

Appendix 2: VA-TAMMCS Tools Description

1. ***Process flow maps:*** help facilities look at the individual steps within their processes, particularly those processes that are complicated by the necessary involvement of various departments such as patient care. Process maps provide them with a road map to understand how each component interacts with each other and identify non-value added steps which can either be combined or eliminated from the process.
2. ***Value Stream maps (VSM)*** allow facilities to identify their bottlenecks and serve as a tool for continuous improvement as removing bottlenecks from one point in the process can shift it to another point. Simple bar graphs and run graphs have also been utilized to identify their aims and monitor their progress.
3. ***Project charter*** allows facilities to define their scope, objectives and participants in a project. A project charter provides a preliminary delineation of roles and responsibilities, outlines the project objectives, identifies the main stakeholders, and defines the authority of the project manager. A project charter also served as a reference of authority for the future of the project.
4. ***The Plan – Do – Study – Act (PDSA Cycle) tool*** assists teams in documenting their goal of their improvement, the expected outcome, their observations and analyses. PDSA cycle has served as a model for continuous improvement when starting a new improvement project.