



RESOURCES



Process Mapping

Use these resources to gain further insight into the practice of process mapping.

ARTICLES + DOCUMENTS

Knox, L., Ph.D., & Brach, C., M.P.P. (2015, September 1). Practice facilitation: Mapping and Redesigning Workflow. Retrieved March 04, 2021, from <https://pcmh.ahrq.gov/sites/default/files/attachments/pcpf-module-10-workflow-mapping.pdf>

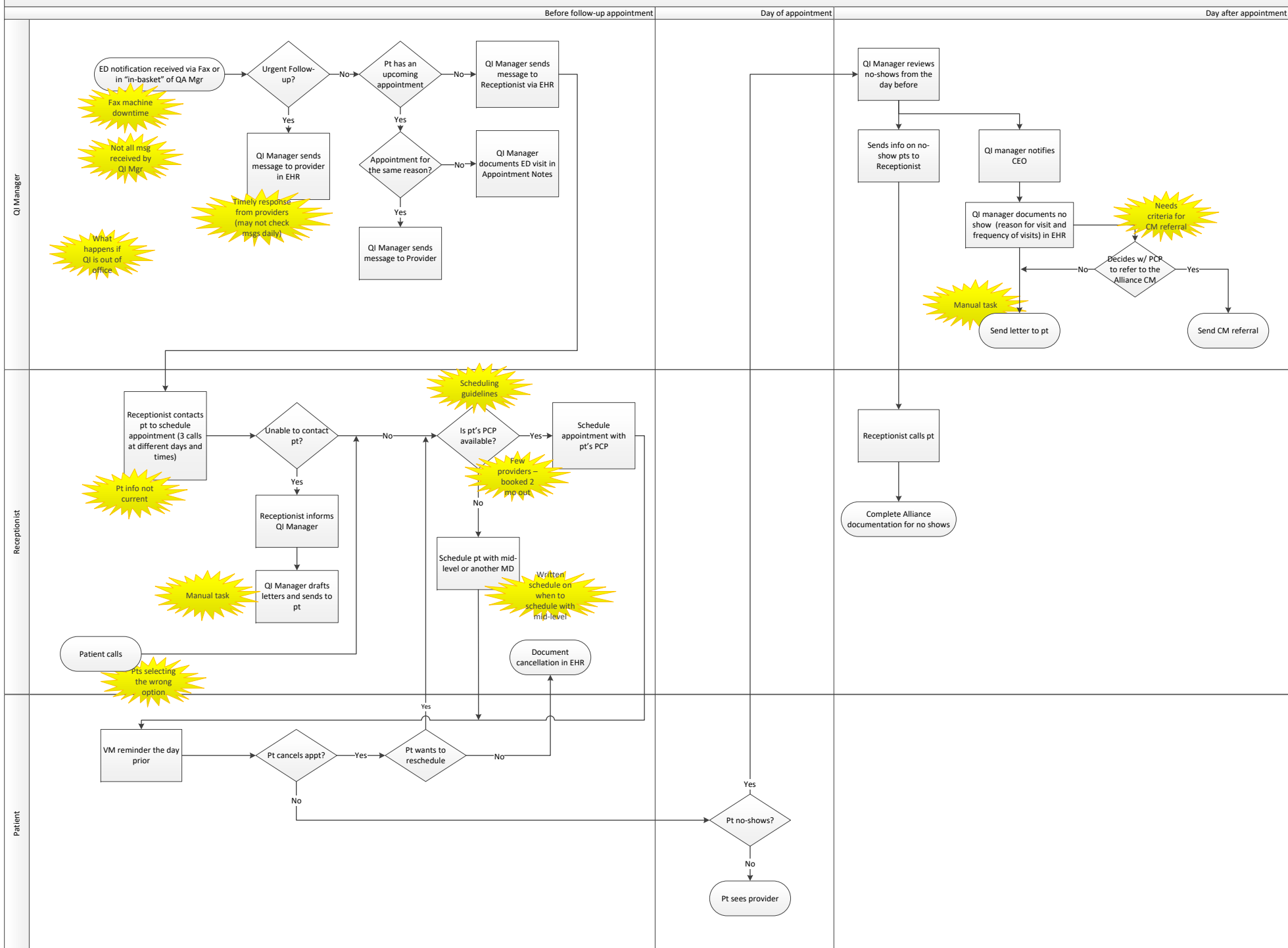
NHS Institute for Innovation and Improvement. (2005). Process mapping, analysis, and redesign. Retrieved March 4, 2021, from <https://www.england.nhs.uk/improvement-hub/wp-content/uploads/sites/44/2017/11/ILG-1.2-Process-Mapping-Analysis-and-Redesign.pdf>

Tague, N. (2005). What is a Flowchart? Retrieved March 04, 2021, from <https://asq.org/quality-resources/flowchart>

