#### 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

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 have the same role as you at this facility? How many people in this role are typically working at the same time?
How many people in this role are typically working at the same time? Can you briefly describe what you do during this step?
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 people in this role are typically working at the same time? Can you briefly describe what you do during this step?

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 have the same role as you at this facility?
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?
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
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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?

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?

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## STEP 2: \_\_\_\_

#### Part A: The People

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:
Title (and Name) of Staff Role 2:         How many people have the same role as you at this facility?
How many people have the same role as you at this facility?
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?
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 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?
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

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:
Title (and Name) of Staff Role 4:         How many people have the same role as you at this facility?
How many people have the same role as you at this facility?
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?
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?
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
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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?
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?

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?

Location 1 =			
List of equipment in this loca	ition		
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:	
		19. Item 19:	
		20. Item 20:	
Location 2 =			
List of equipment in this loca	ition		
1. ltem 1:		11. Item 11:	#
2. Item 2:	#		
3. Item 3:	#	13. Item 13:	#
4. Item 4:		14. Item 14:	#
5. Item 5:		25. Item 15:	#
5. Item 5: 6. Item 6:	#		
6. Item 6:	# #	26. Item 16:	#
6. ltem 6: 7. ltem 7:	# # #	26. Item 16: 27. Item 17:	# #
6. Item 6:	# # # #	26. Item 16: 27. Item 17:	# # ##

## STEP 3: \_\_\_\_

#### Part A: The People

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
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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 have the same role as you at this facility?
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?
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 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
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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?
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 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?
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?
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?
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?

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?

Location 1 =			
List of equipment in this loca	tion		
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:	#
		19. Item 19:	
10. Item 10:	#	20. Item 20:	#
Location 2 =			
List of equipment in this loca	tion		
1. Item 1:		11. Item 11:	#
2. Item 2:	#		
3. Item 3:	#	13. Item 13:	#
4. Item 4:		14. ltem 14:	#
5. Item 5:			
6. Item 6:		26. Item 16:	
7. Item 7:		27. Item 17:	
8. Item 8:			
9. Item 9:		19. Item 19:	

## STEP 4: \_\_\_\_

#### Part A: The People

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?
Do you have a (funch) break during the day? If yes, now long?
Do you have a (lunch) break during the day? If yes, now long?
Title (and Name) of Staff Role 2:
Title (and Name) of Staff Role 2:
Title (and Name) of Staff Role 2:         How many people have the same role as you at this facility?
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?
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
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?
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

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:
Title (and Name) of Staff Role 4: How many people have the same role as you at this facility?
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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?
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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 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?
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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?

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?

Location 1 =			
List of equipment in this loca	tion		
1. Item 1:	#	11. Item 11:	#
2. Item 2:	#		
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:	
		19. Item 19:	
10. Item 10:	#	20. Item 20:	#
Location 2 =			
List of equipment in this loca	tion		
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:	
7. Item 7: 8. Item 8:	#	27. Item 17:	#
7. Item 7: 8. Item 8: 9. Item 9:	# #	27. Item 17:	#

## STEP 5: \_\_\_\_

#### Part A: The People

Who, from the staff is involved in this step? Probe: Is there any one 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?
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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
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

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?

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" #	19. Item 19:	#
	15: item 15:	''
	ion##### ion# iion##########	tion

# STEP 6: \_\_\_\_\_

#### Part A: The People

Who, from the staff is involved in this step? Probe: Is there any one 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?
How many days a week do you work? What are your working hours on an average day?
What are your working hours on an average day? Do you have a (lunch) break during the day? If yes, how long?
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:
What are your working hours on an average day? Do you have a (lunch) break during the day? If yes, how long?
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:
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?
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?
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
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?
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

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:
Title (and Name) of Staff Role 4: How many people have the same role as you at this facility?
How many people have the same role as you at this facility?
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?
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?
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 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 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?
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 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?
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?
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?

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?

Location 1 =			
List of equipment in this loca	ition		
1. Item 1:	#	11. ltem 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:	
		19. Item 19:	
		20. Item 20:	#
Location 2 =			
List of equipment in this loca	ition		
1. ltem 1:		11. Item 11:	#
2. Item 2:			
	#	12. ltem 12:	#
3. Item 3:	# #	12. Item 12: 13. Item 13:	#
3. Item 3:	#	13. Item 13:	# #
3. Item 3: 4. Item 4:	# #	13. Item 13: 14. Item 14:	# # #
<ol> <li>3. Item 3:</li> <li>4. Item 4:</li> <li>5. Item 5:</li> </ol>	# #	13. Item 13: 14. Item 14: 25. Item 15:	# # # #
3.       Item 3:         4.       Item 4:         5.       Item 5:         6.       Item 6:	# # #	13. Item 13:         14. Item 14:         25. Item 15:         26. Item 16:	## ## ###
3.       Item 3:         4.       Item 4:         5.       Item 5:         6.       Item 6:         7.       Item 7:	# # #	13. Item 13:         14. Item 14:         25. Item 15:         26. Item 16:         27. Item 17:	## ## ## ##
3.       Item 3:         4.       Item 4:         5.       Item 5:         6.       Item 6:	## ## ## #	13. Item 13:         14. Item 14:         25. Item 15:         26. Item 16:         27. Item 17:	# # # # # # #

### STEP 7: \_\_\_\_\_

#### Part A: The People

Who, from the staff is involved in this step? Probe: Is there any one 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?		
Do you have a (lunch) break during the day? If yes, how long?		
Do you have a (lunch) break during the day? If yes, how long? Title (and Name) of Staff Role 2:		
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?		
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?		
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		
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?		
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		

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:
Title (and Name) of Staff Role 4:         How many people have the same role as you at this facility?
How many people have the same role as you at this facility?
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?
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?
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 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
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 people have the same role as you at this facility?
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?
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?

