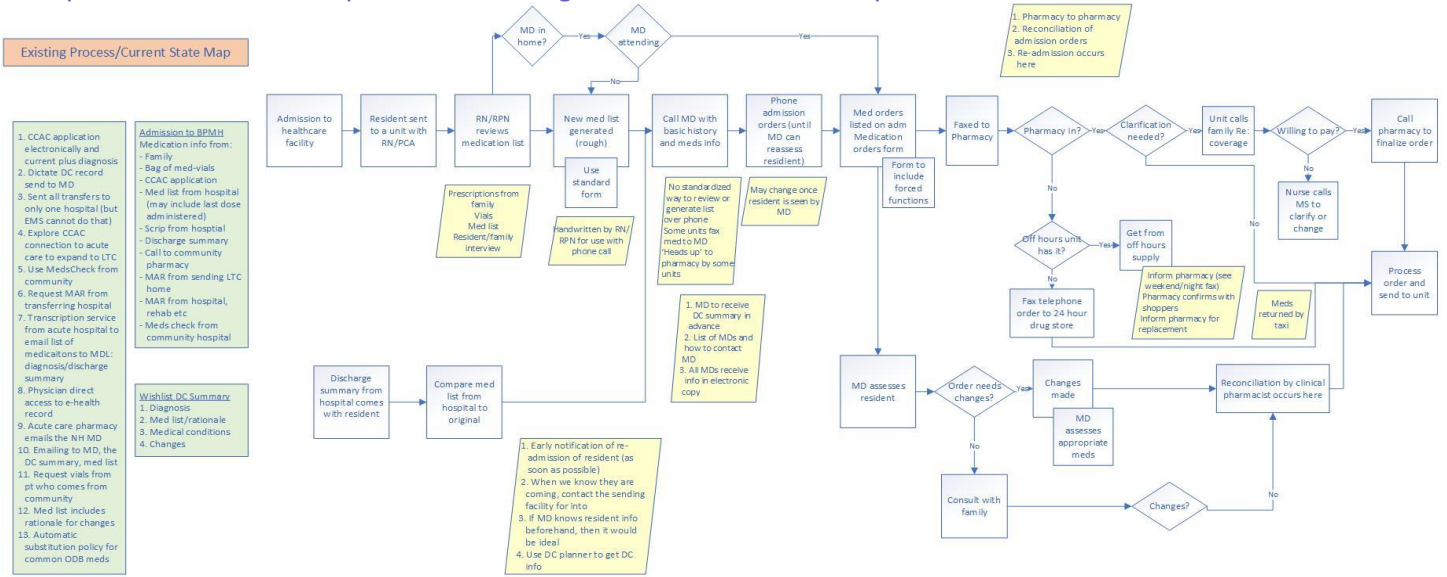


# FUTURE STATE PROCESS MAPPING

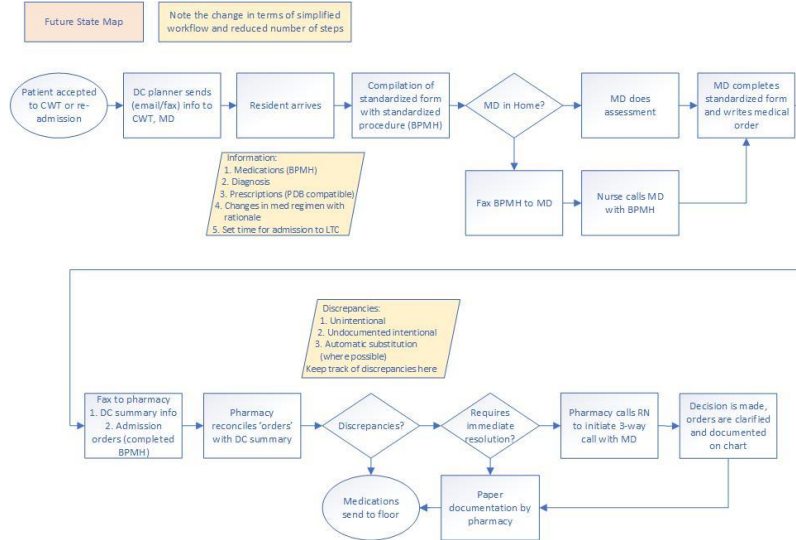


Once the team has mapped the “current state process” in the ‘Define’ phase, and generated numerous improvement ideas during the ‘Improve’ phase, they can then create a “future state flow map”. This map will represent the new work flow. The team can then identify the PDSA cycles and actions that have to be completed to achieve the new work flow. *Refer to Flow Maps for technical details on this process.*

Example of Current State Map. Note how disorganized and extensive the process is.



Example of Future State Map. Note the change in terms of simplified workflow and reduced number of steps.



## The future state map:

- Gives the team a goal to strive for
- Shows everyone how much easier, more streamlined the process can be
- Provides a great training tool
- Offers a road map for change

Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.