Value Stream Mapping: Graphic Standards

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Basic Flowchart Symbols

If using more than the most basic flowchart symbols in a diagram, a good practice is to include a legend or symbol key.

Start/End Symbol

The terminator symbol marks the starting or ending point of the system. It usually contains the word "Start" or "End."

Action or Process Symbol

A box can represent a single step ("add two cups of flour"), or and entire sub-process ("make bread") within a larger process.

Decision Symbol

A decision or branching point. Lines representing different decisions emerge from different points of the diamond.

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Basic Flowchart Symbols

Document Symbol

A printed document or report.

Multiple Documents Symbol

Represents multiple documents in the process.

Preparation Symbol

Represents a set-up to another step in the process.

Connector Symbol

Indicates that the flow continues where a matching symbol (containing the same letter) has been placed.

Connectors

Simple Sequence

```
  Start
    │
    ▼
Do Step A
    │
    ▼
Do Step B
    │
    ▼
Do Step C
    │
    ▼
   End
```

Decision

```
           Start
             │
             ▼
    Yes ┌─ Temp ─┐ No
        │  < 32? │
        ▼        ▼
     Cover    Uncover
    Tomatoes  Tomatoes
        │        │
        └───┬────┘
            ▼
           End
```

Condition Loop

```
        Start
          │
          ▼
    ┌─────────────┐
    │ Condition?  │── True ──┐
    └─────────────┘          ▼
          │ False        Do Task
          ▼                  │
         End ◄───────────────┘
```
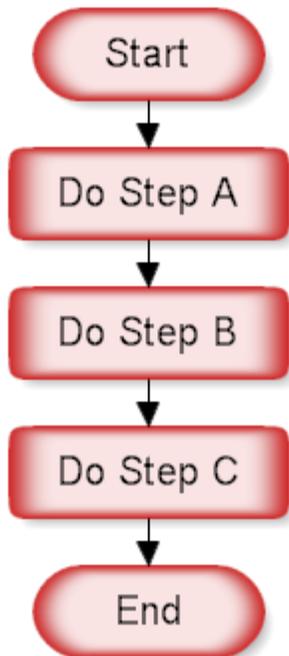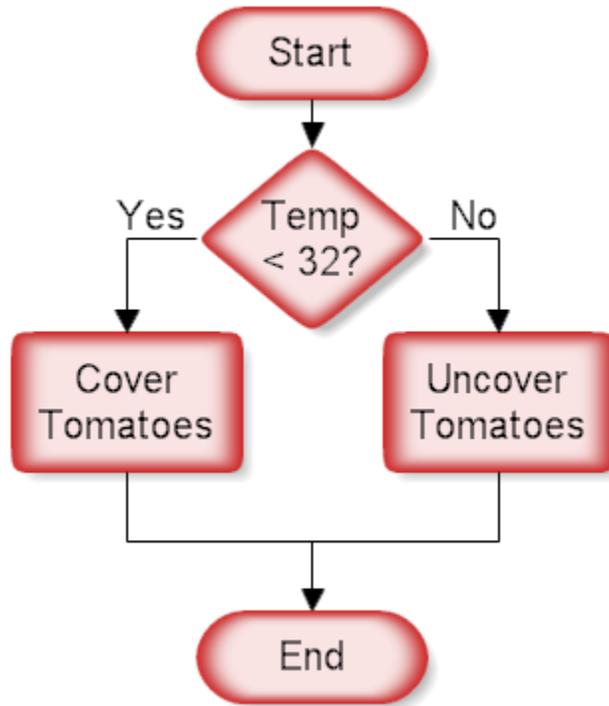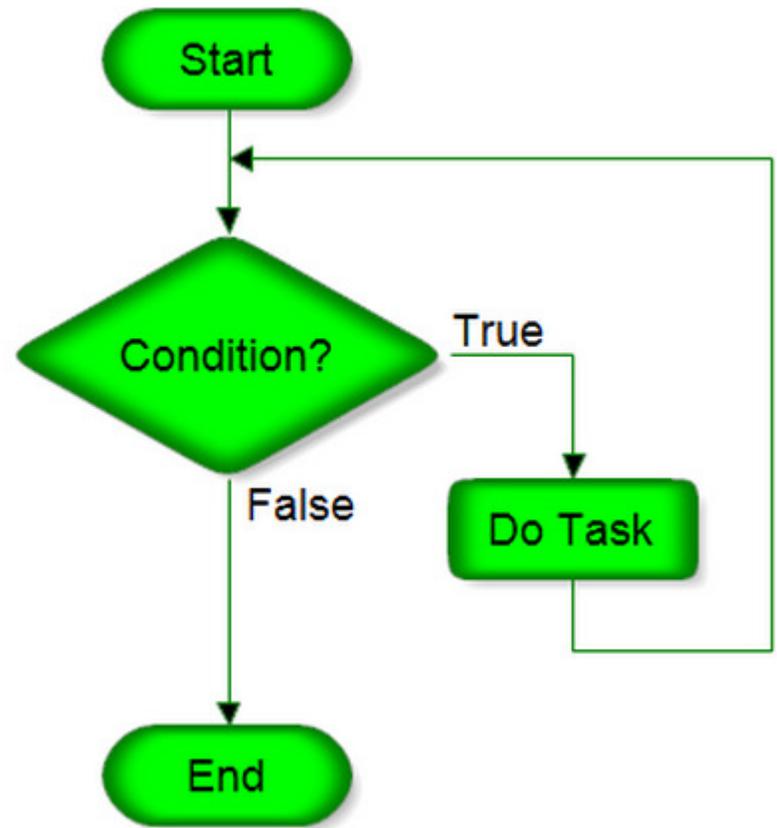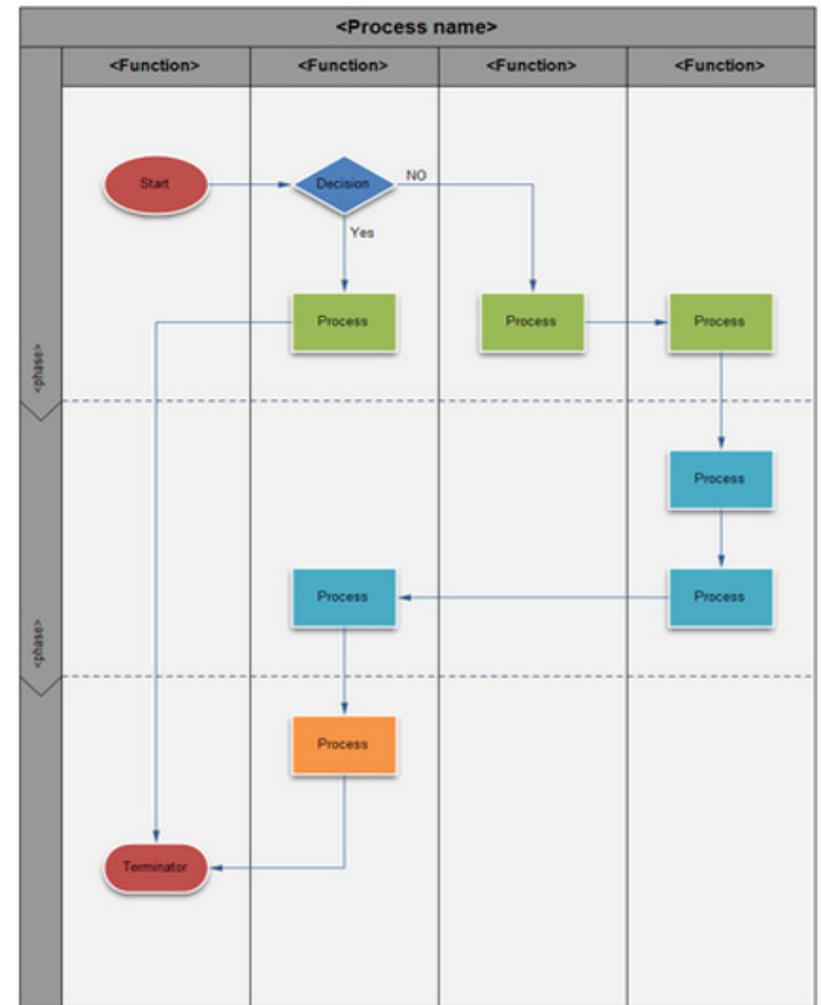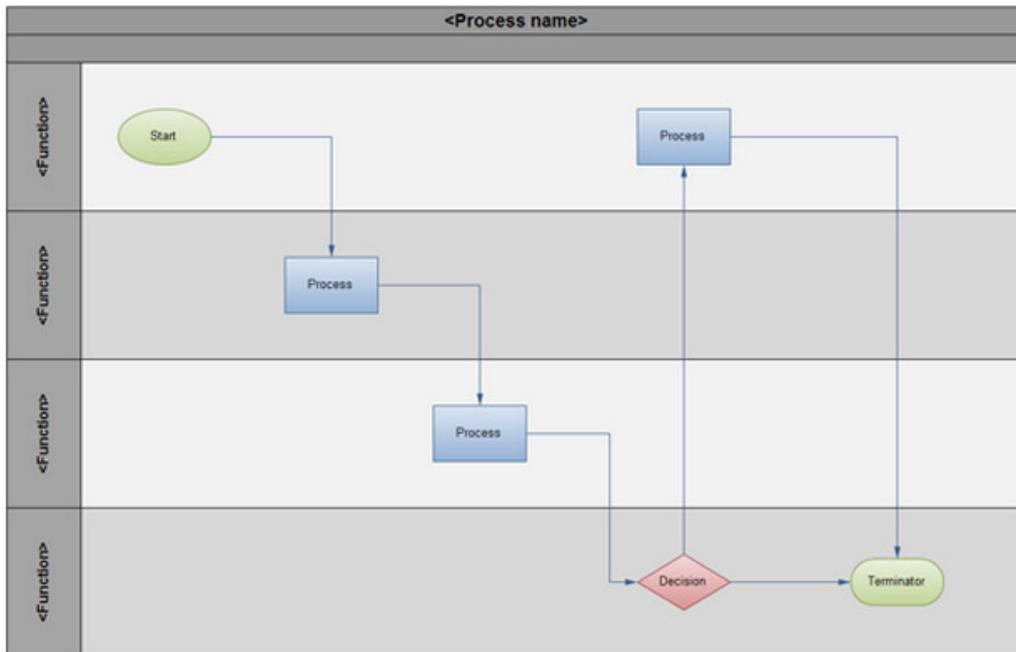
Swimlane (Cross Functional)