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?

Location 1 =			
List of equipment in this loca	ition		
1. Item 1:		11. ltem 11:	#
2. Item 2:	#		
3. Item 3:	#	13. Item 13:	
4. Item 4:	#	14. ltem 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:	#
		19. Item 19:	
10. Item 10:		20. Item 20:	#
Location 2 -			
Location 2 =			
List of equipment in this loca	tion		
1. Item 1:		11. Item 11:	#
1. Item 1: 2. Item 2:	#	11. Item 11: 12. Item 12:	#
2. Item 2:	#	12. Item 12:	#
2. Item 2: 3. Item 3:	# #	12. Item 12: 13. Item 13:	# #
<ol> <li>2. Item 2:</li> <li>3. Item 3:</li> <li>4. Item 4:</li> </ol>	## ## #	12. Item 12:           13. Item 13:           14. Item 14:	## ###
<ol> <li>2. Item 2:</li> <li>3. Item 3:</li> <li>4. Item 4:</li> <li>5. Item 5:</li> </ol>	## ## #	12. Item 12:         13. Item 13:         14. Item 14:         25. Item 15:	# # # #
<ol> <li>2. Item 2:</li> <li>3. Item 3:</li> <li>4. Item 4:</li> <li>5. Item 5:</li> <li>6. Item 6:</li> </ol>	## ## ## ##	12. Item 12:	## ## ## ##
<ol> <li>2. Item 2:</li> <li>3. Item 3:</li> <li>4. Item 4:</li> <li>5. Item 5:</li> <li>6. Item 6:</li> <li>7. Item 7:</li> </ol>	## ## ## #	12. Item 12:         13. Item 13:         14. Item 14:         25. Item 15:         26. Item 16:         27. Item 17:	## ## ## ##
<ol> <li>2. Item 2:</li> <li>3. Item 3:</li> <li>4. Item 4:</li> <li>5. Item 5:</li> <li>6. Item 6:</li> </ol>	## ## ## ## ##	12. Item 12:         13. Item 13:         14. Item 14:         25. Item 15:         26. Item 16:         27. Item 17:	# # # # # # #

## STEP 8: \_\_\_\_

#### Part A: The People

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

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?
Can you briefly describe what you do during this step?
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
On average, how long do you spend doing this activity for an average patient?min
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
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?%
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?
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?
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?

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?

Location 1 =			
List of equipment in this locatio	n		
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:			#
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 locatio			
1. Item 1:	#		#
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

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:
Title (and Name) of Staff Role 4: How many people have the same role as you at this facility?
How many people have the same role as you at this facility?
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?
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?
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?
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 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
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 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?
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?
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?
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?

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?

Location 1 =			
List of equipment in this loca	tion		
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:	
		19. Item 19:	
		20. Item 20:	
Location 2 =			
List of equipment in this loca	tion		
1. Item 1:		11. Item 11:	#
2. Item 2:	#		
3. Item 3:	#	13. Item 13:	#
4. Item 4:		14. Item 14:	#
5. Item 5:			
6. Item 6:			
	#	26. Item 16:	#
7. Item 7:	#	27. Item 17:	#
	# #	27. Item 17:	# #

## STEP 10: \_\_\_\_

#### Part A: The People

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?
What are your working hours on an average day? If yes, how long? Do you have a (lunch) break during the day? If yes, how long?
Do you have a (lunch) break during the day? If yes, how long?
Do you have a (lunch) break during the day? If yes, how long? Title (and Name) of Staff Role 2:
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?
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?
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
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?
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 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:				
Title (and Name) of Staff Role 4:         How many people have the same role as you at this facility?				
How many people have the same role as you at this facility?				
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?				
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?				
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?				
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 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				
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 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?				
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?				
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?				
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?				

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?				

Location 1 =			
List of equipment in this loca	ition		
1. Item 1:		11. Item 11:	#
2. Item 2:	#		
3. Item 3:	#	13. Item 13:	
4. Item 4:	#	14. ltem 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:	#
		19. Item 19:	
10. Item 10:		20. Item 20:	#
Location 2 -			
Location 2 =			
LIST OT POILIDMENT IN THIS LOCA	ition		
List of equipment in this loca		11. Item 11:	#
1. Item 1:	#	11. Item 11:	#
1. Item 1: 2. Item 2:	#	12. Item 12:	#
1. Item 1: 2. Item 2: 3. Item 3:	# #	12. Item 12: 13. Item 13:	#
<ol> <li>Item 1:</li> <li>Item 2:</li> <li>Item 3:</li> <li>Item 4:</li> </ol>	## ## #	12. Item 12:           13. Item 13:           14. Item 14:	## ###
1. Item 1:         2. Item 2:         3. Item 3:         4. Item 4:         5. Item 5:	## ## #	12. Item 12:         13. Item 13:         14. Item 14:         25. Item 15:	## ## ##
1. Item 1:         2. Item 2:         3. Item 3:         4. Item 4:         5. Item 5:         6. Item 6:	## ## # 	12. Item 12:         13. Item 13:         14. Item 14:         25. Item 15:         26. Item 16:	## ## ###
1.       Item 1:	## ## ## #	12. Item 12:	## ## ## ###
1. Item 1:         2. Item 2:         3. Item 3:         4. Item 4:         5. Item 5:         6. Item 6:	## ## ## ## ##	12. Item 12:	## # # ## ##