



# Process Mapping for Public Health

By Flourish & Thrive Labs



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SHAPING TOMORROW'S PUBLIC HEALTH TODAY.

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# Agenda

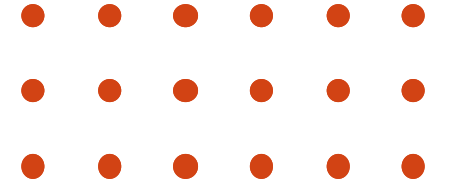
- **What is process mapping?**
- **Why it matters?**
  - Case Study – Sauk County in Wisconsin
- **How to map a process?**
- **How to get started in your organization?**

# What is process mapping?

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**A process map** is a visual diagram that shows every step in a workflow — who does what, in what order, and how decisions are made along the way.

**Think of it as:** getting workflows out of people's heads and onto paper — so your whole team can see, understand, and *improve how work actually gets done.*



# Why it matters?

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Public Health Departments can use process mapping for:



Quality  
Improvement



Accreditation



AI Readiness



Onboarding



Succession  
Planning

**Process mapping reframes work—  
from someone's responsibility to a  
workflow that your whole team  
understands**

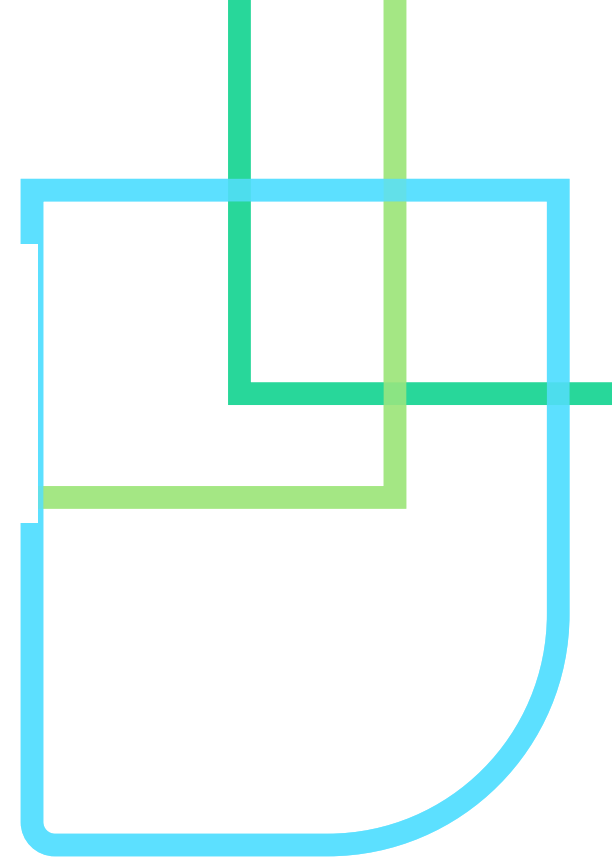
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**Where in your organization are workflows living in someone's head instead of on paper?**

