

Worksheet E: 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 resident, 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.
- The process must be understood and documented.
- Make each step in process very specific.
- Use one post-it note, index card, or scrap piece of paper for each step in the process.
- Lay out each step, move steps, add and remove steps until team agrees on final process.
- If the problem is that a process does not exist (*for example, there is no current process to screen for pain on admission and readmission*), then identify the related processes (*for example, the process for admission and readmission*).
- If process is different for different shifts, identify each individual process.

Example: Process for making buttered toast

| Step | Define |
|-------------|--|
| 1 | Check to see if there is bread, butter, knife, and toaster. |
| 2 | If supplies are missing, go to the store and purchase them. |
| 3 | Check to see if the toaster is plugged in – if not, plug in the toaster. |
| 4 | Check setting on toaster – adjust to darker or lighter as preferred. |
| 5 | Put a slice of bread in toaster. |
| 6 | Turn toaster on. |
| 7 | Wait for bread to toast. |
| 8 | When toast is ready, remove from toaster and put on plate. |
| 9 | Use knife to cut pat of butter. |
| 10 | Use knife to spread butter on toast. |

**Write the steps of your defined process on the other side of page or attach additional sheet.
(Over)**

Current Process Analysis (cont.)

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 are 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 Worksheet F: Root-Cause Analysis, to determine the root cause(s) of the problem.