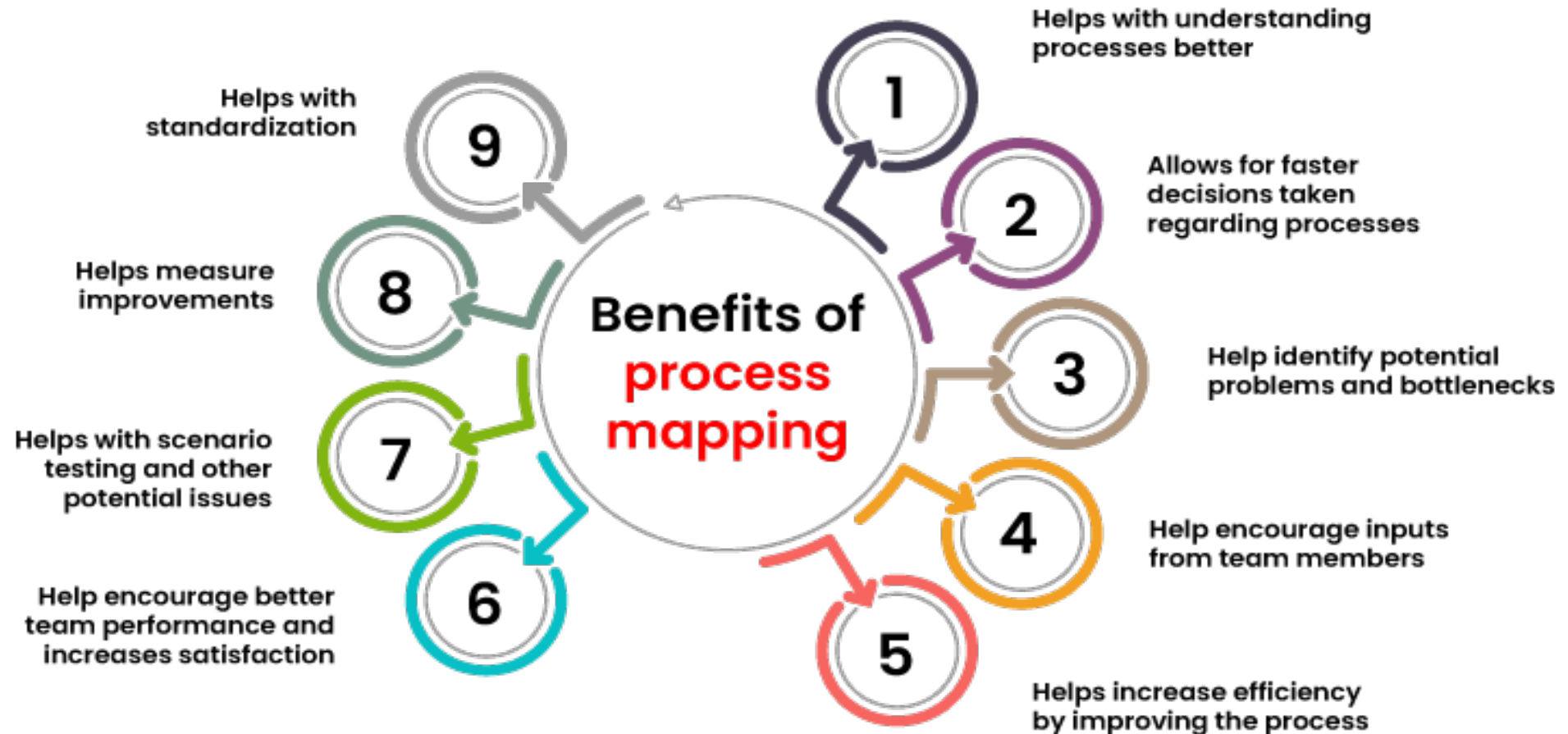
Process: A series of actions or steps taken in order to achieve a particular result

Flow: A steady, continuous stream of something

Map: A symbolic depiction emphasizing relationships between elements of some space, such as objects, regions, or themes

