Step 1 - Building your map with people in the system

Entry	Service	Exit

Name the service you are focusing on
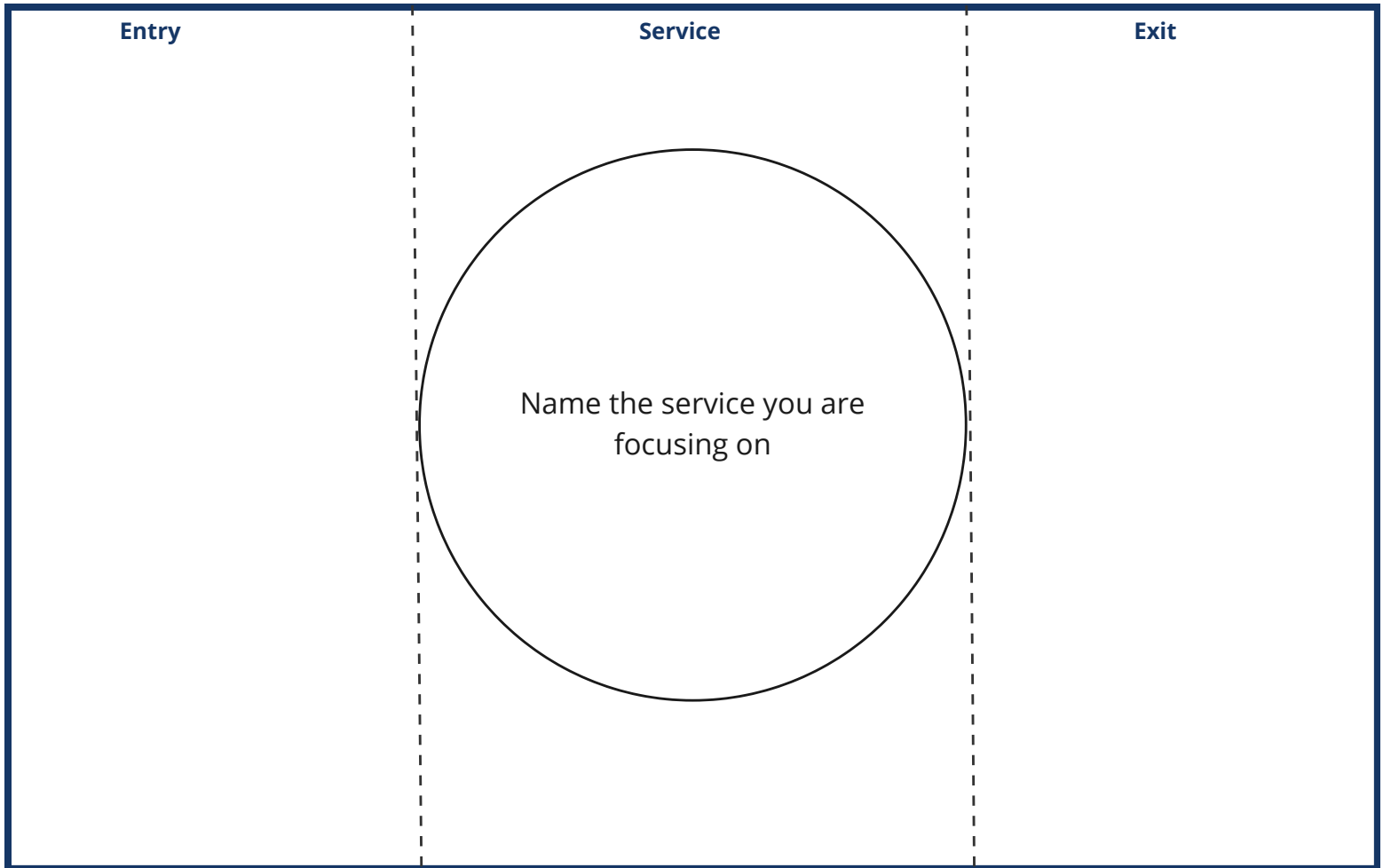
Inputs into the service

