Person Centered
Process mapping – PCP

Mapping of customer processes within municipalities and county councils

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Create value for our inhabitants, the ones we are there for – what are these values?

1. What activities/processes create these values? (*System map*)

2. How well do we achieve these values? (*Feedback of results*)

3. How do we get a common picture of how we need to do to achieve these values?
   a) PCP (*mapping of needs*)
   b) Flowchart (*describe how we do*)

4. What improvements do we need to prioritize?

5. How do we ensure that our processes are sustainable?
Why PCP?

• Gives an understanding of different persons’ (customer, patient, client, student, etc.) needs.

• Creates opportunities to develop and design processes meeting these needs.

• Gives an understanding of important metrics linked to the process.
Mapping of customer processes within municipalities and county councils
Person Centered Process mapping – PCP

Questions to answer in each step of the process

1. What needs and experiences do the customers/inhabitants/patients/related parties/clients/students etc. have?

2. What and how do we do in this step?

3. What does the guidance/experience/evidence say about what needs to be done?

4. What and in what ways is information provided to the customers/inhabitants/patients/clients/related parties/students/etc.?

What conditions need to be in place (skills, collaboration, technology, e-services, capacity, needs of flexibility)?

Based on the responses, what risks are identified and what could be improved?
Questions to answer in each step of the process

1. What needs and experiences do the inhabitants/patients/related parties have?

... out of your personas
<table>
<thead>
<tr>
<th><strong>Personas</strong></th>
<th><strong>Description</strong></th>
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<tbody>
<tr>
<td><strong>Person A</strong></td>
<td>You are around 20 years old and used to getting what you need quickly. You do not want to wait and want to have access to all relevant information via your smartphone. You definitely do not want decisions to be made over your head.</td>
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<tr>
<td><strong>Person B</strong></td>
<td>You are around 35 years old. Life has been turned upside down for you, your partner and your three small children. Two years ago, you were in a car accident and became partially paralyzed. You are therefore now in a wheelchair. Despite this, you have a positive view of life and your experiences of care has made you trust the professionals.</td>
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<tr>
<td><strong>Person C</strong></td>
<td>You are 48 years old and has a cognitive impairment which means you have difficulty understanding large amounts of information. You live alone. Your parents do not think you get enough support from the municipality. They are old and worry about what will happen to you when they are gone.</td>
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<tr>
<td><strong>Person D</strong></td>
<td>You are a 40 year old engineer and has the motto: &quot;everything I need to know, I learn myself, by the Internet&quot;. Before you contact any kind of institution (including health care), you make sure that you have read everything available on the subject. Therefore, you are always well-informed and think you have the right to question others' knowledge if it does not match your.</td>
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<tr>
<td><strong>Person E</strong></td>
<td>You are 89 years old. Your loved one passed away several years ago and you live alone with your parrot in a large house on the country side. Your nearest relatives live an hour away, but they are busy with their lives and you do not see them very often. A visit to the health center is always a nice break in the lonely everyday life. You have great trust in health professionals and think they are kind and do a very good job. You do not have a computer and have never used the Internet.</td>
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<tr>
<td><strong>Person F</strong></td>
<td>You are 28 years old and a single parent with two children. You left school after ninth grade and since then work irregular hours as a cashier clerk in a large grocery store. You are struggling in life with focus on making the best for your children. You find it hard to consider your own needs and do not have time to listen to your body.</td>
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<tr>
<td><strong>Person G</strong></td>
<td>You are 54 years old. You and your family moved from Somalia in a hurry to Sweden five years ago. You understand parts of the Swedish language, but find it difficult to understand all social patterns, to understand health care and how to act and communicate. You prefer having several family members present at health care visits or when you are admitted. Otherwise, you do not feel safe.</td>
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</tbody>
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Clinical Value Compass
Paul Batalden och Gene Nelson
Dartmouth Medical School, New Hampshire, USA

Functional status
physically, psychologically, socially

Professional/Clinical status
complications

Satisfaction
patient, relatives

Resourses
costs, competences, time

Process