Process Maps
Pre-Op Testing (2A)

2a : Pre-Op Testing THR

Bone and Joint Ctr Check In

Renaissance Ortho/BJC Waiting Room

Bone and Joint Ctr Conf Room

EKG/Blood Draw Room

Bone and Joint Ctr Exam Room

Diagnostic Imaging Check In

Diagnostic Imaging Changing Area

MWH X-ray Room

Patient arrives for appointment

Step 1 Patient checks in

Step 2 Patient waits in waiting room

Step 3 Patient verifies medical history

Step 4 Patient provides urine sample if possible

Step 5 EKG test done

Step 6 Labs drawn

Step 7 Meds & surgery discussed. MRSA info given/test done

Step 8 Walk MRSA swabs to lab

Step 9 Dictate Notes

Step 10 Review and approve dictation for notes

Step 11 Assess & discuss process for day of surgery

Step 12 X-ray check in

Step 13 Patient registered into Imagecast

Step 14 Patient escorted to changing room

Step 15 X-ray taken

Step 16 Patient changes back into clothes

Step 17 Patient leaves hospital

Yes

No - 20%

Yes - 80%

No - 60%

Yes - 40%

Yes - 60%

No - 40%

Patient provides urine sample if possible

Urine sample complete?
Ambulatory Surgery Care Experience Flow Map Pre - PFCC

Touchpoints  Caregivers
Ambulatory Surgery Care Experience Flow Map Post - PFCC
Care Experience Flow Map
Pre PFCCPost
Sample: Office Visit Care Experience Flow Map

**Touchpoint**

- **Parking Lot**
- **Doctor's Office Suite**
- **Reception Desk**
- **Waiting Room**
- **Exam Room**
- **Hallway**
- **Lab**
- **Parking Pay Window**

**Care Giver/Time**

- **Patient/Family park car trouble finding right garage 7:15 A**
- **Entrance to clinic 7:27 A**
- **Checked in with front desk receptionist 7:28 - 7:35 A**
- **60 minute wait; called back by medical assistant, 8:35 A**
- **Assessment by physician assistant and doctor 9:15-9:30**
- **Get lost on way to lab; no clear signage; Shadower intervenes and assists them with wayfinding 9:49 A**
- **lab technician performs blood draw 10:14 A**
- **Patient/Family stop at parking window to pay for parking; cashier 10:42 A**
- **Patient/Family exit garage after finding car 11:02 A**

**Care Experience Flow Map**

- **Patient/Family sent to desk to get Rx for lab work 9:37 A**
- **Patient/Family back to desk to check out from appointment 10:26 A**
Sample Care Experience Flow Map

**Touchpoints:**
- Parking Lot
- Clinic Suite
- Reception Desk
- Waiting Room
- Exam Room
- **Reception Desk**
- Main Hallway
- Lab
- Clinic Suite/Desk
- Pay Station

**Care Givers:**
- Parking Attendant
- Housekeeper
- Registrar
- Medical Assistant
- Nurse
- Physician Asst./Dr.
- Greeter
- Phlebotomist
- Lab Tech
Pre-Shadowing
Care Experience Flow Map

**Touchpoints:**
- Clinic Suite
- Reception Desk
- Waiting Room
- Exam Room

**Care Givers:**
- Registrar
- Medical Assistant
- Nurse
- Physician Asst./Dr.
Post Shadowing Care Experience Flow Map

**Touchpoints:**
- Parking Lot
- Clinic Suite
- Reception Desk
- Waiting Room
- Exam Room
- *Reception Desk*
- Main Hallway
- Lab
- *Clinic Suite/Desk*
- Pay Station

**Care Givers:**
- Parking Attendant
- Housekeeper
- Registrar
- Medical Assistant
- Nurse
- Physician Asst./Dr.
- Greeter
- Phlebotomist
- Lab Tech