



TOOL 2.2: Map the Health Care Delivery Process

This is a very simplified example of one specific episode of care relevant to a breast navigation program which aims to address delays in follow up after an abnormal mammogram. Use this tool to map the care process as it currently flows in your health service program. This will help you figure out the specific tasks your navigator (v. other team members) may be assigned. You may need to create multiple “maps”, depending on the variation of care processes patients may experience.

