





























FIGURE 9S.4: Process Chart for an Emergency-Room Visit

PROCESS CHART				
Current Process: <input checked="" type="checkbox"/>				Proposed Process: <input type="checkbox"/>
Subject Charted: <i>Patient with shoulder injury</i>			Date: 11/06/15	
Department: Emergency Room (ER)		Chart prepared by: RRV		Sheet: 1 of 1
Steps	Distance (in feet)	Time (in minutes)	Chart Symbols	Process Description
1	15	1.0	  D 	Patient enters emergency room and reaches the admission window.
2	—	12.0	  D 	Patient fills out his or her medical history.
3	35	1.0	  D 	Patient is taken to the ER triage room by a nurse.
4	—	5.0	  D 	Nurse inspects patient's shoulder and checks his temperature and blood pressure.
5	35	1.0	  D 	Patient escorted to the waiting room.
6	—	6.0	  D 	Patient waits for an ER bed to become available.
7	50	1.5	  D 	Patient is escorted to an ER bed.
8	—	5.0	  D 	Patient waits for the doctor.
9	—	10.0	  D 	Doctor examines the injured shoulder, talks to the patient, and advises patient to take X-rays.
10	300	4.5	  D 	Nurse takes patient to the radiology department.
11	—	10.0	  D 	Technician takes X-rays of patient's shoulder.
12	300	4.5	  D 	Patient escorted back to ER bed.
13	—	5.0	  D 	Patient waits for doctor.
14	—	15.0	  D 	Doctor examines X-rays, provides injury diagnosis, and advises patient to have a shoulder cast.
15	—	20.0	  D 	Patient has a cast put on his shoulder.
16	—	5.0	  D 	Doctor calls hospital pharmacy for prescription pain and sleep medication and advises patient on shoulder care and for a follow-up appointment.
17	50	1.5	  D 	Patient is escorted back to the checkout window.
18	—	2.0	  D 	Patient checks out.
19	400	5.0	  D 	Patient goes to hospital pharmacy.
20	—	5.0	  D 	Patient waits for prescription medication.
21	—	2.0	  D 	Patient pays and collects the medication.
22	250	4.0	  D 	Patient leaves hospital.