

Is the Process Working? A GME Workflow Check



Strong people can make weak processes look functional.

Choose **one recurring GME process**—onboarding, evaluations, CCC preparation, ADS updates, PLAs, recruitment, reimbursement, work-hour monitoring, GMEC reporting, or another routine workflow—and look at what it actually takes to make the process work.

1. Choose a Process

Process to examine	
Who is closest to this work?	
<i>Before evaluating the formal procedure, ask the people who actually perform the work:</i>	
Where do you have to work around the process to make it work?	

2. Diagnose the Workflow

Look for	Ask	What are you seeing?
Duplication	<i>Where are we entering, maintaining, checking, or communicating the same information more than once?</i>	
Ambiguity	<i>Where is ownership unclear enough that someone has to track down the responsible person?</i>	
Dependency	<i>What only works because a particular person remembers how to do it or knows whom to contact?</i>	
Friction	<i>Which routine steps consistently require more emails, reminders, approvals, or effort than they reasonably should?</i>	

These aren't necessarily signs that the entire process is broken. Together, however, they may reveal **structural friction** that capable people have learned to compensate for.

3. Listen for the Pattern

What did it take to get the work done?	
What appears to be the most important source of unnecessary effort? ☐ Duplication ☐ Ambiguity ☐ Dependency ☐ Friction	
One improvement worth testing	
Who needs to be involved?	
What would tell us the process is working better?	

From Workflow Diagnosis to Accountability

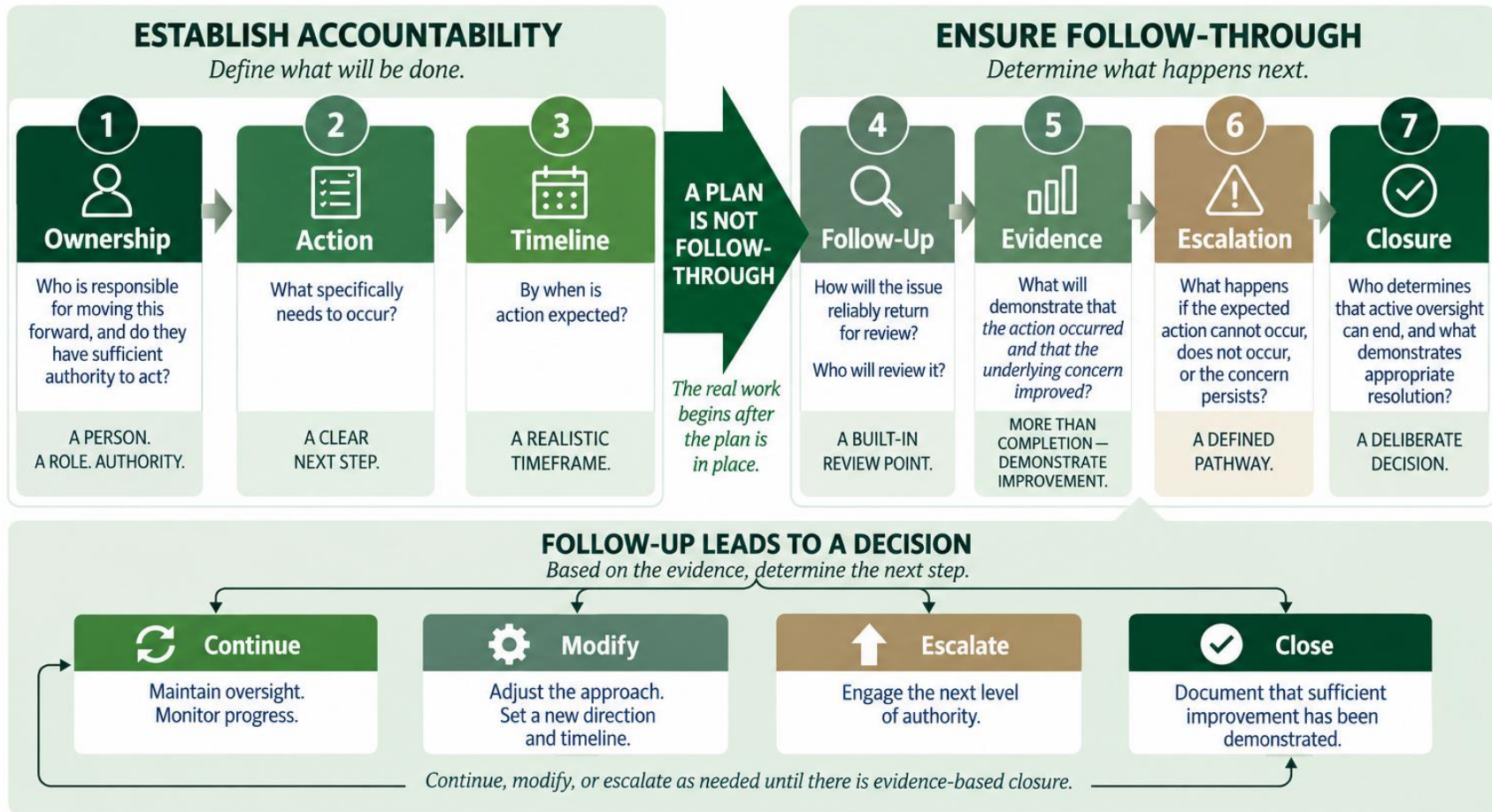
Identifying the problem is only the beginning. Once you decide what should change, use the **PME Accountability Framework** to move the improvement from intention to follow-through. Link to October Insight:



PME Accountability Framework

From Plan to Follow-Through

Accountability means staying with an issue from ownership through evidence-based closure.



Disclaimer – while Partners® makes every effort to ensure the material here is accurate and up to date, you should exercise your own independent skill and judgement before relying on it to ensure it is still accurate as requirements change frequently. Created September 2026.

