PROCESS MAP FOR C1 PROGRAM

A. REFERRAL PROCESS
- Referral network
- Referral rate
- Appropriateness of referrals
- Accuracy of contact information
- Processing time by state employees

H. PAPERWORK
- Management Information System forms
- Visit notes
- Accuracy of information
- Missing information
- Perceived usefulness of data

B. ENROLLMENT
- Appropriateness of referrals
- Loss to follow-up
- Supply of C1 nurses
- Max caseload counts
- Client incentives
- Nurse incentives

PROCESS MODIFIERS

Nurse Turnover affects B, C, D, E, G, & H

Nurse absenteeism affects C, D, E, G, & H

Nurse training time affects B & C

Client dropouts affect C, D, E, & H

G. GOAL MONITORING
- Periodic review of goals
- Client incentives for attainment
- M.I. techniques revisited
- Graduation

C. SCHEDULING
- Scheduling conflicts
- Supply of C1 nurses
- Logistics

F. GOAL SETTING
- Set appropriate and attainable goals
- Involve client in goal setting choices
- Motivational interviewing techniques are utilized

E. VISITS
- No shows
- Visits canceled by client
- Visits canceled by nurse

D. TRAVEL
- Travel time and distance
- Reimbursement system
- Locating clients