Horizontal layout emphasizes the process.

Vertical layout places slightly more emphasis on the functional units.

The orientation depends on personal taste, rather than a strict requirement or guideline. Swimlane charts tell a robust story about who does what and when. Swimlane charts clearly demonstrates when hand-offs occur and shows relative timing. This chart provides a big-picture perspective of a team and how they intermingle.

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Department of Health and Human Services

Emergency Plan - Current State

PHEP OPS

- Oversight of EOP Standing Commitee
- Attain Federal Grant for Emergency Preparedness
- Allot funds for staffing to various agency's within DHHS

- Create Improvement Plan
- Review After Action Reporting to PHEP OPS

EOP Commitee

- Incorporate FEMA's Comprehensive Preparedness Guide (CPG) 101 standard FEMA base plan
- Provide CPG 101 education, project time line and help
- Facilitate EOP Meetings & Encourage Collaboration
- Manage a Central PHEP Lotus Notes Mailbox for EOP Communication
- Ensure Standard Template Usage
- Ensure Revision Controls are in place on all EOP
- Improvement plan for after action update process
- Manage PHEP Staff distribution list
- EOP Inventory

Email Correspondence

Operational Plan

- Grant Funded staff nested within divisions of DHHS
- Writing individual EOP documents
- Respond to EOP Communication requests
- Changes to EOP
  - Regulations
  - Improvement Plan
  - Annual Review
  - Protocol Crossover
  - New Template
  - New Plans

Tactical Execution

Emergency Event

- Governor
  HHS Commissioner
  Director of Public Health
  Director of HHS
  Emergency Services
- ESF 6 & 8 on site at EOC liaison between other ESF coordinators
- After Action Reporting
- Identify improvements and updates for ESF 6 & 8 EOP documents

Lean Team 2014

ERU - Estate Recovery Unit
OAA - Old Age Assistance
APTD - Aid to Permanent & Totally Disabled
ANB - Aid to Needy & Blind
MEAD - Medicaid for Employed Adults with Disabilities
AAU - Administrative Appeals Unit
MID - Medicaid Identification Number

VSM developed in conjunction with ERU:

Beccie Watson
Claude Comeau
Phyllis Anderson
Janelle Laylagian

Estate Recovery Unit
Real Estate Liens Current State VSM
January 30th, 2013 S.Goddard

Intake   **Case Review**   **Execution of Lien**

Daily New Heights System Alerts on Cases with owned Real Estate

Agency Directive

Other Miscellaneous Sources

Match Intake by Name and MID with existing ERU Case File

Does a Lien Exist ? — No

Is the type of Lien FA, MA or other that is appropriate — Yes

Update Case File

End

Can a Lien be placed on Real Estate — Yes

— No

End

Create a Case File in ERU

Complete the Deed Worksheet in preparation for letter of Intent to Place Lien

Create Letter of Intent to Place Lien, within Access Database

Send Letter Field Client questions Delay: 45 Day wait for "Fair Hearing"

At times, Payment is made in full - End -

Fair Hearing Requested, ERU Notified by AAU — Yes

— No

No Hearing

ERU creates (2) copies of FH package, Statement & Exhibits

AAU Fair Hearing

Case Won by DHHS — No — End

— Yes

Any changes to case or situation — Yes — Research

— No

Is the Lien still appropriate — Yes

— No — End

Create Merge Document, Registry of Deed, Tax Collector of the City/Town Signed by Janelle L. or Frank N.