*i.e. where could process mapping be helpful?*

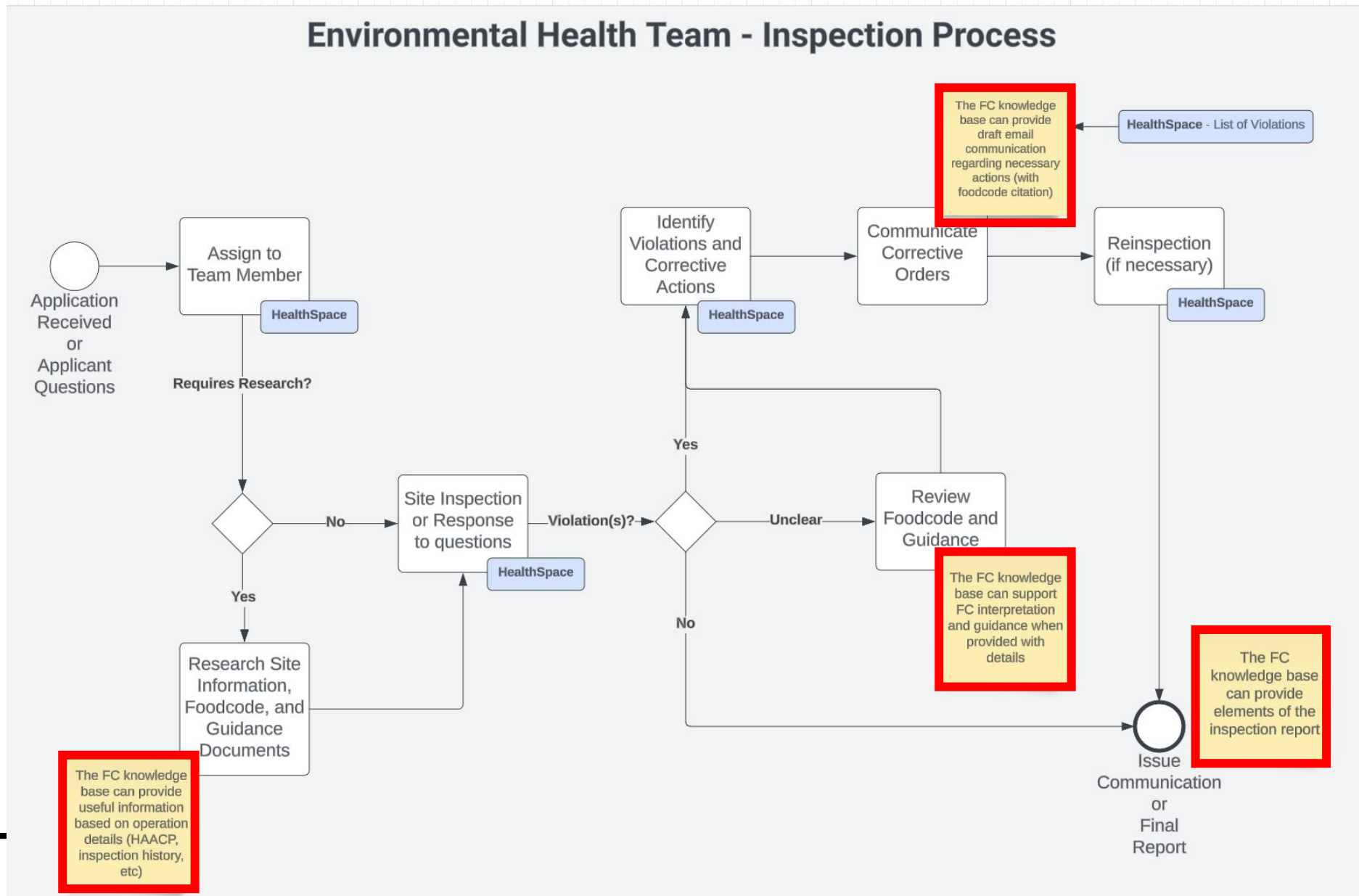
## Case Study – Sauk County Wisconsin

**Problem to solve:** the environmental health team was spending a lot time responding to emails from business that required citing the food code





# Step 2: Identify opportunities to use AI



# Step 3: Select and Evaluate Tools

# Step 4: Build, Test, and Implement



[View Wisconsin Food Code →](#)

## Ask the Food Code

### ⚠ Important Notice

This AI assistant provides general guidance based on the Food Code but should not be considered a replacement for official documentation or professional judgment.

Always verify information with official Food Code documentation.

Your expertise and judgment are essential in ensuring food safety.

You matter. Your work matters. You are making an impact on public health and safety.

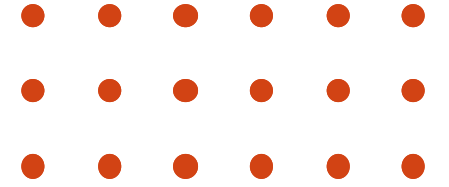
Your question:

Type your food code question here...

Send

# How to map a process?

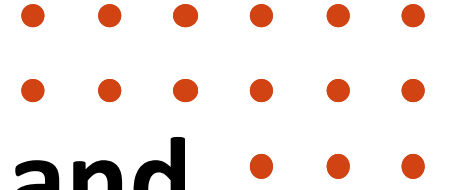
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# Question 1: Who is involved in the process?

