



FLOWCHARTING FOR QUALITY IMPROVEMENT

NICOLE QUINONES, MPH CANDIDATE




WHAT IS FLOWCHARTING?



- “A visual representation of the sequence of steps in a process” (Institute for Healthcare Improvement, QI Essentials Toolkit, 2017)

USES OF FLOWCHARTING



- According to the American Society for Quality (2018):
 - Develop understanding of how a process is done.
 - Study a process for improvement.
 - Communicate to others how a process is done.
 - Improve communication between people (or departments) involved in the same process.
 - Document a process.
 - Plan a project.



USES OF FLOWCHARTING

- Mainly used to show a process as it currently stands
- Best if used in the early stages for quality improvement
- Can help provide an outline of a policy like best practice, SOP, etc
- Identify problems such as:
 - Steps that don't add value e.g. delays
 - Unnecessary work or duplication
 - Added expenses
 - Breakdowns in communication



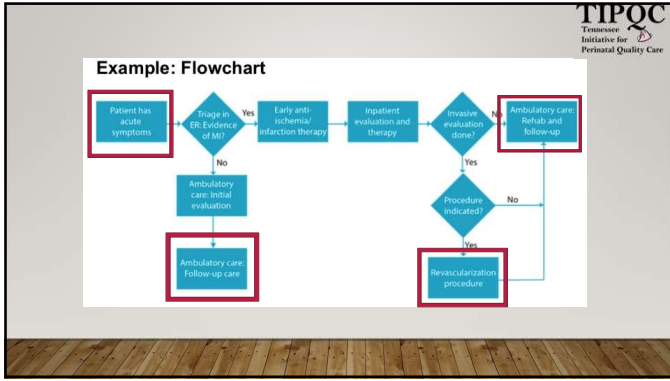
HOW TO MAKE A FLOWCHART FOR QI

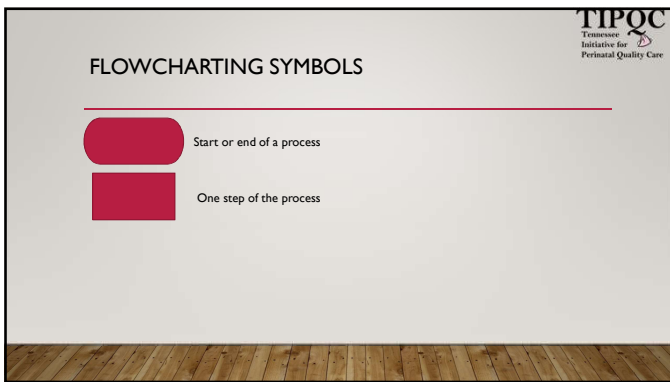
- Get the people who know the process best in the room.
- Start by defining the first and last step of the process. This helps everyone have a clear understanding of where the process begins and ends.
- With flowchart symbols, or sticky notes, write out each step of the process as it currently works, **NOT** as it should work, from beginning to end.
- Review the chart for accuracy and completeness.
- Assign action items to team members to fill in unfamiliar steps and verify accuracy.
- When the flowchart is complete and accurate, analyze it, use it, revisit it, and keep it up to date.

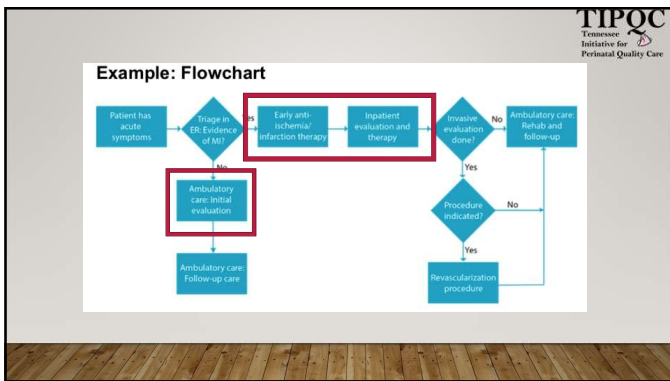


FLOWCHARTING SYMBOLS












TIPOC
Tennessee Initiative for Perinatal Quality Care

FLOWCHARTING SYMBOLS





-  Start or end of a process
-  One step of the process
-  Decision point (yes/no question)

TIPOC
Tennessee Initiative for Perinatal Quality Care

Example: Flowchart







TIPOC
Tennessee Initiative for Perinatal Quality Care

FLOWCHARTING SYMBOLS

-  Start or end of a process
-  One step of the process
-  Decision point (yes/no question)
-  Document

TIPOC
Tennessee Initiative for Perinatal Quality Care

FLOWCHARTING SYMBOLS

-  Start or end of a process
-  One step of the process
-  Decision point (yes/no question)
-  Document
-  Connector: Link to another page or flowchart
-  Direction of flow

TIPOC
Tennessee Initiative for Perinatal Quality Care

IMPORTANT THINGS TO NOTE...

- Breakdown 1 item per sticky note. Make sure you're not including more than 1 step or decision in the process per note.
- Remember this is just showing the system as it is not how it SHOULD be. That comes later on in your QI project.
- Begin with the end in mind... defining the first step and the last step/end result in the process are always helpful places to start

TIPOC
Tennessee Initiative for Perinatal Quality Care

ACTIVITY

- Map out your hospital's IPP LARC process using sticky notes first, then convert them to the correct flowchart symbols.
- If your hospital doesn't have an IPP LARC process in place yet, create a flowchart for how patient's currently receive LARC.
