

PROCESS MAPPING DATA COLLECTION TOOL

INTRODUCTION: Thank you for your participation. Please describe all of the steps that happen for a patient when they come for [CONDITION] — all the way from the point of registration to the point of discharge. Let's go one step at a time, in order.

Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

Step 5: _____

Step 6: _____

Step 7: _____

Step 8: _____

Step 9: _____

Step 10: _____

STEP 1: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 2: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
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| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
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| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 3: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
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| 6. Item 6: _____ | # _____ | 16. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 17. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 15. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 16. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 17. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 4: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 5: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 15. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 16. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 17. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 15. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 16. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 17. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 6: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 15. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 16. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 17. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 15. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 16. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 17. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 7: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____ %

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 8: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 9: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

STEP 10: _____

Part A: The People

Who, from the staff is involved in this step?

Probe: Is there anyone else normally involved? Are there any variations in staff?

List of Staff Involved (Find these Individuals for Interview.)

Staff Role 1: _____

Staff Role 2: _____

Staff Role 3: _____

Staff Role 4: _____

Staff Role 5: _____

Title (and Name) of Staff Role 1: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 2: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 3: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 4: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Title (and Name) of Staff Role 5: _____

How many people have the same role as you at this facility? _____

How many people in this role are typically working at the same time? _____

Can you briefly describe what you do during this step?

On average, how long do you spend doing this activity for an average patient? _____ min

How many hours a day do you spend performing this activity? _____ hours

What percentage of the time is someone in your role engaged in this activity? _____%

How many days a week do you work? _____

What are your working hours on an average day? _____

Do you have a (lunch) break during the day? _____ If yes, how long? _____

Part 2: The Place

Where does this Step take place?

Probe: Is there any other place that this Step sometimes takes place?

Location 1 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |

Location 2 = _____

List of equipment in this location

- | | | | |
|--------------------|---------|--------------------|---------|
| 1. Item 1: _____ | # _____ | 11. Item 11: _____ | # _____ |
| 2. Item 2: _____ | # _____ | 12. Item 12: _____ | # _____ |
| 3. Item 3: _____ | # _____ | 13. Item 13: _____ | # _____ |
| 4. Item 4: _____ | # _____ | 14. Item 14: _____ | # _____ |
| 5. Item 5: _____ | # _____ | 25. Item 15: _____ | # _____ |
| 6. Item 6: _____ | # _____ | 26. Item 16: _____ | # _____ |
| 7. Item 7: _____ | # _____ | 27. Item 17: _____ | # _____ |
| 8. Item 8: _____ | # _____ | 18. Item 18: _____ | # _____ |
| 9. Item 9: _____ | # _____ | 19. Item 19: _____ | # _____ |
| 10. Item 10: _____ | # _____ | 20. Item 20: _____ | # _____ |