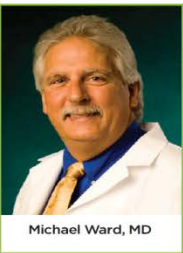


Designed and developed a Picture Board that identifies the Team/staff for patients- advocating for more patient-centered care in the clinics.

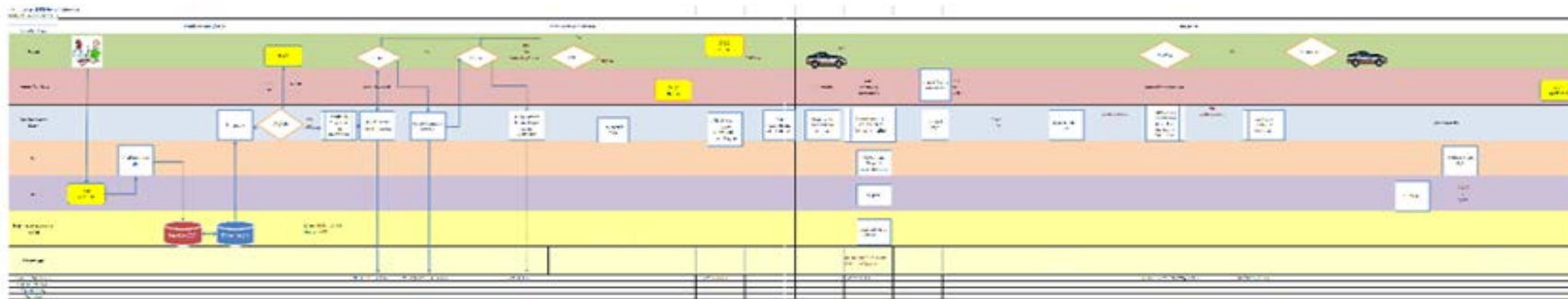
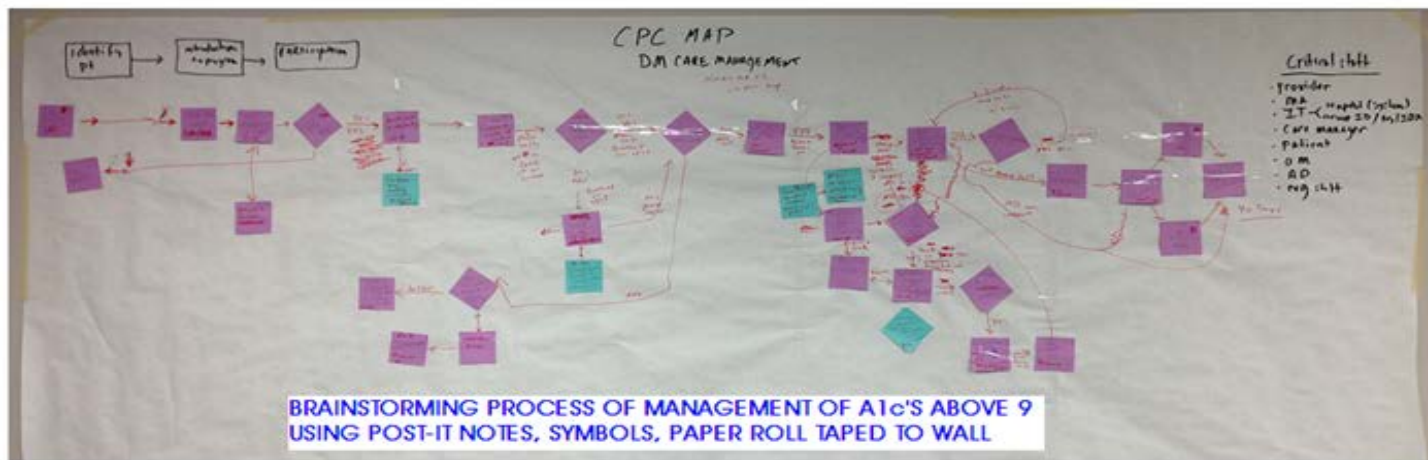
 **Utica Park Clinic  
Care Partners**

# Meet Your Healthcare Team!



As we continually develop new process maps ; the entire team collaborates in an effort to streamline the steps and resources used. It starts with paper on the wall and is transformed into a spreadsheet that can be used for PDSA pilots.

