

## Workflow Analysis or Process Mapping

DRIVE flu vaccination quality improvement (QI) programs have utilized process mapping to probe the clarity of steps in the vaccination process, revealing opportunities to engage clinic team members earlier in the patient visit, consolidate vaccination provision location (e.g., a vaccine station in waiting area), and improve documentation.

- Workflow analysis or process mapping can be a useful exercise in helping the team find bottlenecks and opportunities to improve practice
- This analysis should include everyone who participates in a particular process along with the physician and practice/nurse manager and IT representative
- A facilitator can help the group break down the process from start to finish into all of its steps, beginning with a general outline, then adding details, including who does each step and where
- Below are some shapes that can help you create a visual map of the workflow



Start and finish



One step in process

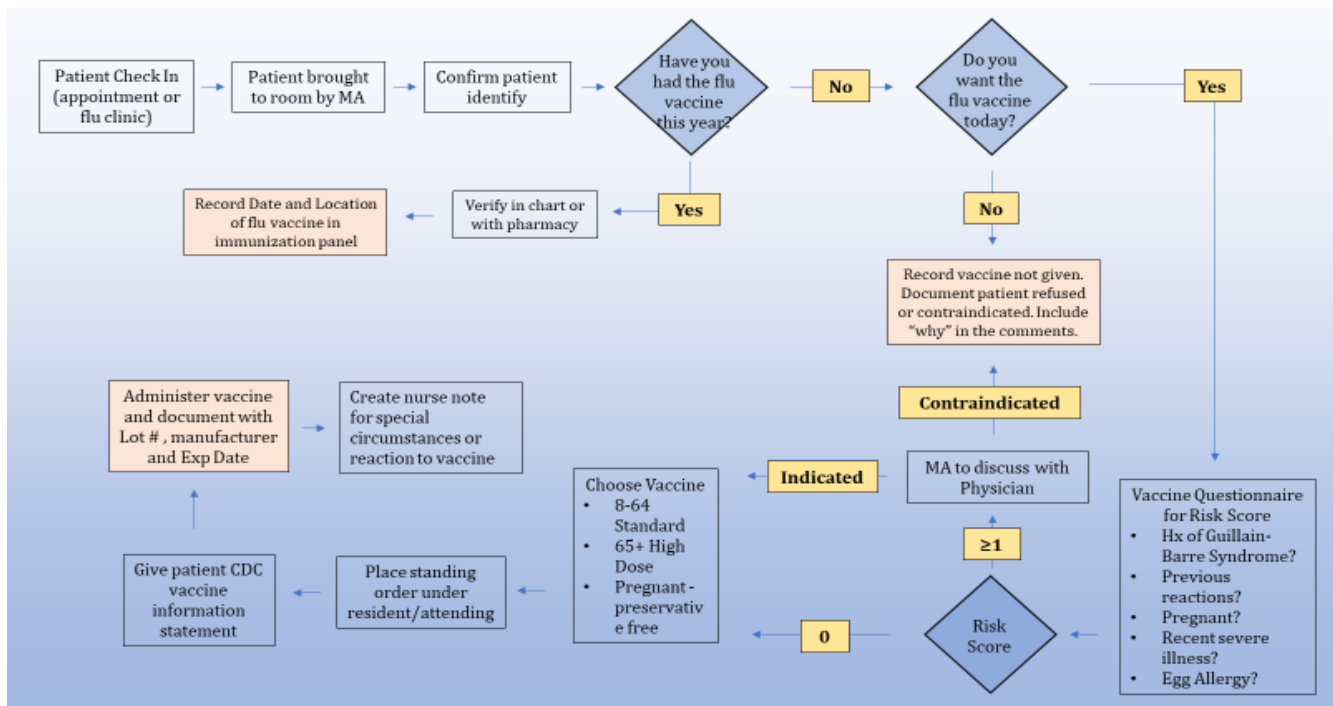


Indicates direction and whether it's a one- or two-way process



Question or decision point

### Sample Workflow Analysis



#### Select References:

Institute for Healthcare Improvement, Quality Improvement Toolkit. <http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx>