

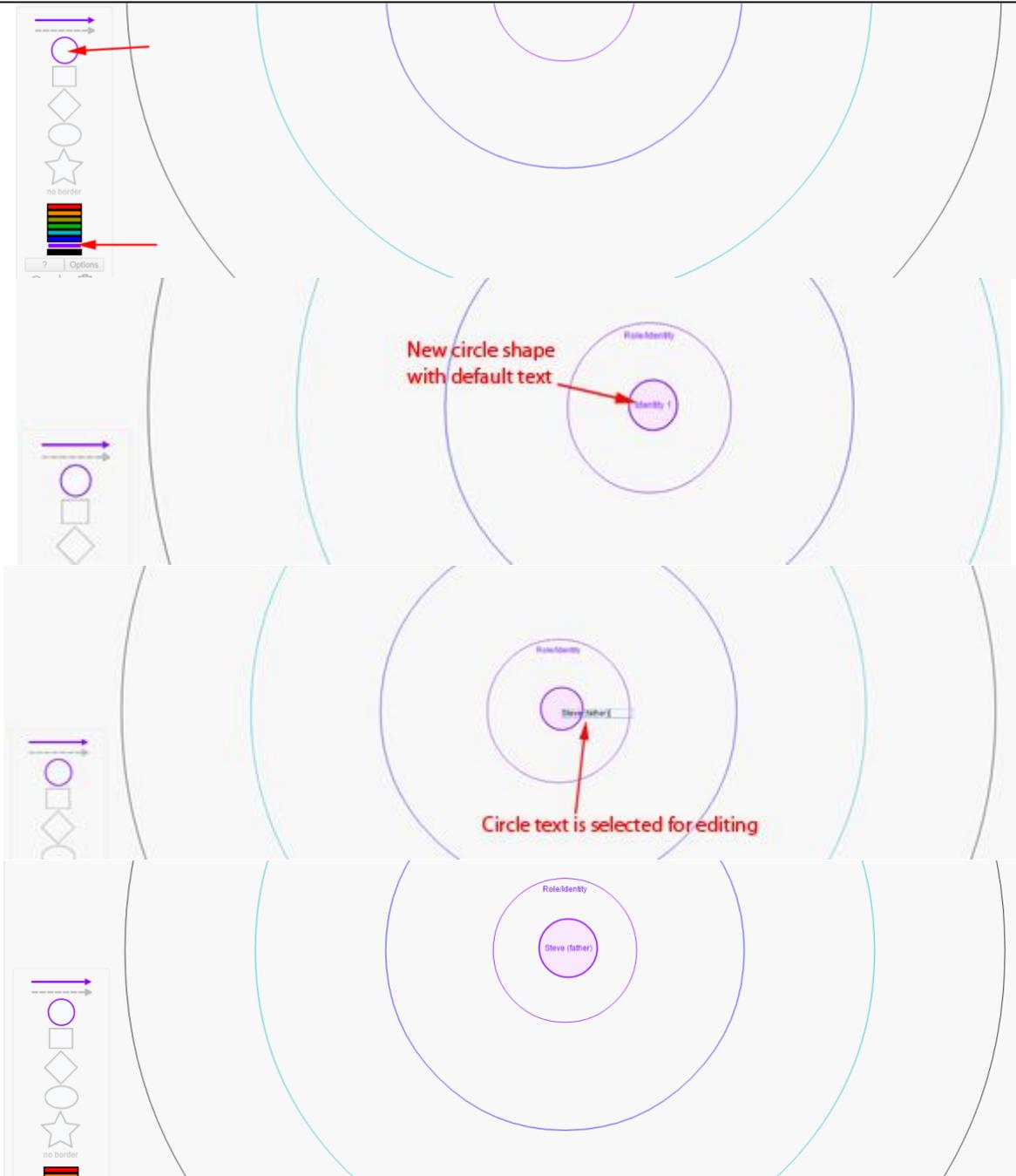
## Creating a System Support Map

Step	How to do it	What this should look like
<p><b>Open the online tool</b></p> <p><i>This tool will enable you to graphically express your ongoing personal journey in support of the individual with special health care needs for whom you are responsible. The process of creating this map can help you to clarify, demonstrate, document and troubleshoot the complex web of responsibilities, needs, resources, services – and ultimately, the wish list – involved in supporting your person with special health care needs.</i></p> <p><i>NOTE: In case you need it, the actual web link is <a href="http://people.renci.org/~stevec/ssm540/">http://people.renci.org/~stevec/ssm540/</a></i></p>	<ul style="list-style-type: none"> <li>• Open <b>Chrome, Firefox, or Opera</b> to the <a href="#">National Maternal and Child Health Workforce Development Center's System Support Map (ssm) website</a>.</li> <li>• <b>Important! Do Not Use Internet Explorer or Safari: they won't work.</b></li> <li>• A toolbox containing color bars and shapes will appear in the lower left-hand corner, and, in the center of the window, the system support rings: colored circles labelled "Role/Identity," "Most Important Responsibilities," etc.</li> <li>• NOTE: Click on the Help button in the toolbox – it's got a question mark ("?") on it – to see a list of the basic commands needed for building and navigating within your System Support Map.*</li> </ul>	

## Role identification

*In relation to the person being supported, who are you? What role do you play in this individual's life?*

