

Current Process Analysis

- A process is a series of activities or steps that is meant to achieve a particular result.
- When defining a process, think about staff roles in the process, the tools or materials staff use, and the flow of activities.
- Everything is a process, whether it is admitting a patient, serving meals, assessing pain, or managing a nursing unit. The ultimate goal of defining a process is identifying problems in the current process.

Have the team identify and define every step in the current process that the facility has chosen to improve.

Tips:

- Take time to “brainstorm” and listen to every team member.
- Make sure the process is understood and documented.
- Make each step in the process very specific.
- Use one Post-it® note, index card, or piece of paper for each step in the process.
- Lay out each step, move steps, and add/remove steps until the team agrees on a final process.
- If the problem is that a process does not exist (e.g., there is no current process for handoffs between shifts), then identify the related processes (e.g., the process for transitioning patients between units).
- If a process is different for different shifts, identify each individual process.

Example—

Process for reporting an incident:

Step	Define
1	An incident is witnessed.
2	Respond and assess.
3	Intervene as appropriate.
4	Notify essential personnel (physician, security, supervisor, etc.).
5	Complete an incident report.
6	Forward the report to the party responsible for risk management.

Write the steps of your defined process on the next page or attach an additional sheet.

Team discussion—evaluate your current process as you define it.

What policies and procedures do we have in place for this process?

What forms do we use?

How does our physical environment support or hinder this process?

What staff is involved in this process?

What part of this process does not work?

Do we duplicate any work unnecessarily?

Are there any delays in the process? Why?

Continue asking questions that are important in learning more about this process.

When you discover a problem in your current process, continue to perform a root cause analysis to determine the root cause(s) of the problem.