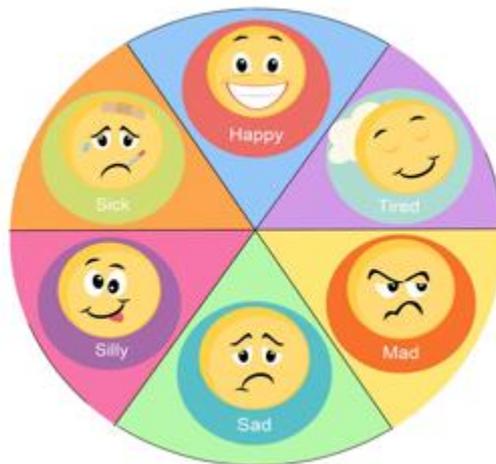


# Creating a high level process/experience map



**Dr Roz Sorensen**  
**September 2019**

# In this presentation

- Seeking to understand
- Consider the adverse events process
- Identify touch points
- Consider tools to map the emotions at the touch points in a process/experience map
- Try this.

# Process mapping

- Process mapping enables the reconfiguring of the consumer journey from the consumer's perspective in order to improve quality of care and release resources
- Consider the scope- internal/external
- Consider the structure
- [tim.trebble@porthosp.nhs.uk](mailto:tim.trebble@porthosp.nhs.uk)



# Adverse events process

- Using post-it notes take five minutes in your tables to map a high level process of the adverse events process in your DHB as you know it.

# 3. UNDERSTAND



## PART 1

Identify the emotions and touch-points



## PART 2

Map the emotions to the touch-points

## PART 3

Create and interact with a journey map

# Different tools

There are many ways of capturing experience

---



# Touch points

- What are they?
- Emotionally significant points in the process

## Touchpoints and emotions

"...these [touchpoints] are the points of contact with the service that are intensely 'personal' points on the journey, where one recalls being touched emotionally (feelings) or cognitively (deep and lasting memories) in some indelible kind of way."

(Bate and Robert, 2007).

# Identify touch points

- Take 5 minutes to identify touch points





# More examples



**Towards ZERO Seclusion**

**Improvement Project**

The project board is organized into three main columns representing different stages of the seclusion process:

- Pre- Admission/seclusion "Emotions":** This section includes a box asking "How did your Experience of seclusion make you feel?", "What do you think contributed to the use of seclusion?", and "What can make this better? What are your ideas for improvement?". It contains sticky notes with handwritten text, a red cloud callout saying "Welcome", and another saying "I was told I would be safe but I wasn't".
- Admission/seclusion "Emotions":** This section features a red cloud callout saying "FEELS - Don't feel angry" and another saying "I was told I would be safe but I wasn't". It contains numerous sticky notes and a red cloud callout saying "Environment".
- Post- Admission "Emotions":** This section includes a red cloud callout saying "Treatment" and another saying "Peer support". It contains sticky notes and a red cloud callout saying "Communication".

Below the "Emotions" sections are three boxes labeled "DETAILED STORIES/PHRASES" and "Ideas for improvement". A large black arrow points upwards from the "Post- Admission" section, and another points leftwards from the "Admission" section. On the right side, there is a flow diagram titled "2016 National Quality Improvement project" showing a process flow with various steps and arrows.

# Your turn

- What tools will you use?

5		<b>Angry</b> I've lost control. I'm not listening anymore. I could hit, kick or bite. I need a quiet place to calm down.
4		<b>Overwhelmed</b> Everything is too hard. I'm losing control and need to leave the environment I'm in. Give me space
3		<b>Frustrated</b> I'm not getting it, I'm showing signs of stress. I should take a break now.
2		<b>Anxious</b> Trying to stay focused, but having a hard time staying on task. Use calming strategies now
1		<b>Happy</b> Ready and willing to Work

## Unleash Intrinsic Motivation

Tapping into sources of intrinsic motivation galvanizes people's individual and collective commitment to act.

### Adapt in Action

Acting can be a motivational experience for people to learn and iterate to be effective.

### Co-Design People-Driven Change

Those most affected by change have the greatest interest in designing it in ways that are meaningful and workable to them.

### Co-Produce in Authentic Relationship

Change is co-produced when people inquire, listen, see, and commit to one another.

### Distribute Power

People can contribute their unique assets to bring about change when power is shared.



# Thank you....Any questions

