Continuous Quality Improvement Toolkit
A Resource for Maternal, Infant, and Early Childhood Home Visiting Program Awardees

Module 6 Facilitation Guide: CQI Tools I—Process Maps

Purpose/Goals: The purpose of this training module is to learn how to use process maps as a tool for CQI and how to implement process maps to support the CQI process.

Time: About 50 minutes (30 minutes of content and 20 minutes of activities).

Format: This presentation is intended to be given in person but can also be delivered via webinar if necessary. We recommend that participants sit with their agency team in small groups of four to six per table. Coaches should float between tables and connect with each agency team.

Equipment: An in-person training will require a laptop and projector to deliver this presentation. This training can also be conducted via Webinar, which would require a Webinar service, laptop, and telephone. To complete the Process Mapping Activity, sticky notes and a white flip chart board or large wall space are needed.

Materials:

- PowerPoint slides — The notes section of the PowerPoint slides contains talking points to use during the presentation. A copy of the slides may also be provided to participants.

General Topics Covered:

- Purpose of a process map
- When to use a process map
- Developing a process map

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Introduction to PowerPoint Activities or Participation. When the icon below appears, participants will be engaged.

Activity: Process Mapping Activity (Slides 27 and 28)

- **Introduction**: This activity provides participants with an opportunity to develop a process map in small groups.
- **Time**: About 20 minutes.
- **Instructions**: Present the process mapping activity slide to the groups and walk through the instructions presented in the talking points. Briefly review symbol definitions and leave that slide up during the activity. Ensure that there is sufficient space (e.g., flip charts or a large wall) for visual representations of the processes. Have participants use flip charts, post-it notes, or other materials that allow the group to depict its process map and easily make changes. Allow 15 minutes for groups to develop their process maps.
- **Debrief**: After the groups complete their process maps, move to Slide 28 and review the debrief questions included in the talking points with the group.
  - If participants struggle to define the process map boundaries, have them review the process with the larger group and ask the group to suggest places to start and stop the process map.
  - If participants created a high-level process map, ask some probing questions:
    - What additional detail is needed to fully explain the process?
    - Who has the detailed information?
    - Did the group role play? If not, how could role playing help?
  - Engage the participants in a discussion about the utility of process maps. Highlight comments that show the value and utility of the process maps.
    - How did process mapping change participants' views of the processes?
    - How will participants use process maps in the future?