**Improvement Theory:** If the current Lyme report process changes from a combined paper and electronic process managed by RNs and secretaries, to a completely electronic process managed by the RNs at their desktops, then steps to complete the process will be reduced from 35 to 11 possible steps, RN time will be utilized more efficiently, and clerical involvement will be completely eliminated.

**TEST THEORY PROCESS MAP (5/10/13)**

BEGINNING

- RN views ECLRS report online.

RN searches CDESS database to check if client a previous case.

- Is client a previous case in CDESS?
  - YES: RN copies and pastes old CDESS case number into ECLRS new investigation comment section.
  - NO: RN waits up to 2 weeks for response from MD’s office.

- Does MD respond?
  - YES: RN interprets letter and lab work via algorithms (2).
  - NO: RN looks up bands if available (SMC cases only).

- If bands available, do findings support making a case positive?
  - YES: RN dismisses investigation in CDESS.
  - NO: RN enters into CDESS core page and supplements the information from MD’s responses to Dear Doctor letter.

- Positive Case?
  - YES: RN creates case in CDESS; CDESS issues serial number.
  - NO: RN enters into CDESS core page and supplements the information from MD’s responses to Dear Doctor letter.

END

**LEGEND:**
- Red = Beginning/End.
- Yellow = RN test process.
- White Diamond = Decision Point.