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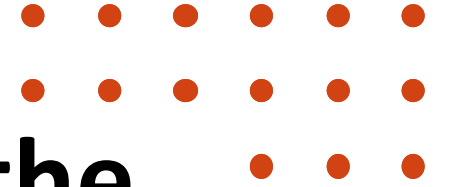
Parent	
Child	



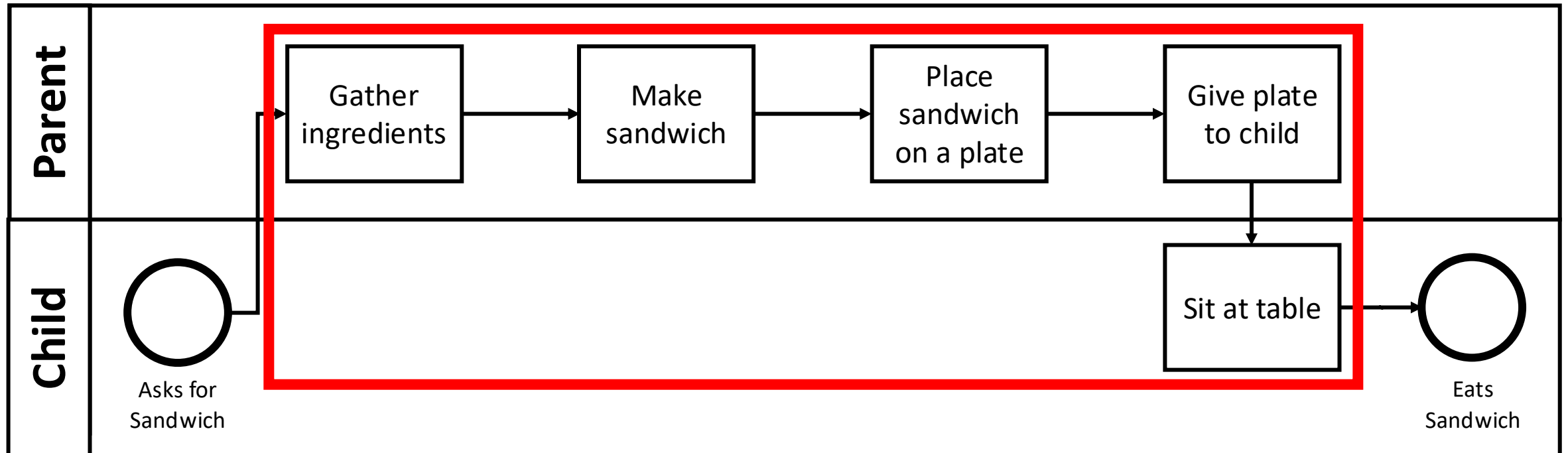
# Question 2: How does the process start and end?