Trebbles, T. M., Hansi, N., Hydes, T., Smith, M. A., & Baker, M. (2010). Process mapping the patient journey: An introduction. *BMJ*, 341(Aug), 13th ser. doi:10.1136/bmj.c4078. Retrieved March 29, 2021, from https://www.researchgate.net/profile/Theresa-Hydes/publication/45650492_Practice_Pointer_Process_mapping_the_patient_journey_an_introduction/links/02e7e52dc1a62e2e85000000/Practice-Pointer-Process-mapping-the-patient-journey-an-introduction.pdf

SAMPLE PROCESS MAPS

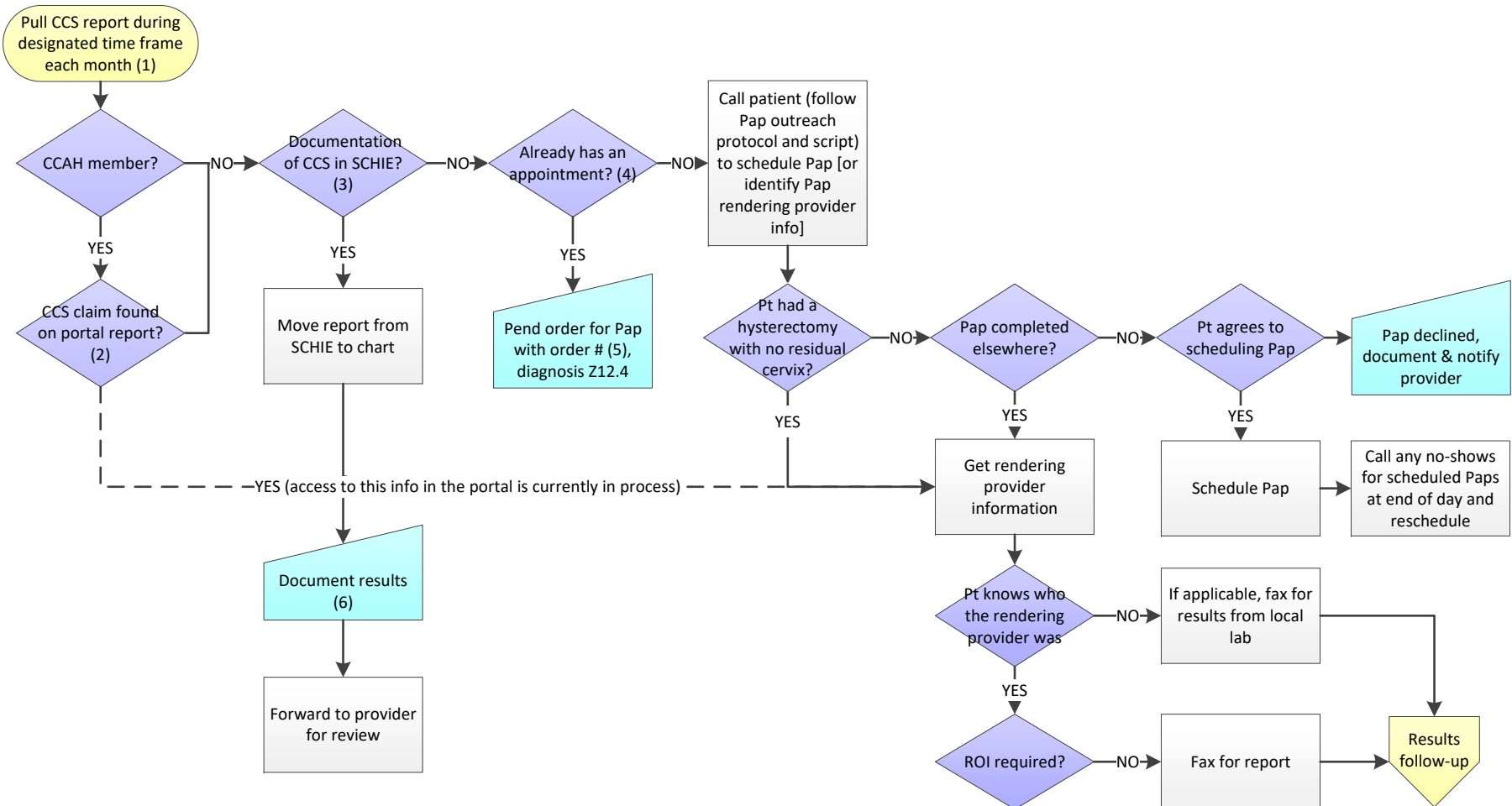
1. [ED Follow-up Workflow](#)
2. [Cervical Cancer Screening Outreach Workflow](#)
3. [Colorectal Cancer Screening Inreach Workflow](#)
4. [Referral Tracking Workflow](#)



Panel Manager/Support Staff Outreach Workflow for Cervical Cancer Screening (CCS)

