



Clarify the Problem

STEP 3.1 Identify the process to be documented

Brainstorm all the processes associated with the measure being addressed.

State the selected processes you plan to highlight or give attention to by listing them below:

Process 1:

Process 2:

Process 3:

STEP 3.2 Develop a flowchart for selected processes

You are now going to develop flowcharts for these selected processes, so that each step within each process is clearly identified.

(For additional assistance, see the flow charting tool in the QI Toolbox.)

For each of the selected processes:

1. Include everyone involved in the process
2. Brainstorm all the steps in the process (using post-its might be helpful)
3. Put all the steps in order (don't worry about the shapes in your flowchart)

Attach your flowchart(s) to this worksheet.

Consider developing an "actual" and an "ideal" flowchart for each process to easily identify the potential problem areas in the "actual" process.