

## **Process Mapping and Improvement**

Drive efficiency through the streamlining of practice processes

**Module Duration:** 30mins

This module provides a comprehensive overview of process mapping and improvement.

By the end of the module you should be in a position to confidently identify and prioritise processes in your practice for improvement, subsequently mapping out processes utilising the correct intelligence. You should feel equipped in approaching improvement plans, drawing upon tools such as the quad of aims and the five-step six sigma approach to process improvement.

A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection. An end of module assessment will evaluate your understanding of the content covered whilst a fact sheet will recap the key elements covered.

*Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.*

### **Process Improvement Module Structure**

- ▲ An introduction to process mapping
  - ▲ Terminology
  - ▲ Benefits
- ▲ Process prioritisation
  - ▲ Process identification
  - ▲ Prioritisation matrix
- ▲ Process mapping
  - ▲ Intelligence gathering
  - ▲ Process map creation
- ▲ Process improvement
  - ▲ Quad of aims
  - ▲ Six Sigma five-step approach
  - ▲ Process reengineering

### **Benefits of Process Improvement**

- ▲ Gain clarity on practice procedures
- ▲ Identify areas requiring change
- ▲ Implement improvement plans to drive efficiency

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