

Process Mapping: Integrating theory & practice to promote Disability Management.

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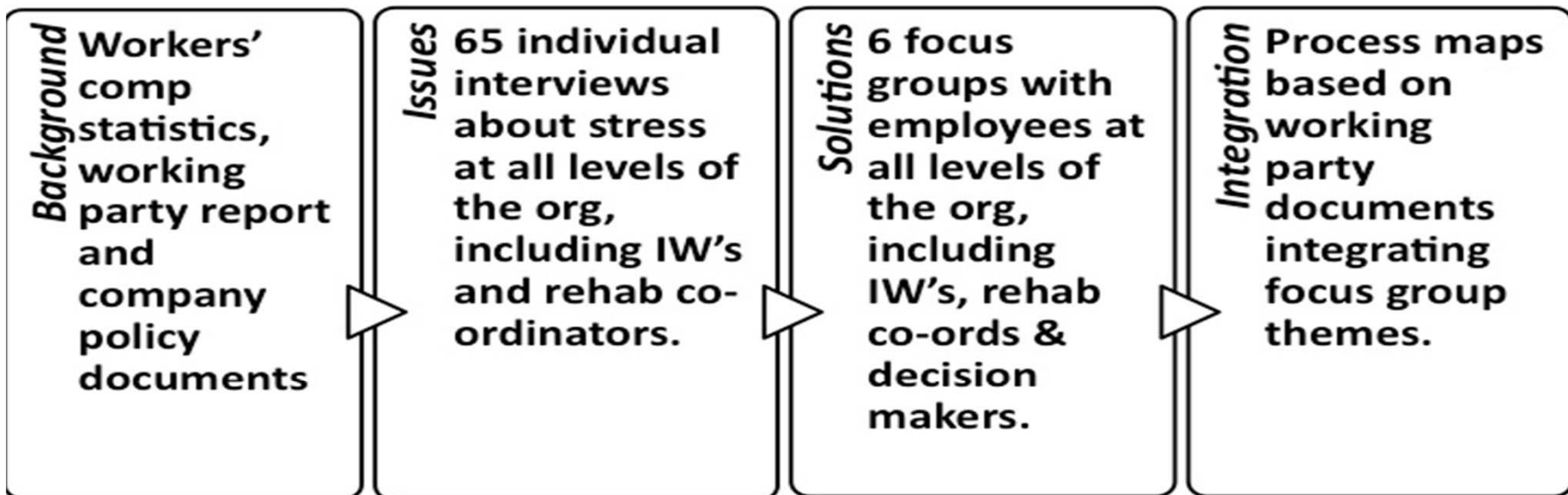
Overview

- Action Research context
- *Phases 1 & 2: Issues & Solutions*
- Process Mapping described
- Working Party questions & answers
- *Phase 3: Processes*
- Data integration
- Benefits of process maps

Action Research context

- Background
- *Phase 1: Issues*
- *Phase 2: Solutions*
- **Phase 3: Processes**
 - the focus of this presentation
- **Data integration**