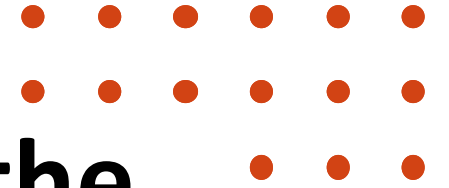
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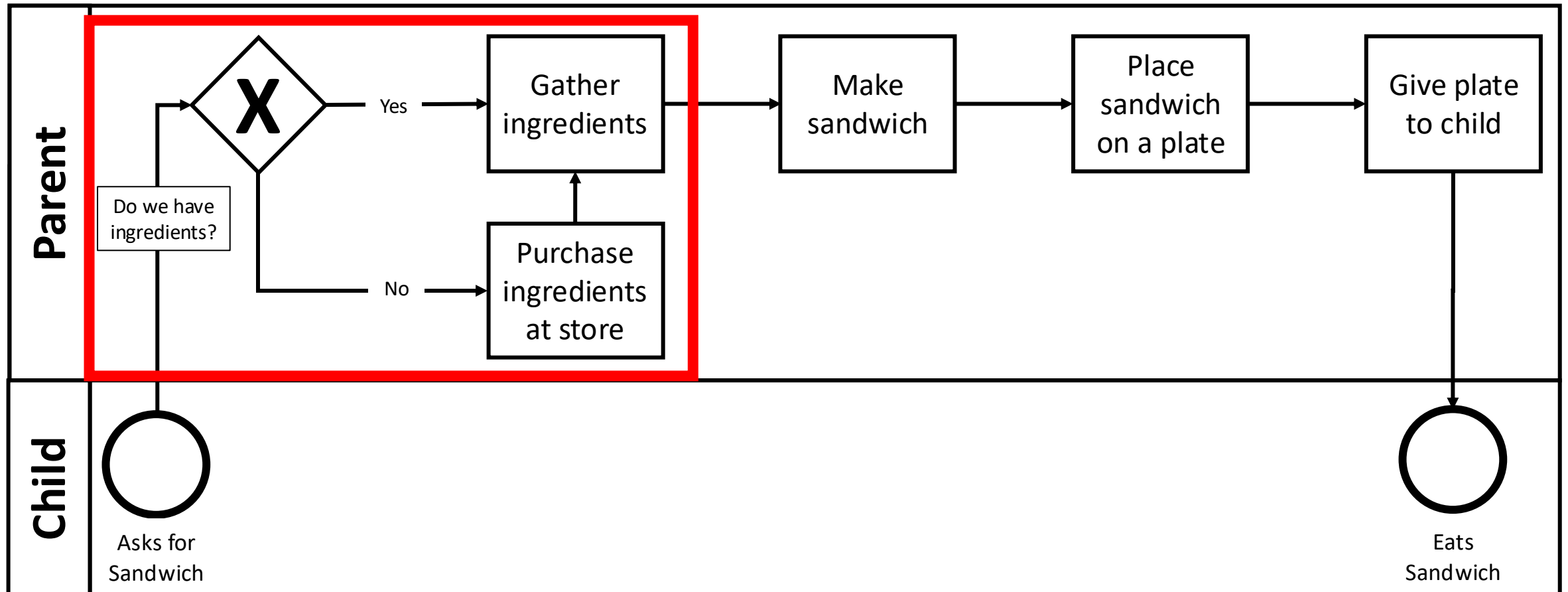


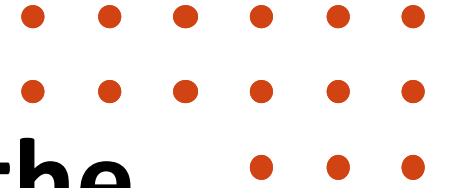
# Question 3: What happens to get from the start to the end? (Activities)