= A visual of a continuous stream of steps utilizing symbols to achieve a result

Why Is Process Flow Mapping Important



Types of Process Flow Maps

- ***Basic***

Simple steps of process including inputs and outputs

- ***Detailed (Ins-Outs-Decisions)***

Drill down of process to include sub-processes

- ***High Level or Top Down-Value Chain***

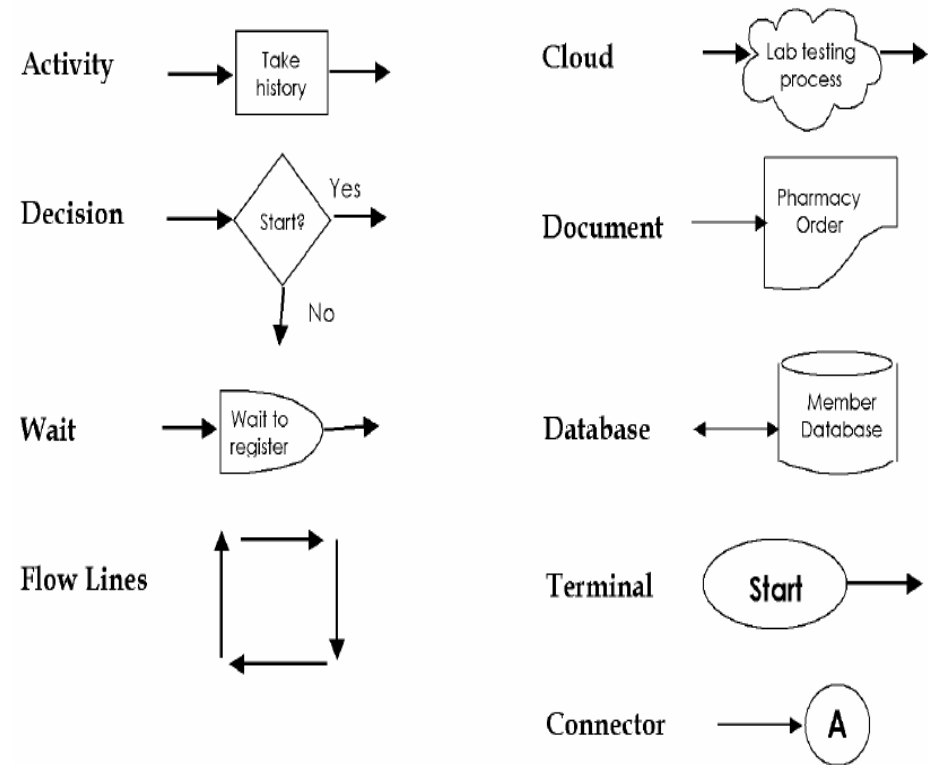
Core activities in process Not detailed, no decisions, overall process

