Person Centered Process mapping – PCP

Mapping of customer processes within municipalities and county councils

Qulturum, Bergeling, Malmström 2016
Person Centered Process mapping – PCP

Prevention    Need arises    Contact    Investigation    Decision on action/treatment    Implement action/treatment    Follow-up

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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?

Qulturum, Bergeling, Malmström 2016