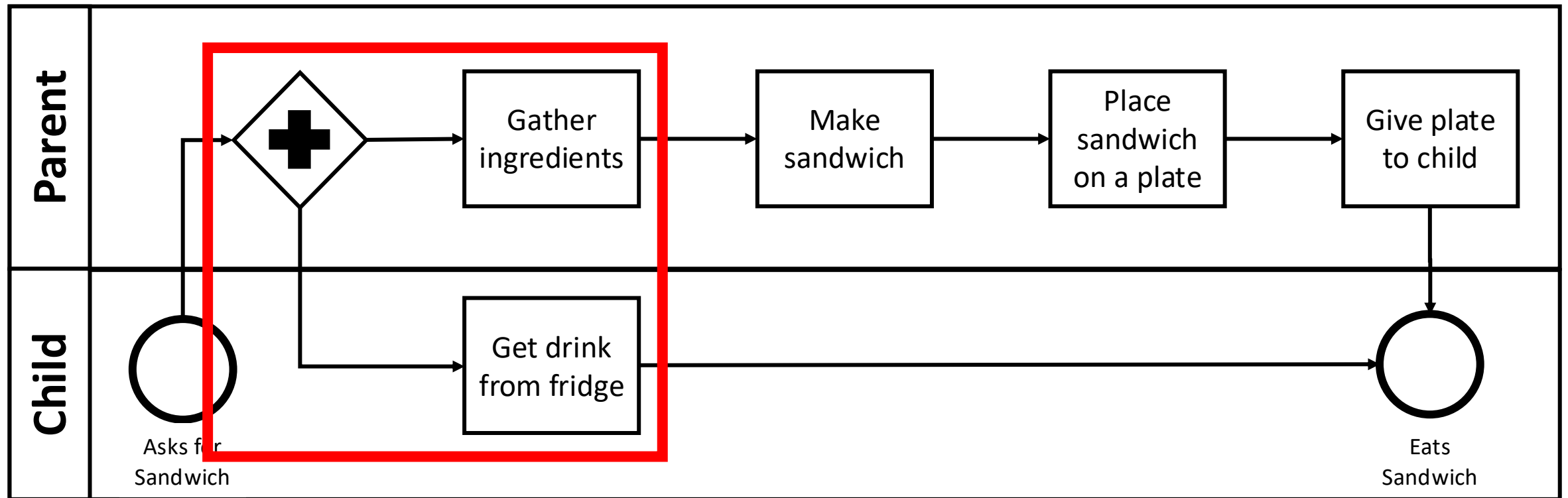


# Question 3: What happens to get from the start to the end? (Decision Points)



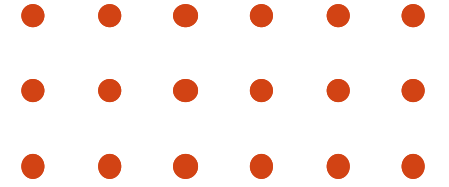


# Question 3: What happens to get from the start to the end? (Parallel Points)



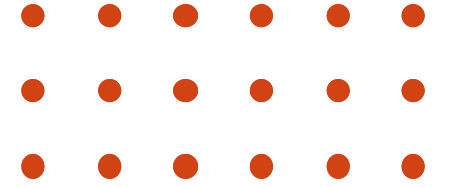
# How to get started in your organization?

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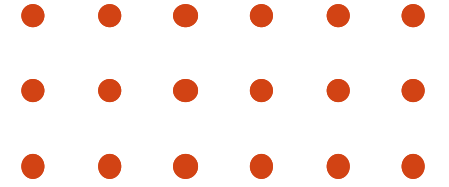
# Setting Yourself up for Success

- Get the right people in the room
  - Map what is, not what should be
  - Pick your tool and don't overthink it
  - Validate your map
  - Keep your maps alive
-



# Start Small – Pick One Process

- Where is work most dependent on one person?
  - Where do things most often get dropped or delayed?
  - Where does your team spend time they shouldn't have to?
  - Where are you about to lose knowledge?
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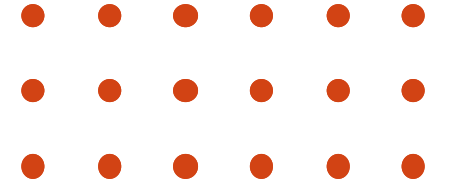


# Recap: What we've covered today

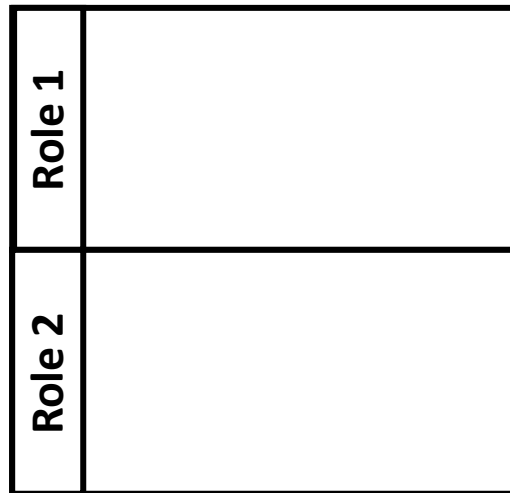
- What process mapping is and why it matters
  - How to build a map — swim lanes, start and end events, activities, decision points, and parallel activities
  - How to set your team up for success
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# Process Mapping Template

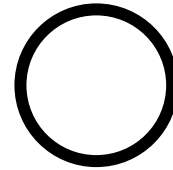
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# Process Mapping Key



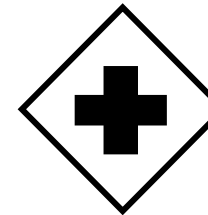
Swim lanes  
(one for each role in the process)



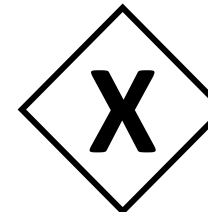
Start and  
End Events



Activities



Parallel  
Gateway  
(simultaneous  
processes)



Exclusive  
Gateway  
(decision  
points)

