

Content

Department Name: Mental Health Support Team

Process Name: Referrals & Triage

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	26/04/2024	Jenny Poole	First draft issued following mapping meeting.
0.2	Y	20/05/2024	Jenny Poole	Revised draft following review meeting.
1.0	N	24/05/2024	Jenny Poole	Sign off received from Kate Gallagher, final maps issued.



Improvement team

● **Improve health** ● **Better care** ● **Lower costs**

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Improvement team


● **Improve health** ● **Better care** ● **Lower costs**


Legend


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity excluding patient Case Notes
	Symbol used to indicate Case Note activity
	Symbol used to indicate a decision point. The question is shown in the icon and there will be two options
	Symbol used to indicate a choice as to which path to take. There can be multiple outputs.
	Symbol used to indicate a point whereby all output paths should be actioned.
	Symbol used to illustrate Diary/Whiteboard Updates , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate a system where data is captured inc. emails
	Symbol used to indicate a reporting point / note
	Symbol used to indicate a link to another map
	Symbol used to indicate a link from another map
	Symbol used to illustrate link to maps within other Visio documents
	Symbol used to include a comment or additional information
	One-way arrow used to show sequence of events and what is produced by an event.
	Symbol used to illustrate multiple issues , numbered accordingly
	Symbol used to illustrate multiple ideas , numbered accordingly

 Symbol used to Indicate Happy

 Symbol used to Indicate Indifferent

 Symbol used to Indicate Unhappy

 Symbol used to Indicate Worried


 Symbol used to Indicate Angry


 Defects

 Over Production

 Waiting

 Un-utilised Skills

 Transportation

 Inventory

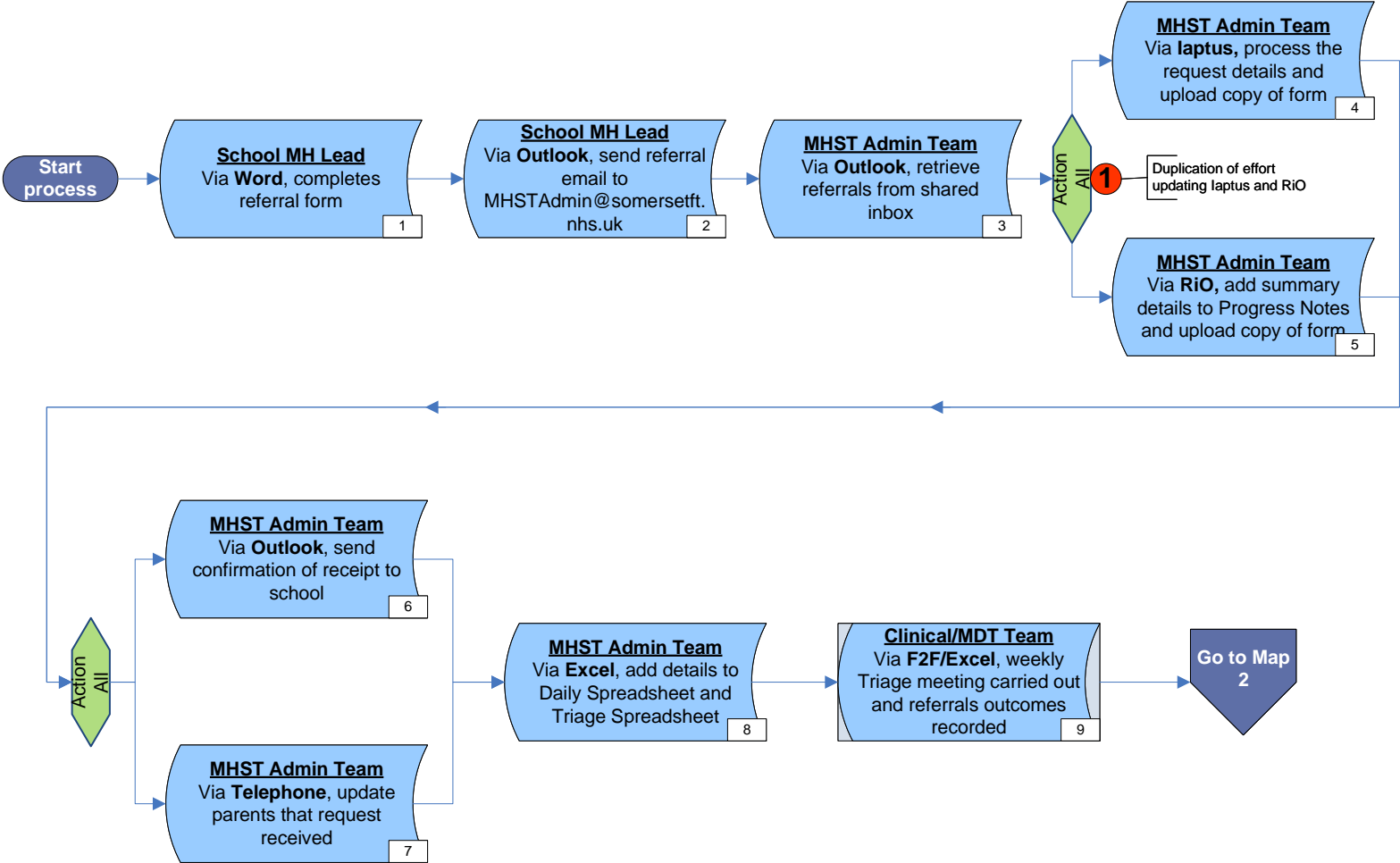
 Motion

 Extra Processing

Mental Health Support Team – Referrals and Triage – Map No 1 – As Is

MDT – Multi Disciplinary Team | MHST – Mental Health Support Team |

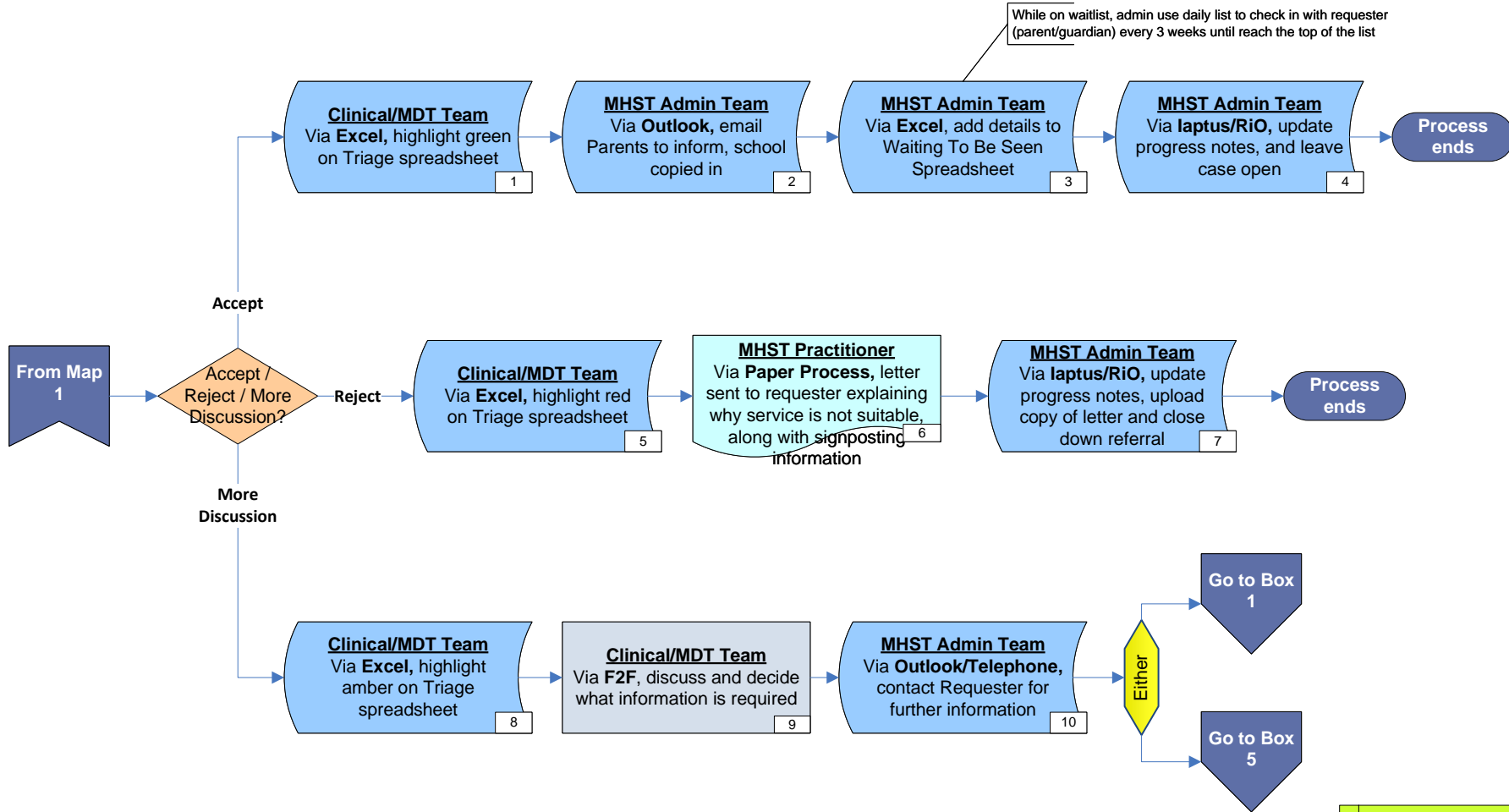
Mental Health Support Team



Mental Health Support Team – Referrals and Triage – Map No 2 – As Is

MDT – Multi Disciplinary Team | MHST – Mental Health Support Team |

Mental Health Support Team



All actions are updated in Progress Notes in both Iaptus and RiO