Overview of results

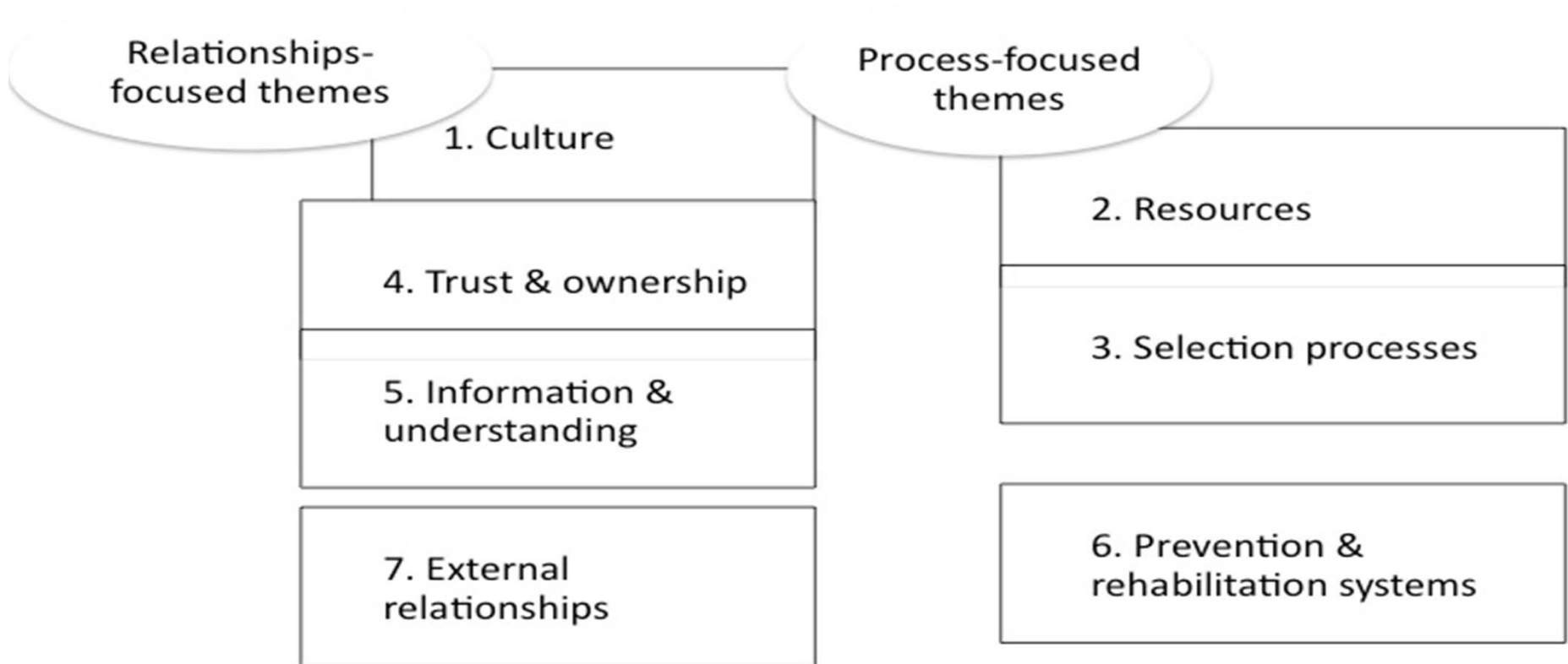


Phase 1: Issues

- Themes derived from 65 individual semi-structured interviews
- Participants from all levels & areas of the organization
- Focus on injury prevention and rehabilitation
- Specific focus on stress-related issues
- Information used to facilitate focus groups

Phase 2: Solutions

- Themes derived from 6 focus groups
- Participants from all levels & areas of the organization
- Focus on injury prevention, rehabilitation & return to work
- Specific focus on solutions to previously identified issues
- 7 themes & 24 sub-themes identified (see next slide)
- Information used for data integration with process maps



Process Mapping described

- Focus on the interface between processes and people
- Show steps organization takes to provide outputs for 'customers' (Damelio, 1996)
- 'Customers' in this case are injured & ill members of the organization

7 sets of questions

Questions sent to HRM in each area of the organization about:

1. Injury & absence reporting
2. Case management
3. Early intervention treatment program
4. Injury management data collection
5. Absence management
6. Rehabilitation & return to work co-ordinators
7. General

Responses from across organization

- Written responses from 9 areas of the organization
- Responses collated & discussed in the Working Party
- Inconsistencies, good practice & poor practice identified
- Researcher utilized documents including all responses to develop process maps
- Process maps provide overview of existing practice across the organization

