Value Stream Mapping Data Collection Form

Patient Input Survey

Step No.	Work Area	Activities	Delays / Waits (Y / N)	Observed Time (min.)
1	Exam room	Patient given survey in exam room	Y	1
2	"	Staff gives instructions	Y	1
3	"	Patient completes survey	y	3 minutes
4	"	Patient ask any questions or need for further instructio	Y	10 minutes
5	mailbox at checkout	Patients puts completed survey in mailbox	N	1 minute
6	Admin/office	Tally results	N	4 hours
7	Admin/office	Present results	Y	2 Weeks

Notes: