

# Swim-Lane Process Map Template

A **swim-lane diagram** is a visual tool used to map workflows. Each row, or “lane”, represents a role such as clinician, peer, administrator, or billing staff. The columns represent steps or phases of the process.

By laying out steps across these lanes, the diagram shows how tasks move between roles, where hand-offs occur, and where problems such as duplication or delay are most visible. Think of it as a storyboard of how work actually gets done.

Step	Clinician	Peer Support	Admin Staff	Billing/ Finance	Other Role
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					