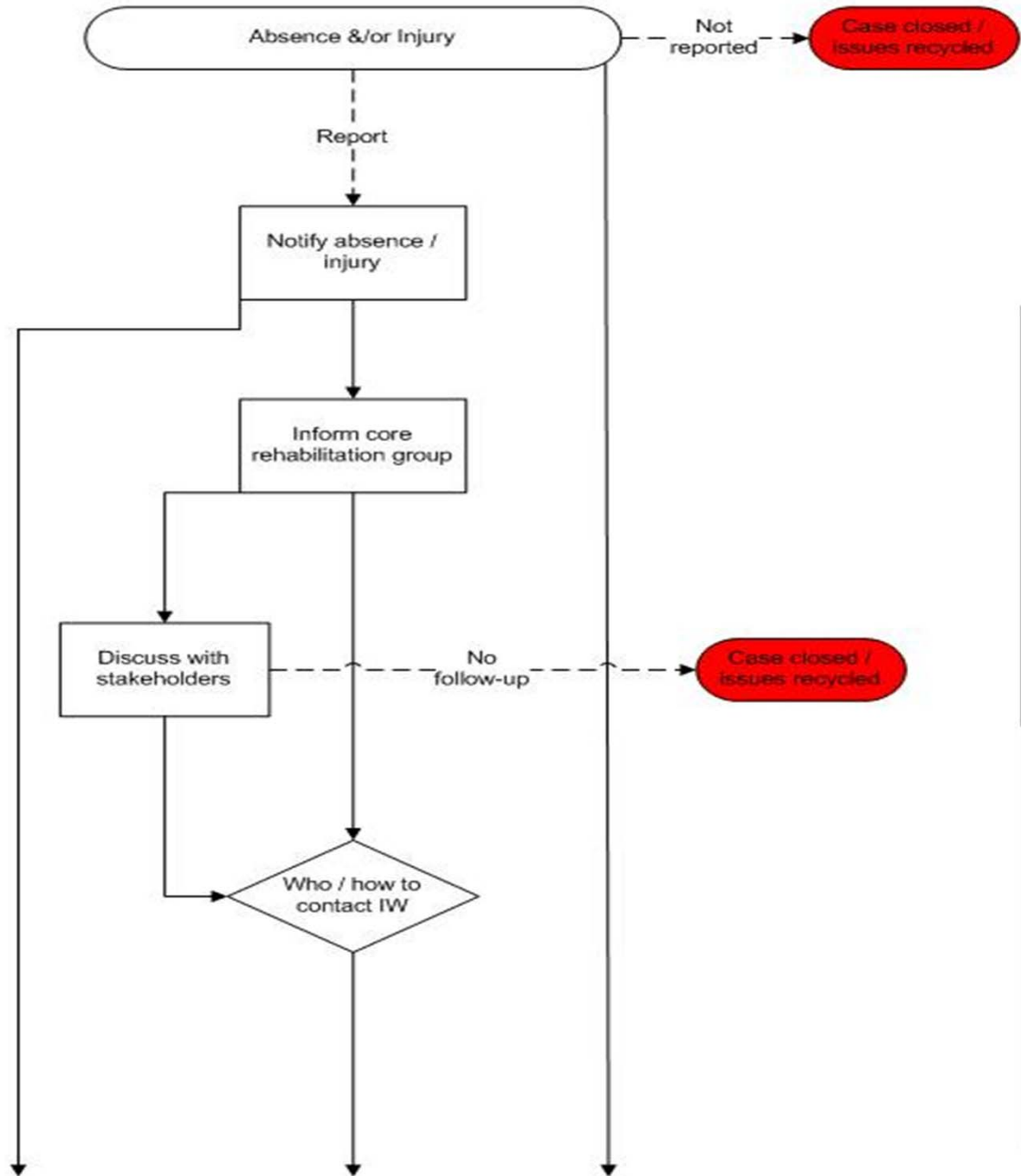
Phase 3: Processes

Pre-injury / -absence context + 3 process maps:

- **Reporting**
 - Absence &/or injury → decision re initial contact
- **Responding**
 - Needs assessment → initiate interventions
- **Intervening**
 - Relevant intervention → return to work maintenance