Who are actors in the system that send input into your service?
List them below and then add them as circles to your map above
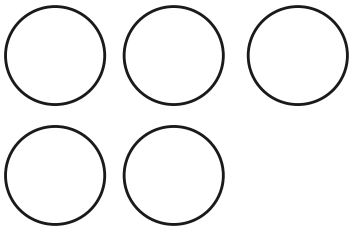
What connects them?
Group them by colour and name the large group

Things in the service

What teams and actions happen in the services?
List them below and then add them as circles to your map above

Connect teams and actions inside your service where relevant
Add this to the centre of your map

Main service

Outputs of the service

Who are actors in the system that send input into your service?
List them below and then add them as circles to your map above
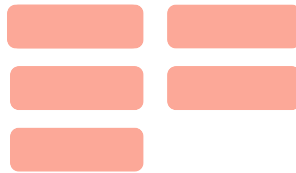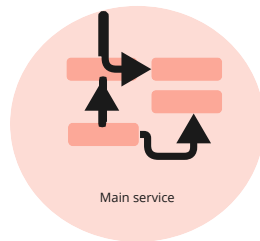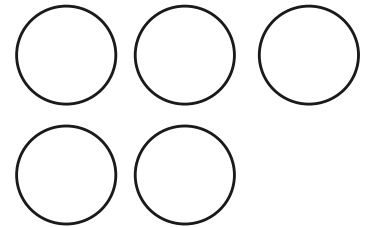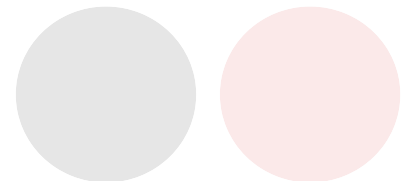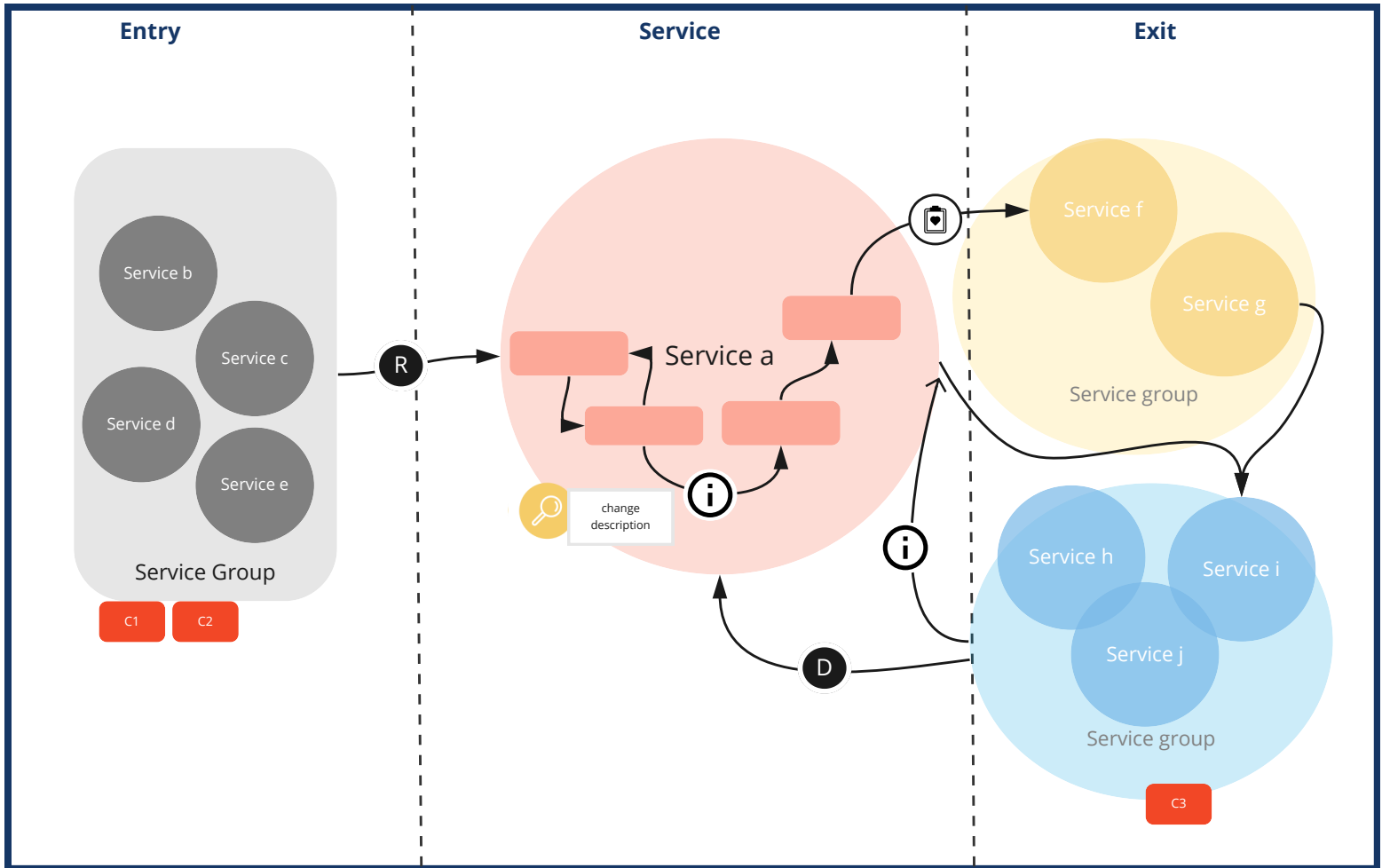
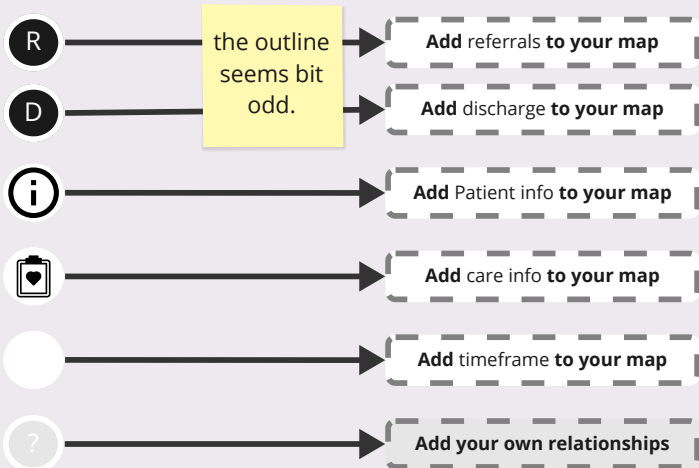**What connects them?**
Group them by colour and name the large group

