**PROCESS MAP FOR C1 PROGRAM**

**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

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

**B. ENROLLMENT**

* Scheduling conflicts
* Supply of C1 nurses
* Logistics

**C. SCHEDULING**

* Travel time and distance
* Reimbursement system
* Locating clients

**D. TRAVEL**

* No shows
* Visits canceled by client
* Visits canceled by nurse

**E. VISITS**

* Set appropriate and attainable goals
* Involve client in goal setting choices
* Motivational interviewing techniques are utilized

**F. GOAL SETTING**

* Periodic review of goals
* Client incentives for attainment
* M.I. techniques revisited
* Graduation

**G. GOAL MONITORING**

* Management Information System forms
* Visit notes
* Accuracy of information
* Missing information
* Perceived usefulness of data

**H. PAPERWORK**

* Referral network
* Referral rate
* Appropriateness of referrals
* Accuracy of contact information
* Processing time by state employees

**A. REFERRAL PROCESS**