

## The Busyfish Process Visualization Creation Process

The following references provide some very good guides and examples of process mapping/modelling in the nhs. They are also excellent guides on quality improvement techniques in the nhs and although they are a bit dated and hard to get hold of they are worth the effort if you can find any copies:

- Improvement Leaders' Guides (nhsi 0391 n ci)
- The Handbook of Service Improvement Tools (ISBN 978-1-907045-81-3)
- Quality Improvement Theory and Practice in Healthcare (ISBN 978-1-906535-33-9)
- The Productive Series: The Productive Ward (ISBN 978-1-906535-26-1)
- Use of process mapping in service improvement (Nursing Times 01.05.13 / Vol 109 No 17/18)
- Process mapping the patient journey through health care: and introduction (BMJ 21.09.10 Vol 341:353-408 No 7769)

The process mapping methodology described in each of the above all suffer from the same problems - that is they require a team of people and they are time consuming to complete - the two things not readily available in the nhs - for things other than patients! Additionally they describe process modelling and not process mapping – they are different!

During my many years as an engineer in industry I developed a process mapping methodology that greatly reduces these two requirements for practitioners when creating process maps. I called this method the Busyfish Process Visualization Creation Process. I have illustrated this process with what other than a Process Visualization! See attached document.

The illustration makes the process look simple. Creating the first draft process map - by the practitioner is - It's the 'further refinement' bit that takes practice but once skilled in the task then very good process visualisations can be produced in a relatively short time.

The Busyfish process is dependent on accessible publication and good Focus Group feedback. These two things are 'in hand'.