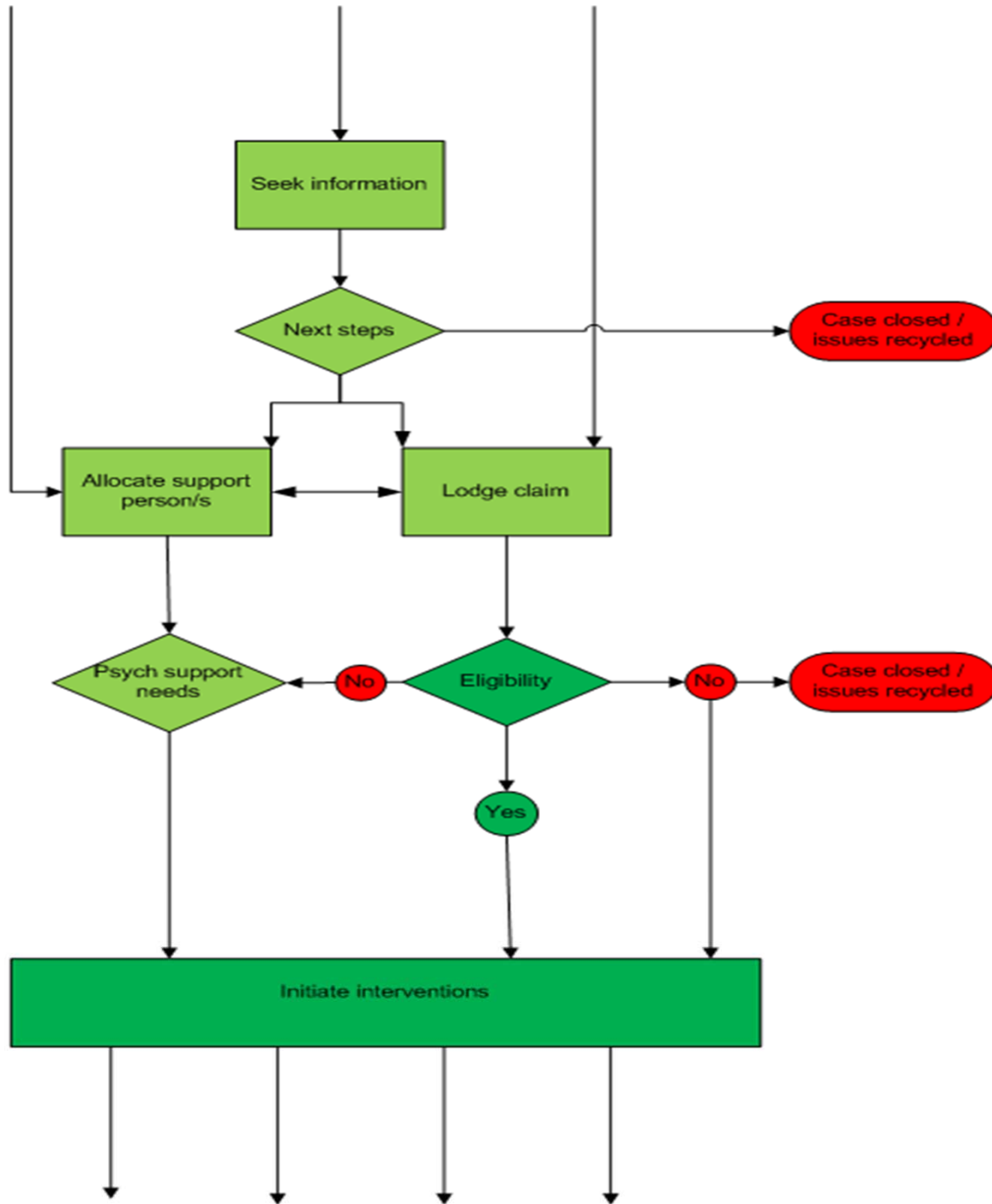
Map 1:
Report

Regional Absence Management Committee



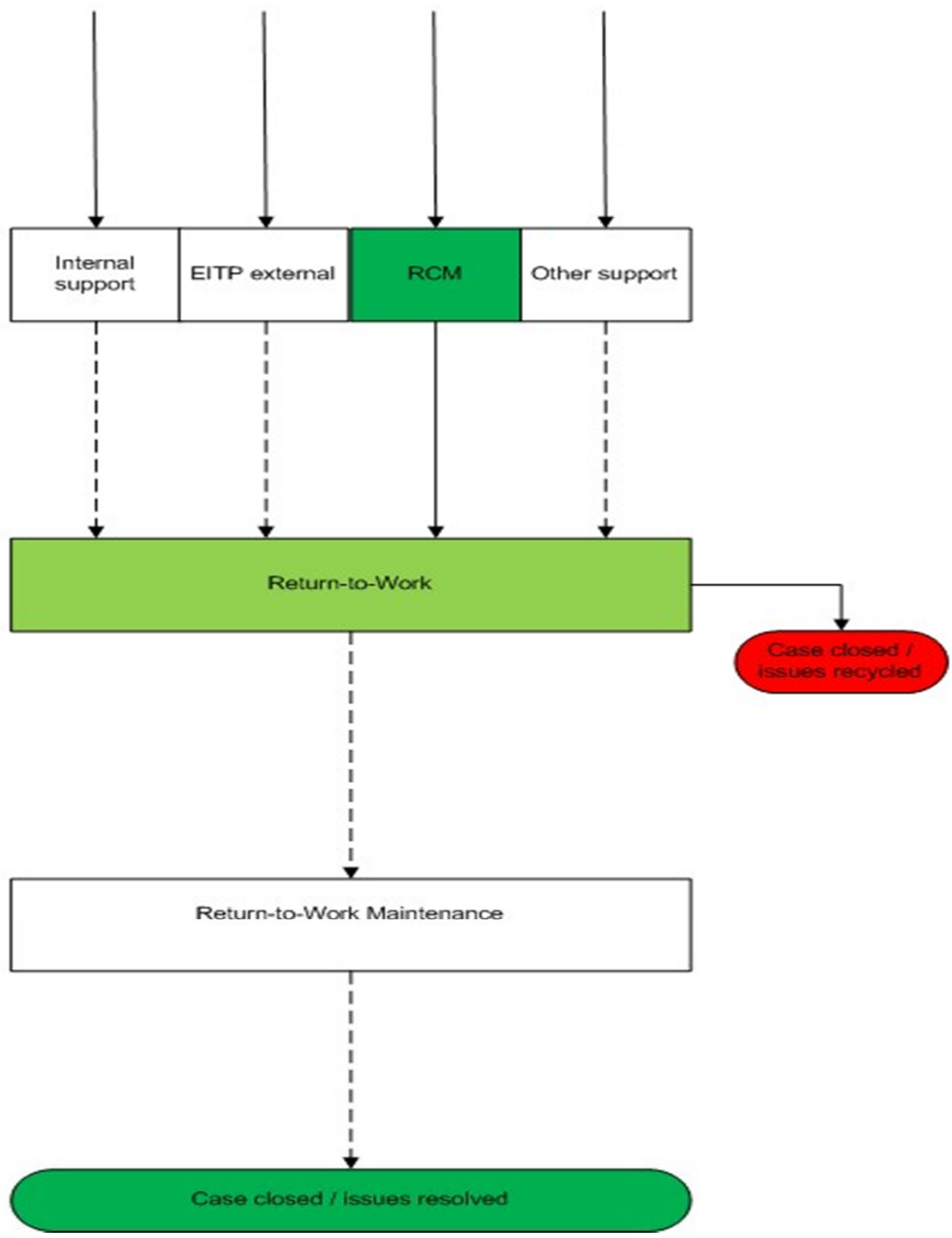
Regional Core Rehabilitation Group

Map 2: Respond



Map 3:
Intervene

Regional Absence Management Committee



Regional Core Rehabilitation Group

Benefits of process maps

- Derived directly from organizational knowledge
- Visual presentation of findings
- Framework for data integration
- Knowledge transfer back to the participant organization
- Promote development of Disability Management systems
- Facilitate co-ordination among stakeholders

Questions ???

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