## PROCESS MAPPING PROJECT



# Phytel Blue belt training at UPC

## Designing a process map



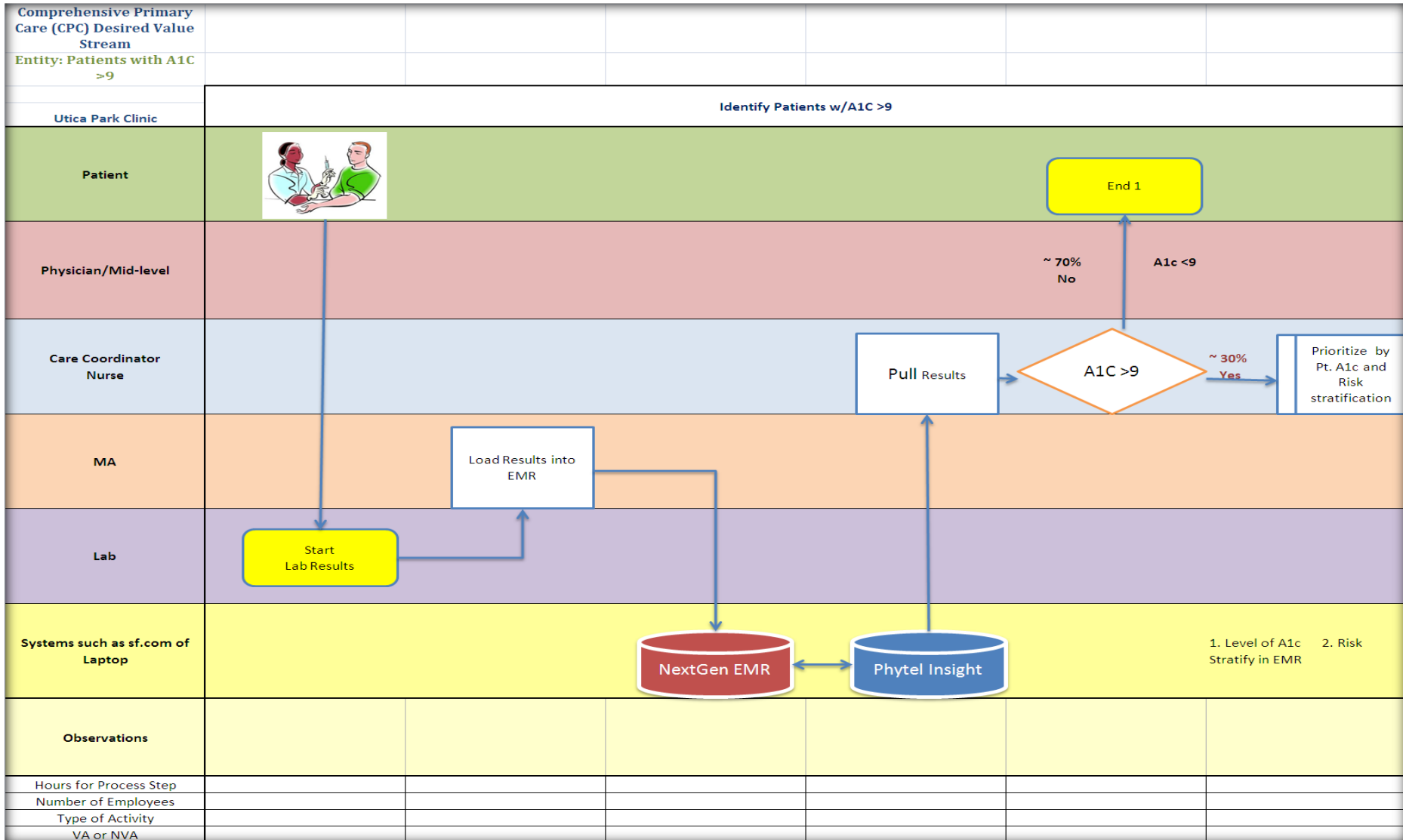


# Blue belt Process Map Development UPC QI & Administration staff with Phytel



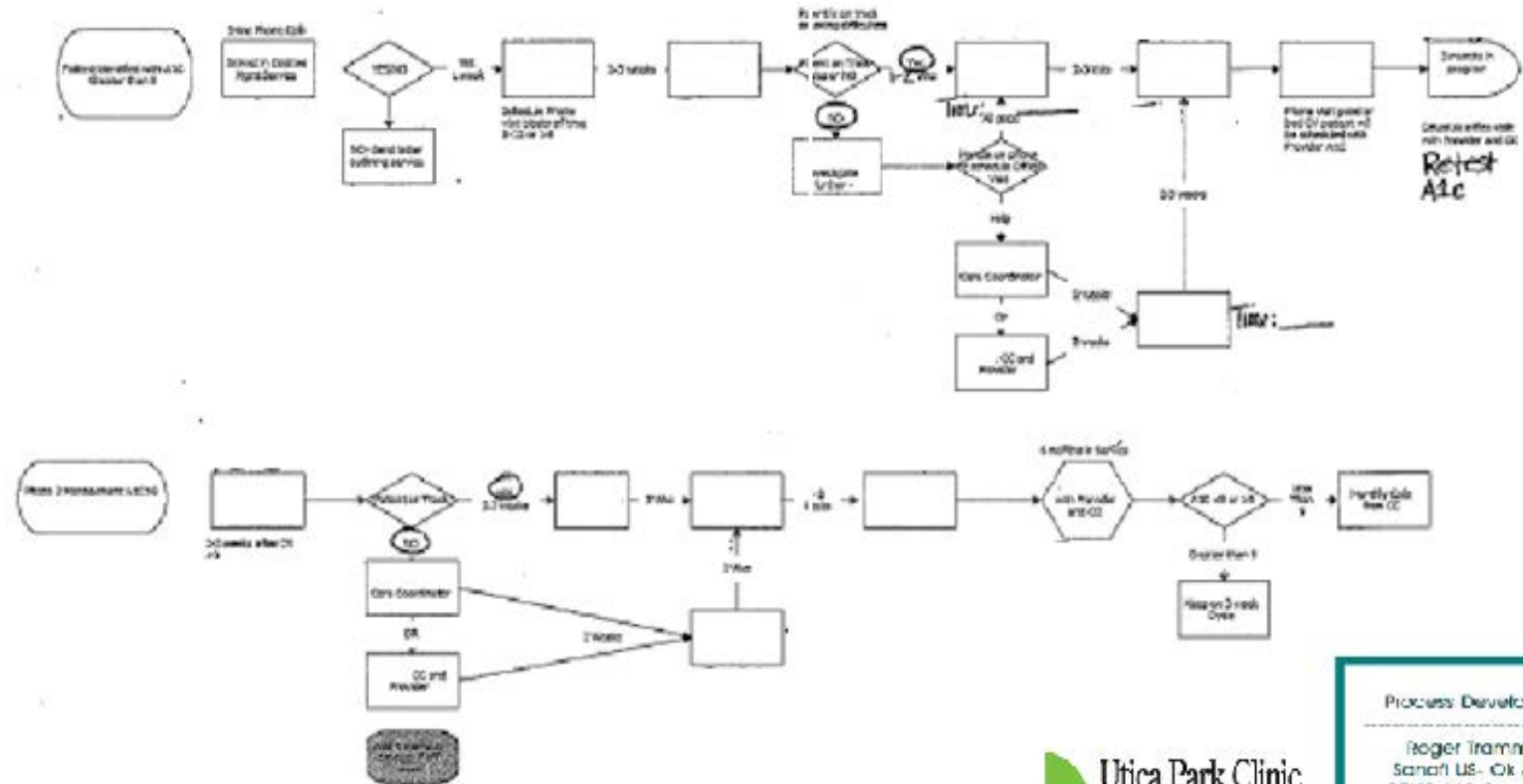
# Resulting process map

This is the first segment of the Swim Lane spreadsheet developed for a pilot of Management of Patients with A1c's above 9. Each "swim lane" represents one area of the team and what their roles and actions are, at defined points in the timeline



# Template

This is a user friendly template of the same process that can be used to follow a patient, step by step. It defines an approximate time line and the ability to modify & show what factors influenced the process.