File and Update New Heights/Access Database

Receive Confirmation from Registry of Deeds

Record Registry of Deed detail in Access and New Heights

Waiting for Sale of Property

Alerts generated from New Heights:

- Open with Real Estate
- Deceased with Real Estate
- Closed with Real Estate

Financial Assistance (FA or AP) Cash Payments Funds collected from Real Estate are returned to State, County:
- OAA
- APTD
- ANB

Medical Funds (MA) collected from Real Estate are returned to Federal, State, and County:
- OAA
- APTD
- ANB
- MEAD
- Over 55, In Nursing Home, Not Married

Review of potential Lien includes:

- All New Heights Screens
- New Heights Case Notes
- New Heights 'Lien Screen'
- New Heights e Docs
- NH Registry of Deeds

- Complete Internal 'Deed Worksheet'

Letter of 'Intent to place Lien goes to:

- AAU
- Client
- All Owners
- File

Contents of Intent Letter:

- Reason for Lien
- Law

Fair Hearings:

- 30 - 35 day wait period for the client to application for Fair Hearing
- Pending cases are placed in an accordion folder by alpha

Flow Process

Provides detailed task-level information. Specifically, it looks at value-added operational steps and illuminates potential non-value-added transportation, inspection, delay, rework, or storage. This perspective provides depth to the steps and challenges how they contribute to the overall process; <u>whether</u> the step is necessary or not. *Think of Lean Brown Paper*.

A Logic Flow (Left to Right) presents the flow of work in the same manner as we read, that is, left to right. This natural representation eases understanding. Placement of key **Decision** points makes the chart valuable. The decision diamonds and arrows guide the reader toward <u>what</u> activities follow if the decision is "yes" or "no."

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General Standards

❖ Have some base steps on paper before developing an electronic map.

❖ First, establish the expected page size, page orientation and standard font. Consider making a general master template.

❖ Avoid using individual names on a process map, instead state the process step.

❖ Always include a proper map **title**, **date created** and **author** on the finished product.

❖ Spell check the work, misspelled words will appear in red.

❖ Validate process maps with subject matter experts, check for clarity, content and continuity.

❖ Keep all project related process maps in one file by adding 'Pages' within the Edraw file.

General Standards

❖ The final step on a map is to apply color and pertinent images to dress up the finished product.

❖ To share electronic maps with others, save the document as a **PDF** file. **P**ortable **D**ocument **F**ormat (PDF) is a universal method to share/view any type of electronic file. An example of a **free** PDF file creation application is CutePDF.

❖ Edraw files can also be **Exported** into Word, Excel or Power Point.

❖ There are two Edraw file extensions .edx and .edxz, if unable to open an older Edraw document (file) in a newer version of Edraw, rename the file extension to '.EDX'

❖ Looking for mapping examples/ideas? Run a Google search on 'Process Map' and select 'Images' instead of Web results.

