Web-Based Stakeholder Feedback Portals: Allowing Wider Stakeholder Feedback

CES 2015
Makenzie McPherson

It Portal Idea & Creation
How to Edit the Process Flow Map

1. To add a new box click, drag and drop the box tool on the map. To add text to the box, double click the word text in the box and start typing. To resize the box, click the box to highlight the green circles and then click one of the green circles to drag the box to a new size.

2. To connect the boxes with a straight line, click the straight line tool. Clicking the tool highlights yellow circles on the borders of the boxes, indicating connection points for the line. Click the desired yellow circle to start drawing the line and drag the line to the box you want to connect. To add an arrow line, click the arrow line tool and follow the same steps.

3. To add a comment anywhere in the map click, drag and drop the test tool on the map. To add text to the box, double click the word text in the box and start typing.

4. To delete a box or line, click the box or line to highlight the yellow circles and hit the delete key on your keyboard.

Once you are done commenting or making changes to the map, click the “I’m done, submit my changes” button located in the toolbar at the top of the webpage.

The “Help” button will bring you back to the instructions above. All of the tools are in the Tool Box, located in the upper left corner of the webpage.

For assistance, please email Melissa Rogan at melissa.rogan@mdm.ond.ca or call at 701.777.8902.
In order to make this map, members of the evaluation team met with subject matter experts (SMEs) for each sub system (e.g., dispatch, BLS, ALS, critical access hospitals, and tertiary care facilities/PCIs) of the cardiac system of care to map their process for an incoming cardiac arrest call. In order to accomplish this, the team travelled over 24,000 road miles in North Dakota and South Dakota in the last year. Once the maps were completed for each sub system, they were combined to make these master maps.

Process flow maps can be a powerful tool when used as part of your continuous quality improvement (CQI) plan. They help identify process waste (e.g., inefficiencies), and can be used with timestamps to identify where there were delays in handling a specific cardiac arrest call. If you have any questions about the map or how it could be useful for you, please contact Melissa Rogan at (761) 777-8002 or melissa.rogan@med.uni.edu.

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The “How did we create this map?” button will provide more insight into how the process flow map was created.

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IT Portal

• Considerations:
  • Organization and differentiation of stakeholders
  • Ease of Use
  • Stakeholder’s time
  • Access to the internet
Questions?

• [www.crheval.org](http://www.crheval.org)