**Region 3 Learning Collaborative CQI Tools**

**“SIPOC” Table Top Exercise**

**Definition:**

A SIPOC diagram is a tool helps to define a complex project by **identifying all relevant elements of a process improvement project before work begins**. A SIPOC is a team building exercise that provides a shared vision of the high level view of the process.

The tool name prompts the team to consider the SUPPLIERS (the ‘s’ in SIPOC) of your process, the INPUTS (the ‘i’) to the process, the PROCESS (the ‘p’) your team is improving, the OUTPUTS (the ‘o’) of the process, and the CUSTOMERS (the ‘c’) that receive the process outputs.

**Directions:** Select a specific/ unique DSRIP project at your table. Begin by listing the high level process steps; list only the major steps with defined start and stop points so that the scope of the process is clear. Next move to the left and complete the inputs needed for each identified process step, then the supplier for each input. Last, move to outputs and customers. The table below should help guide you through the process.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Suppliers** | **Inputs** | **Process** | **Outputs** | **Customers** |
| Who (internal and/or external supplies the process inputs (i.e. materials, people, information). *- May be the patient, a staff member, the physician, etc.*  | What data, supplies, system, tools, or people are required for the process?*- May be the decision to treat the patient*  | What are the steps (high-level) of the process being improved? Usually 4-5 key process points. *- May include diagnostic tests, paperwork, transport, ect.* | *What information, data, report, or item is produced from this process? - May include test results, diagnosis, transport, follow-up care, etc.* | Who (internal and/or external) receives the output from the process?*- Typically the patient, but may also include PCP, family, etc.* |

**Worksheet:**

Using this figure as a template, create a SIPOC using a flipchart page and post it notes.

