

# FlowCharting and Root Cause Analysis

FADAA Webinar Coaching Session

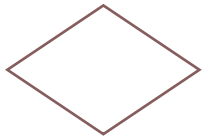
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Pauley R. Johnson, Ph.D

# Flowcharting Symbols



= Activity

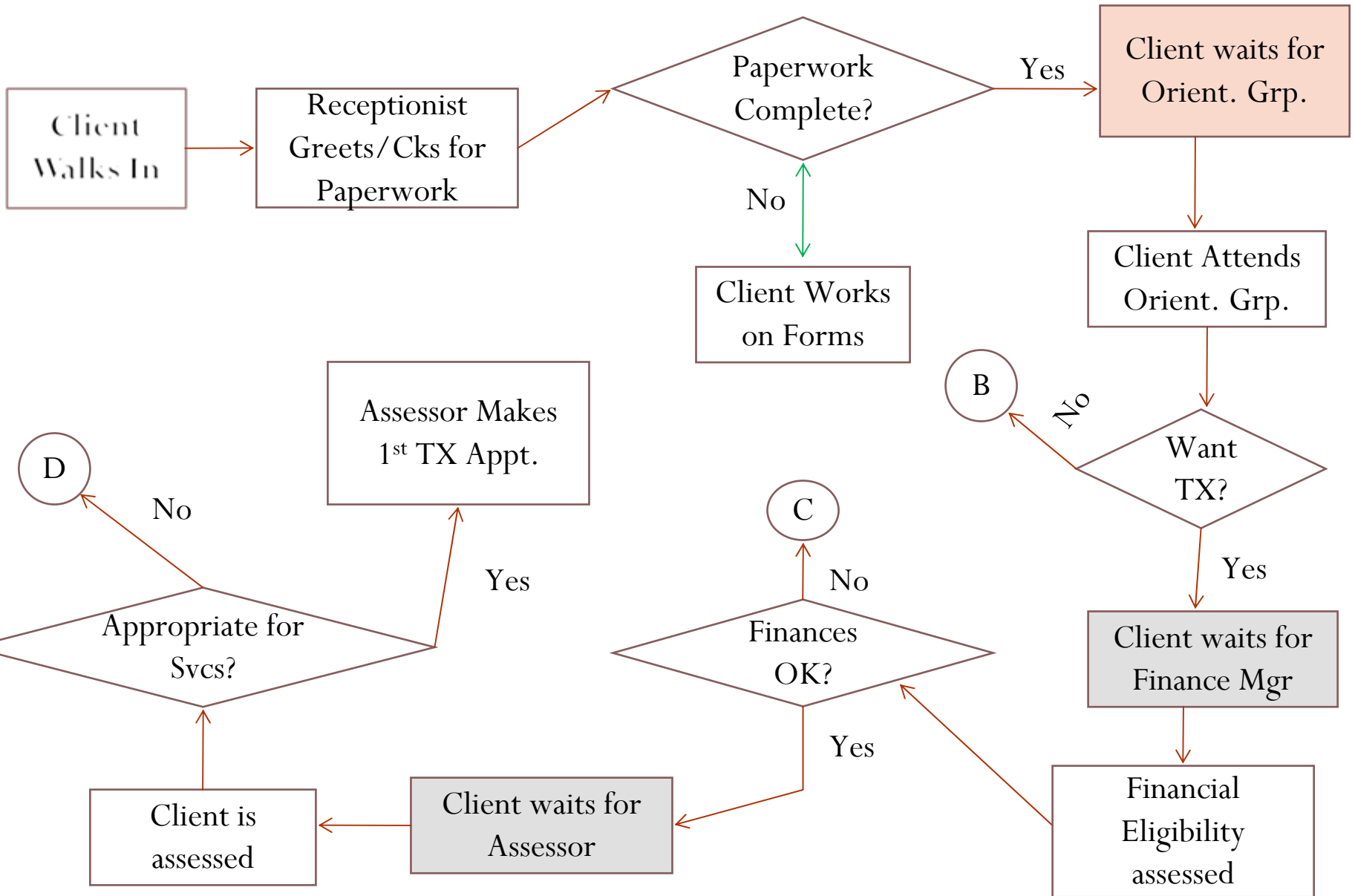


= Decision

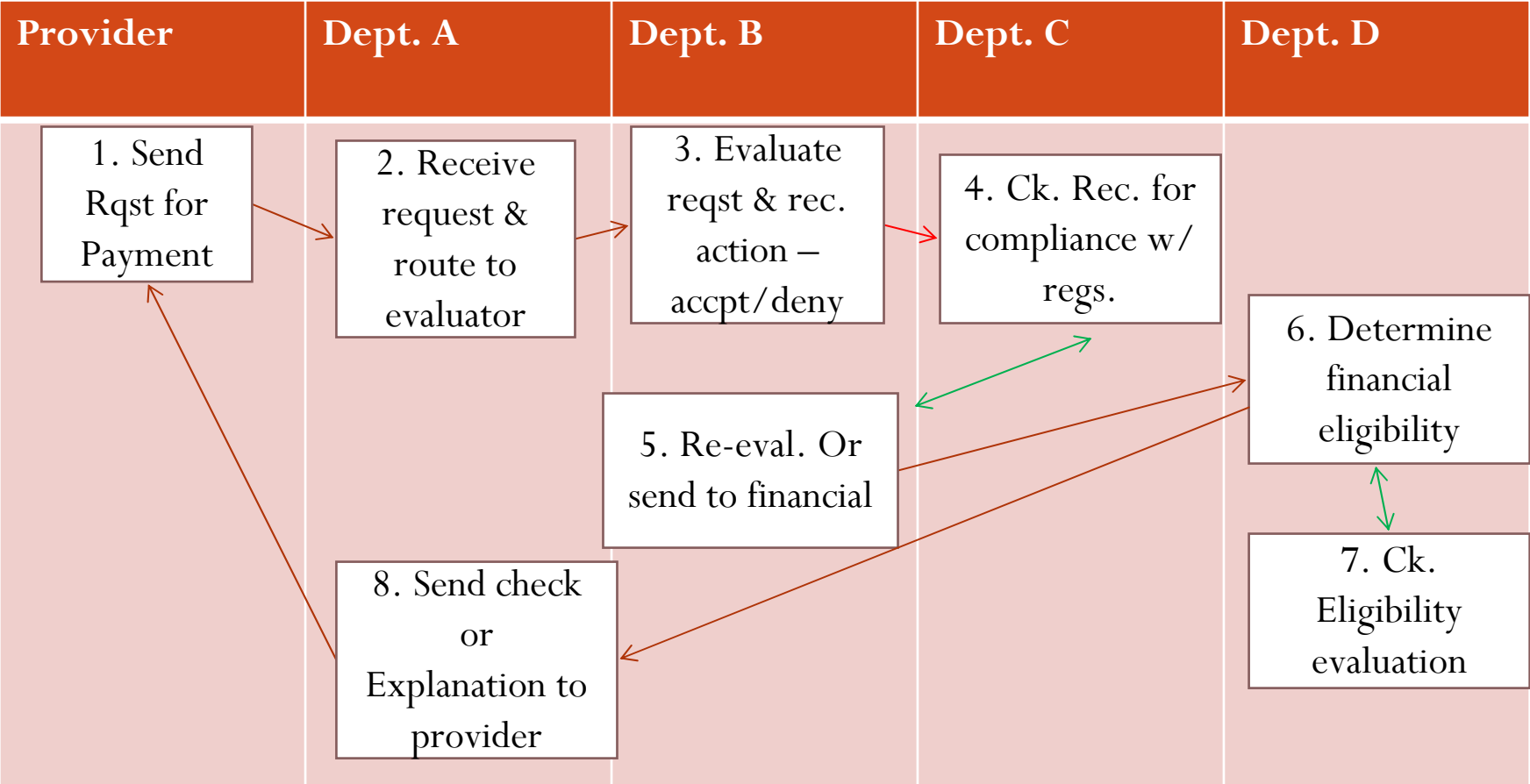


= Connector to another process

# Walk In Assessment Process



# High Level Swim Lane Diagram Of Request for Payment Process Coded to Sub-Processes



# Root Cause Analysis

- Start with a common process – getting ready to go to work
- Go around room eliciting elements of process
- Write each element on a separate post it note
- Don't worry if elements overlap/similar
- Ask helpers to organize elements into categories
- Types of categories don't matter, e.g. environment, processes, people, machines

# Outcomes of Organizing Getting Ready to Go To Work

Hygiene	Clothing	Food	Household Chores	Transport
<ul style="list-style-type: none"><li>•Brush Teeth</li><li>•Shower</li><li>•Shampoo</li><li>•Dry hair</li></ul>	<ul style="list-style-type: none"><li>•Iron Shirt</li><li>•Find Socks</li><li>•Polish Shoes</li><li>•Check children have Jackets, etc.</li></ul>	<ul style="list-style-type: none"><li>•Fix breakfasts and lunches to take</li><li>•Feed dog</li></ul>	<ul style="list-style-type: none"><li>•Check children are getting ready for school</li><li>•Put in load of laundry</li><li>•Take dog for walk</li></ul>	<ul style="list-style-type: none"><li>•Drop children at school</li></ul>