

Process Mapping

Quality Palliative Care in Long Term Care Alliance (QPC-LTC)



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Social Sciences and Humanities
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Acknowledgement

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Please copy and share this document. We would appreciate you referencing the source of this document as

Process Mapping, Quality Palliative Care in Long Term Care, Version 1, www.palliativealliance.ca.

For more information regarding the project please visit www.palliativealliance.ca or email our team at palliativealliance@lakeheadu.ca

Introduction

It is difficult for long term care staff members to meet and develop programs for their residents due to a lack of time and human resources. Bethammi Nursing Home and Hogarth Riverview Manor piloted a Retreat day format to begin to build and get consensus on their new formalized palliative care programs and palliative care resource teams. The Retreat day was interactive and allowed for small and large group discussions.

Process of Hosting a Process Mapping Activity

1. Plan the Retreat Activity

Prior to the event it is important to have a clear sense of the goals that you would like to have accomplished. You will need to know the following:

- How many staff and which staff will attend the process mapping activity? Will the staff be paid or will they be volunteering their time?
- When will the process mapping activity take place? Consider the time of year and whether staff can be easily replaced. Attempt to schedule the process mapping day according to your day shift (ex: 8:30am-2:00pm). This will allow for less complications in scheduling as only one shift will need replacements.
- Where will the process mapping take place? It is important that the Retreat day take place in a venue that is accessible for all staff. For the pilot it was decided to have the process mapping activity away from the long term care home. If you decide to have your retreat in the long term care home do not have it near the resident floors or home units. This may take away from the process mapping activity because of the distractions.
- What are your goals? What would you like to have accomplished. How much time can you allow for this activity? Set your agenda for the day.

Tip: Having 10 staff will provide the best results. Also, it is important to have staff representing each department or discipline.

2. Create your agenda and book venue

When making your agenda, make sure to leave enough time for discussion. Consider using the questions in the sample agenda below:

8:30am-9:30am	Welcome & introductions
9:30am-9:45am	Review of activity goals
9:45am-10:15am	Review process mapping process & ground rules
10:15am-10:30am	Break
10:30am-12:00pm	Process mapping admission to identification benefiting from a palliative approach
12:00pm-12:30pm	Lunch
12:30pm-2:00pm	Process mapping benefiting from a palliative approach to bereavement
2:00pm-2:30pm	Wrap-up and next steps

Tip: Remember to include bereavement for staff, families, and residents within your process map

3. Advertise your event or invite participants

When advertising the event consider whether a set group of people will be invited such as the palliative care team or whether the event will be open to all staff. Include all of logistical and practical information that you determined in step one.

Key Partners



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