- ***Cross-Functional/Swim-Lane***

Displays relationship between steps and departments

Standard Symbols

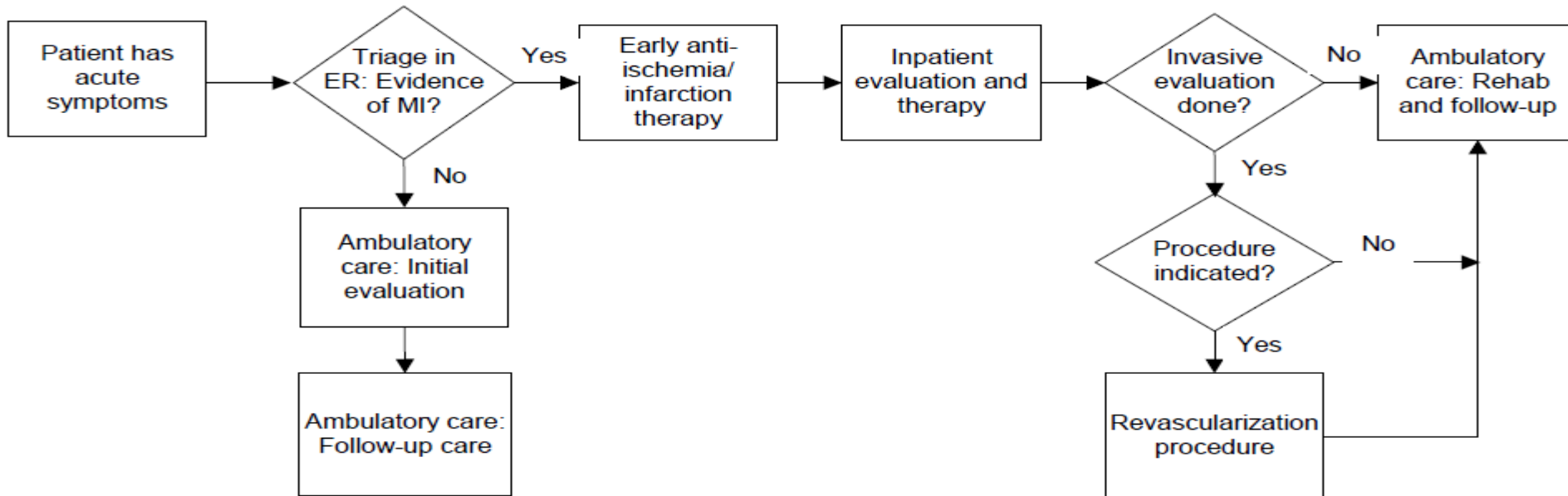
Institution for Healthcare Improvement



High Level Example

Institution for Healthcare Improvement

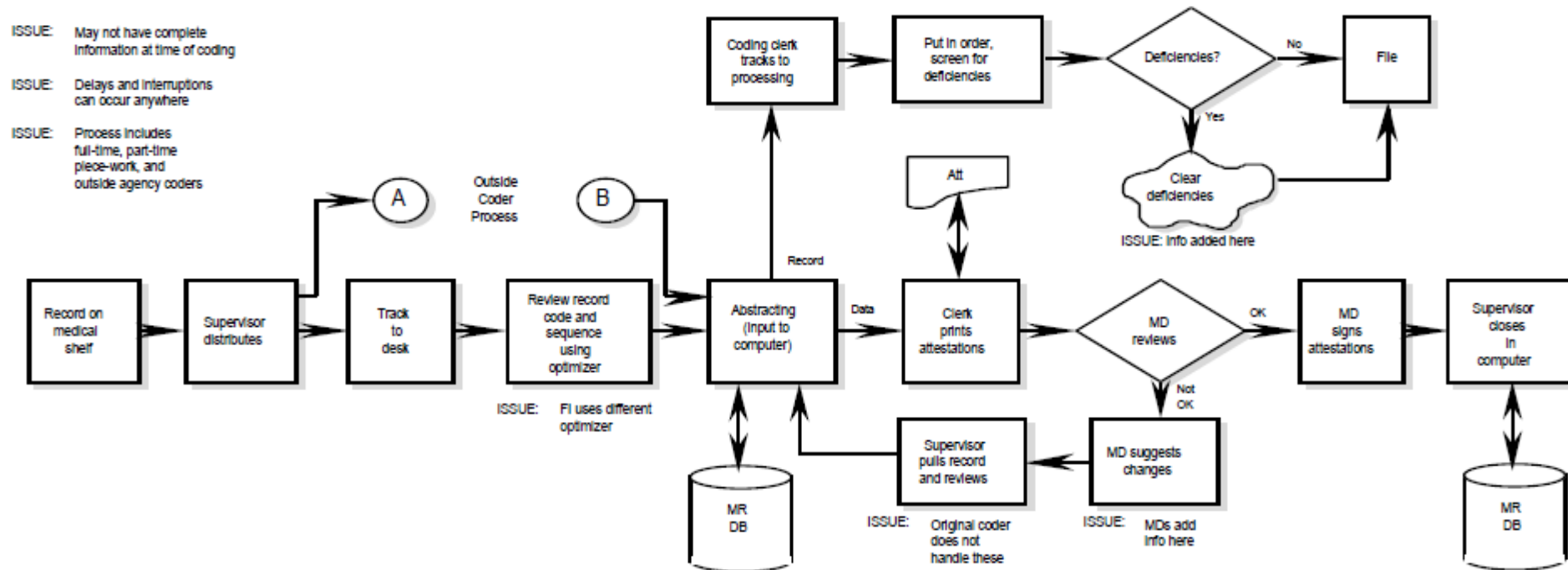
Sample High-Level Flowchart: Ischemic Heart Disease Patient Flow



Detailed Example

Institution for Healthcare Improvement

Sample Detailed Flowchart: Medicare Billing Process



Development and Review

Identify

- *Objectives (benefits, outcomes, expectation, solution)*
- *Identify key players*

Talk it out

- *Current process*
- *Identify hard stops (issues)*
- *Brainstorm scenarios*

Development and Review

Decision

- *Select process*
- *Organize steps*
- *Develop process map*
- *Progress review timespan*

Implement

- *Review with all departmental staff*
- *Implement*

Monitor/Review/Revise

- *Analyze process*
- *Identify issues etc.*
- *Continue/Revise process map*

Group Activity



Questions/Contact Information



Charlene Nelson

charlene.nelson@ihs.gov

Sandra Sealey

sandra.sealey@ihs.gov

Lorraine Reels-Pearson

lorraine.reels-pearson@ihs.gov