Step 2 - Adding complexity with people in the system

Entry

Service Group

Service b
Service c
Service d
Service e

C1 C2

Service

R

Service a

change description

i

i

D

Exit

Service f
Service g

Service group

Service h
Service i
Service j

Service group

C3

Adding relationships

Remember you don't need to add all of these just include whats relevant to the problem you're are mapping. Create new relationship icons if the are not listed here.

Engage stakeholders in 1-2-1 interviews to understand relationships between your services in the map. Add these to your map where relevant.

R ——— the outline seems bit odd. ——→ **Add referrals to your map**

D ————————————————→ **Add discharge to your map**

i ————————————————→ **Add Patient info to your map**

🗒 ————————————————→ **Add care info to your map**

○ ————————————————→ **Add timeframe to your map**

? ————————————————→ **Add your own relationships**

Adding challenges and opportunities

Engage stakeholders in 1-2-1 interviews to understand the challenges and opportunities in the map. Add these to your map where relevant.

Note these on the map with icons and include them in a key below

Challenges

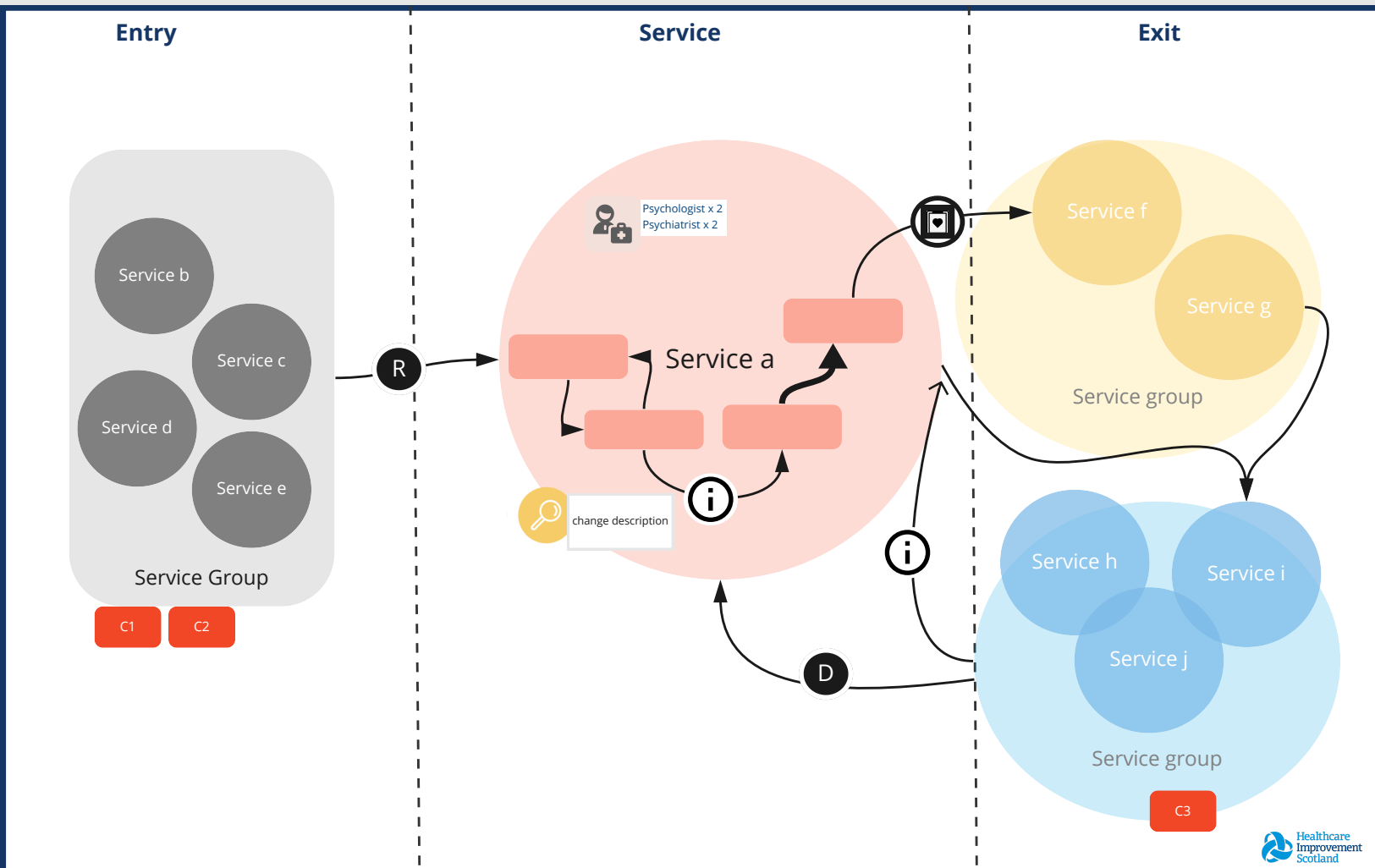| C1	Challenge description	C5	Challenge description
C2	Challenge description	C6	Challenge description
C3	Challenge description	C7	Challenge description
C4	Challenge description	C8	Challenge description

Opportunities

Ask stakeholders to plot opportunities for change on the map.
Use these to frame the How might we questions for service change.

🔍 🔍 🔍 🔍

Top tip: Try not to restrict your thinking when framing opportunities

Step 3 - Use your system to have change conversations with stakeholders

Entry

Service

Exit

Service b

Service c

Service d

Service e

Service Group

C1   C2

R

Psychologist x 2
Psychiatrist x 2

Service a

change description

i

i

D

Service f

Service g

Service group

Service h

Service i

Service j

Service group

C3

Healthcare
Improvement
Scotland

KEY

R Referral   **i** Patient info

D Discharge   Care plan

Challanges

C1 — x

C2 — x

C3 — x

Opportunties

x

x

x

Healthcare
Improvement
Scotland

Extras you can add to your map

Staff groups

Timeframe

Gaps: Places to explore

Frozen areas in the system

Policy & regulations

Service parts

Key stakeholders

Positive change happening

Medicine

Service interventions

Areas with a big impact on the system

Healthcare
Improvement
Scotland