General Standards

Figure 6: Request for and Issuance of Airline Ticket (Process Map That Looks Like a Plate of Spaghetti)
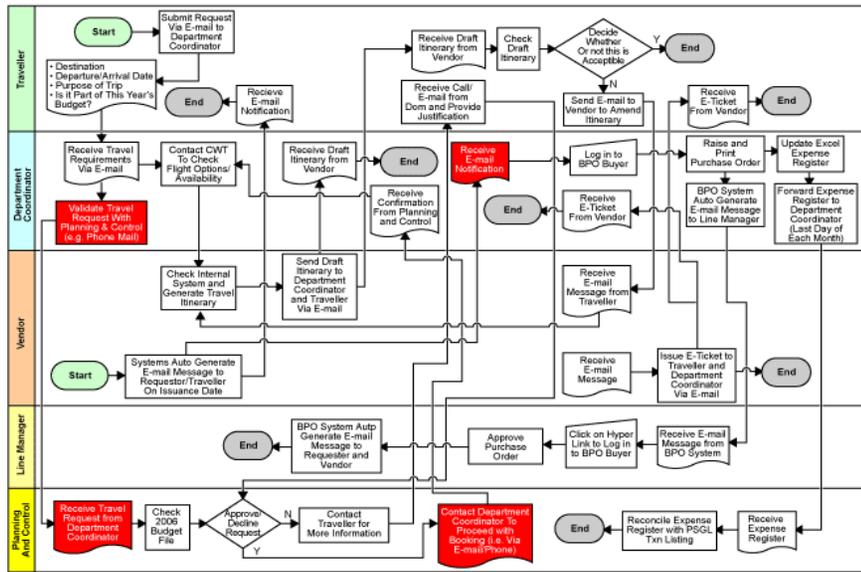
Figure 8: A Simplified Flow (Part 2): Issuance of an Airline Ticket
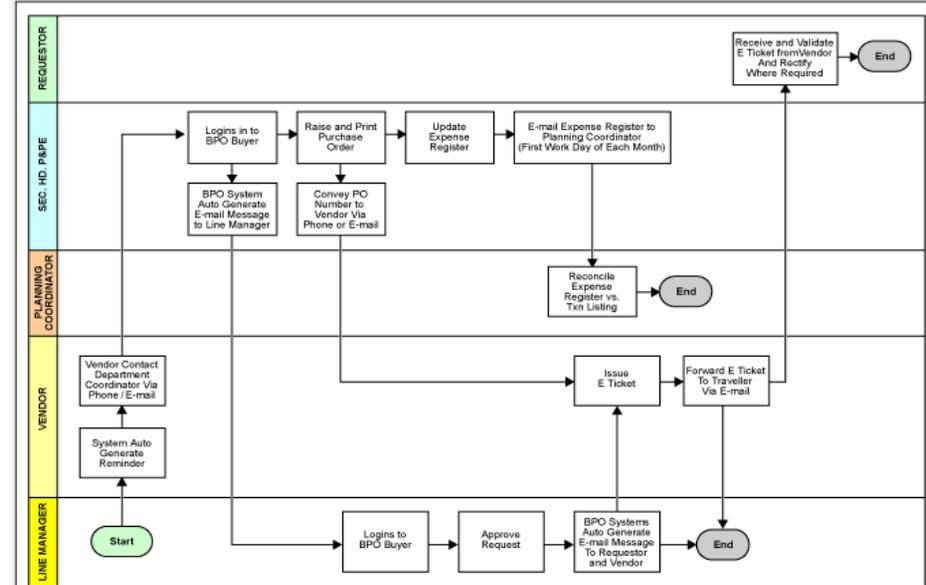
✔ **Avoid crisscross connectors**. Crisscross lines make a process map much less readable.

✔ The direction of connectors is always to either the **right**, **down** or **up**. Follow the thinking of reading from left to right.

✔ Select the **best route** to avoid crisscrossing connectors and/or to reduce the length of the connectors on the outcomes of a **Decision** shape.

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Edraw Mind Map

A Getting Started Guide for Edraw is located here:
http://lean.nh.gov/Documents/Edraw%20Getting%20Started.pdf

Edraw Mind Map has a **free** mind mapping **freeware** which contains examples and templates which make it easy to create process maps, brain-storming diagrams and flowcharts.

Edraw is currently available in two editions: Free Version & Professional Version ($)

Both editions share the same file format. The Professional version has additional templates and examples for more diagram types.

The free version of Edraw is distributed for personal, **<u>non-profit organization</u>**, and educational purpose.

The free version can be downloaded at http://www.edrawsoft.com/download.php

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Questions

?
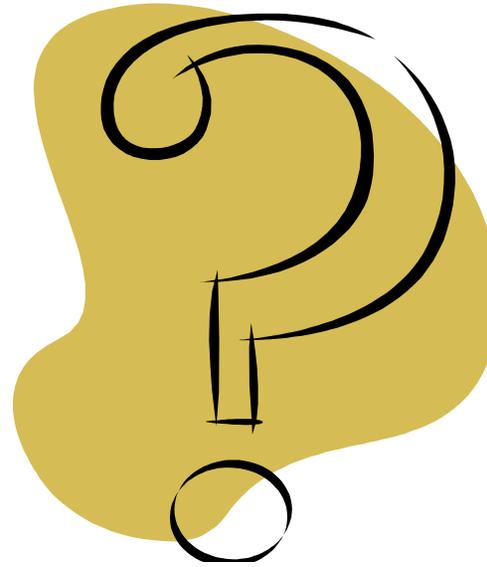
Process mapping is the perfect combination of business insight and art.

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