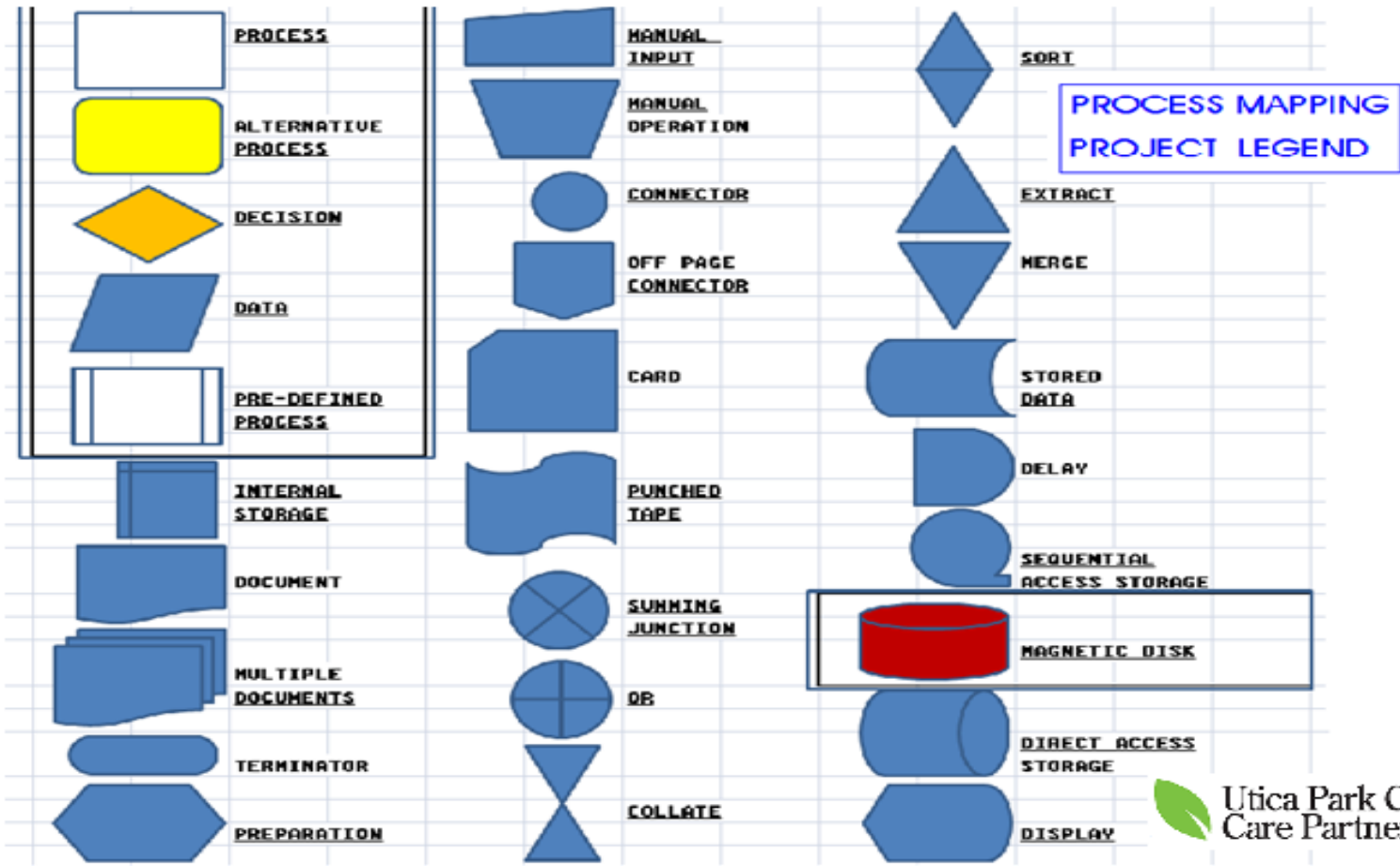
Process Development

Roger Trammell  
Senati US - Ok & Co  
CPHQ L65 Green Belt  
Quality Initiatives Manager