CCS = Cervical cancer screening
ROI = Release of information

Panel Manager / Support Staff



(1) Report is called "My Due/Overdue Pap" in Epic Reporting Workbench

(2) Access CCAH patient information
a) Log on to CCAH provider portal
b) Select Quality Report
c) Report Type = CCS
d) Compliance Indicator = Compliant

(3) CCS w/o HPV: lookback period of 3yrs; CCS w/ HPV: lookback period of 5 yrs

(4) CCS report should include the next appointment date with PCP

(5) Order #:

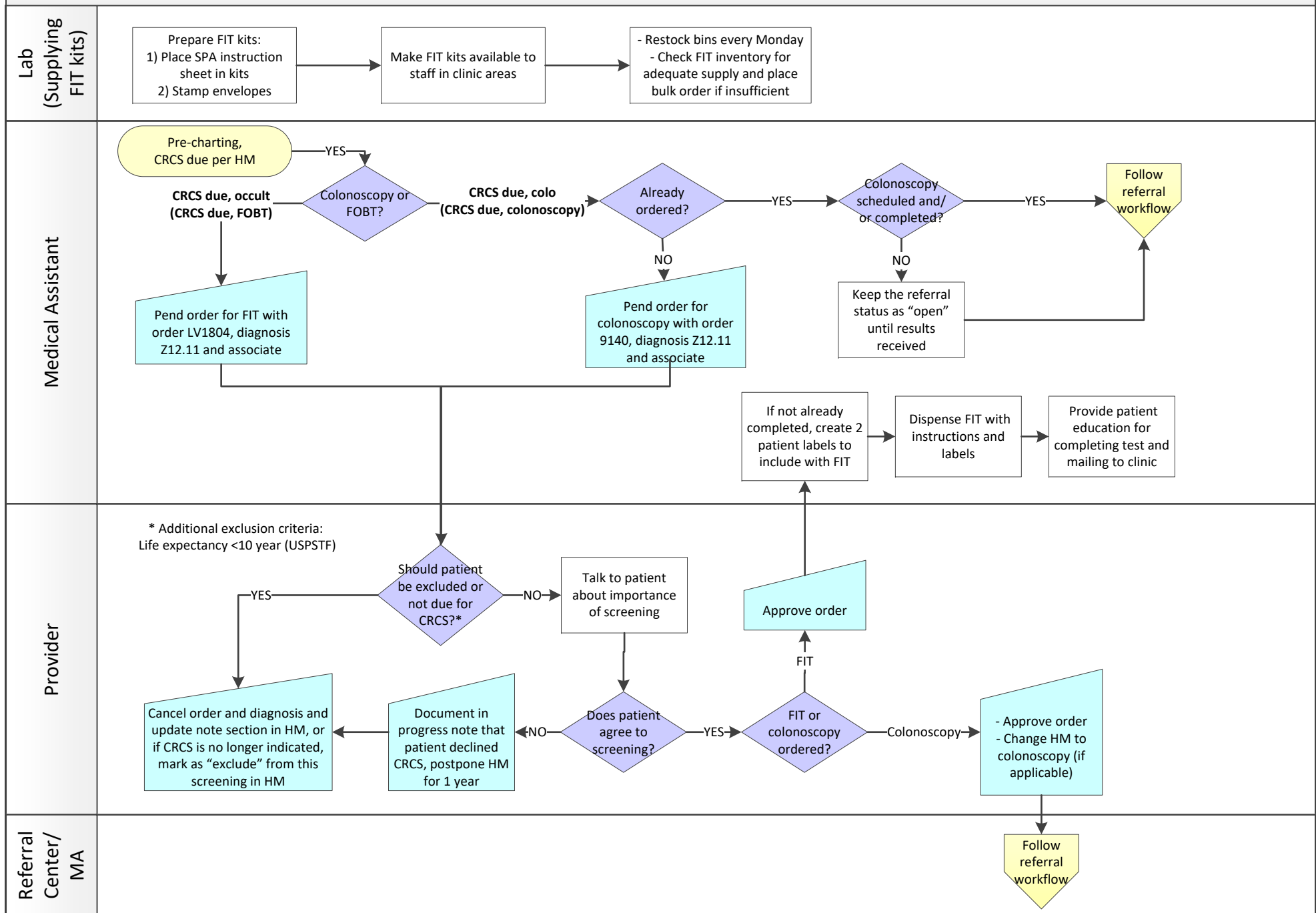
Code	Age + Payer Source
LP2312	Age ≥30 years; FPACT, CDP
LP2314	Age ≥30 years; Alliance, O/P MCAL, Medicare
LV2704	Age <30 years; all payer sources

(6) Document results

- Navigate to **Enter/Edit Results** activity and enter results in **Ext Results**
- Select the appropriate Pap test lab
- Enter results and accept

Colorectal Cancer Screening (CRCS) – FIT Inreach Workflow

HM = Health Maintenance
OM = Office Manager
CRCS = Colorectal Cancer Screening
FOBT = Fecal Occult Blood Test



Title: Referral Tracking

Phase

