

## PROCESS MAP

Generating a visual map of your chosen problem will help you see it from more angles and in more detail, and also see more clearly who interfaces with the problem when you are identifying stakeholders. As you learn more about your problem, update the map. Include all individuals playing a role in the process, all activities that happen. Remember, the goal is to see the root causes of why the process breaks down. Mapping it in detail will help you see points in the process - or individuals in the process - which are high-risk points for such a break down.

See the example below of a hospital readmission process. Create your team's process map on a white board or flip chart. Tip: Use different colored markers to illustrate process flow, relationships, pain points, players, etc.