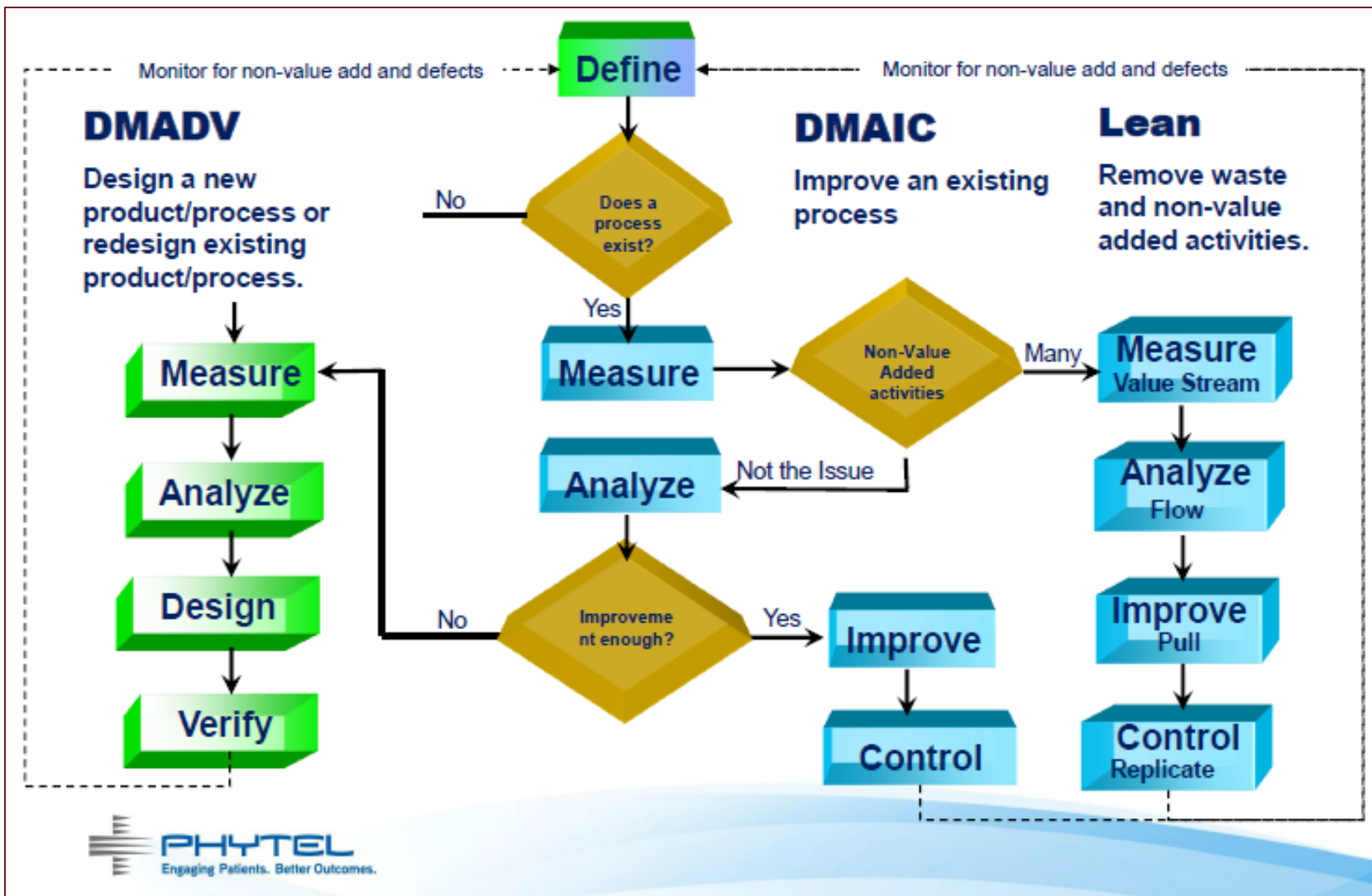


# Legend

This is a key or legend to use standard symbols for spreadsheet process maps.



**DMADV:** As we evaluate the need for development of new or change in current processes; a useful tool must be implemented to make the most of the resources available. Lean Six Sigma is the program that UPC has begun using with definable success. “Lean” is the action of removing waste or excess activities which add no value to a process. DMADV is the process of designing a NEW process or redesigning an existing process. DMAIC is the process of IMPROVING an already existing process. The desired result is to be able to analyze and replicate the improvement in the process.



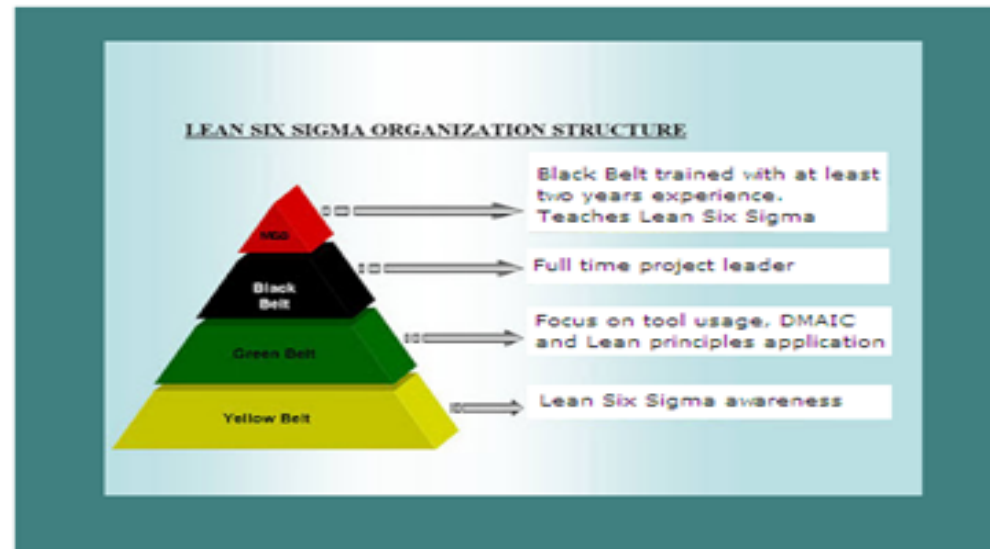


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Lean Six Sigma  
Phytel in Dallas, Texas  
Jerry Green, PhD  
Master Black Belt

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UPC CPCI- White & Blue Belt  
with upcoming  
Green Belt training



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