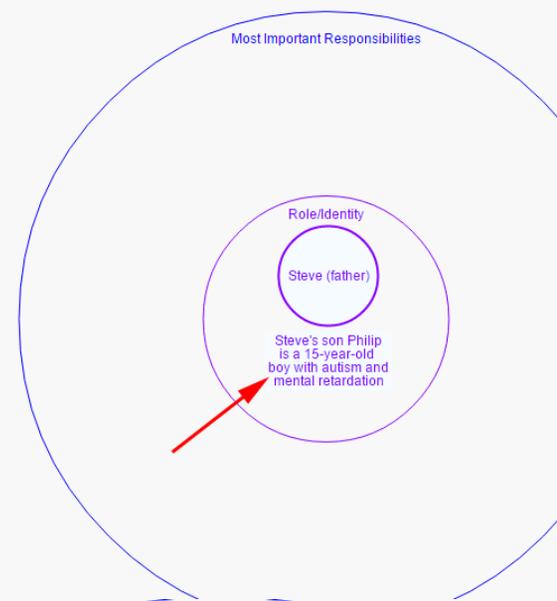
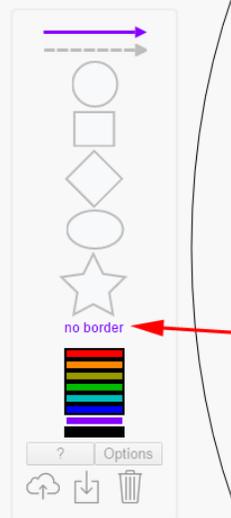
- Draw a **purple** circle in the center of the map. In the toolbox, click on the circle shape and then click on the color **purple**: all shapes you create when these are selected will be **purple** circles.
- First hold down the Shift key and then click your left mouse button (we'll call this "**Shift-Click**") in the middle of the **purple** inner ring to create a **purple** circle (with a default name of "Identity 1"). If the inside of the circle is **pink**, then it's selected.
- When you've created a new shape, the text inside should be selected and ready for editing. (If not, and at any time, you can select text inside a shape for editing by **Shift-Clicking** on it). Type in your name and your role. You may use your actual name, initials, or simply identify your role, e.g., "Mom."
- Note on terminology: we sometimes refer to shapes as "nodes," and we sometimes call arrows "edges" or "links."



### Describe your role

Further clarify your stakeholder role by providing any context that will help others understand your unique situation. For example, if you are a provider, what is your specialty and what kind of patients do you typically see (i.e., uninsured patients in a primary care community health center)? If you are a parent, what shapes your experience (i.e., describe your child or your community).

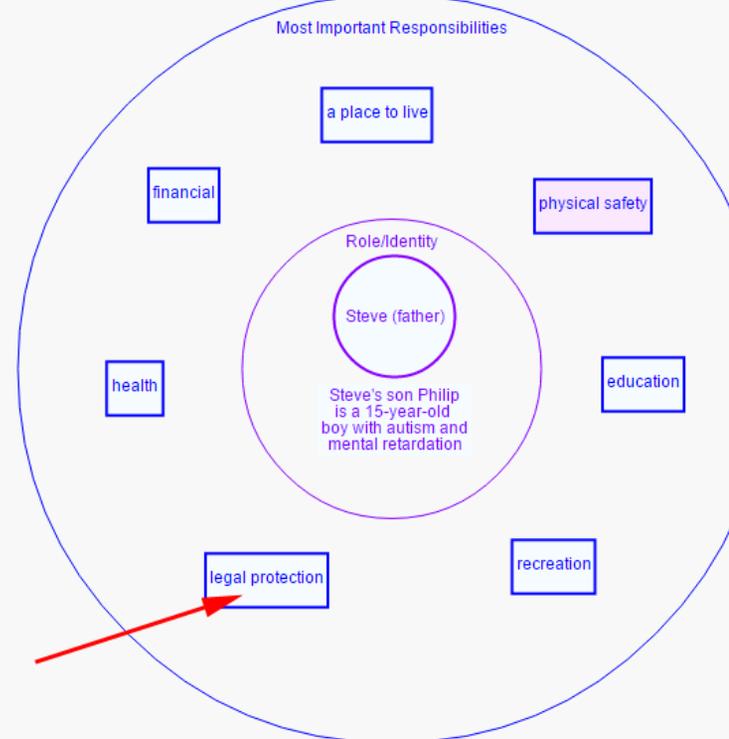
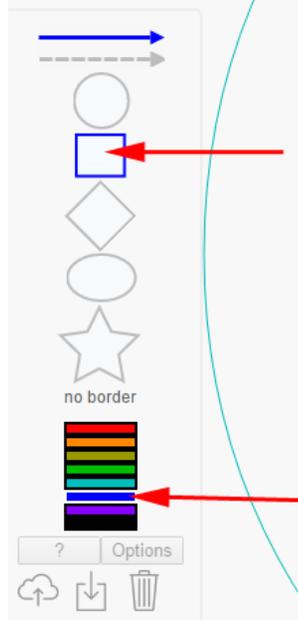
- In the toolbox, click on the shape called “no border” and keep the color purple selected.
- **Shift-Click** just below your name/role to create a new shape with no border. Then edit the text inside (“text 1”; **Shift-Click** to select, if not selected) to type in additional descriptive info. To move a shape, hold the left mouse button down on it and drag (“**Click-Drag**”), releasing the mouse button when the shape is where you want it.



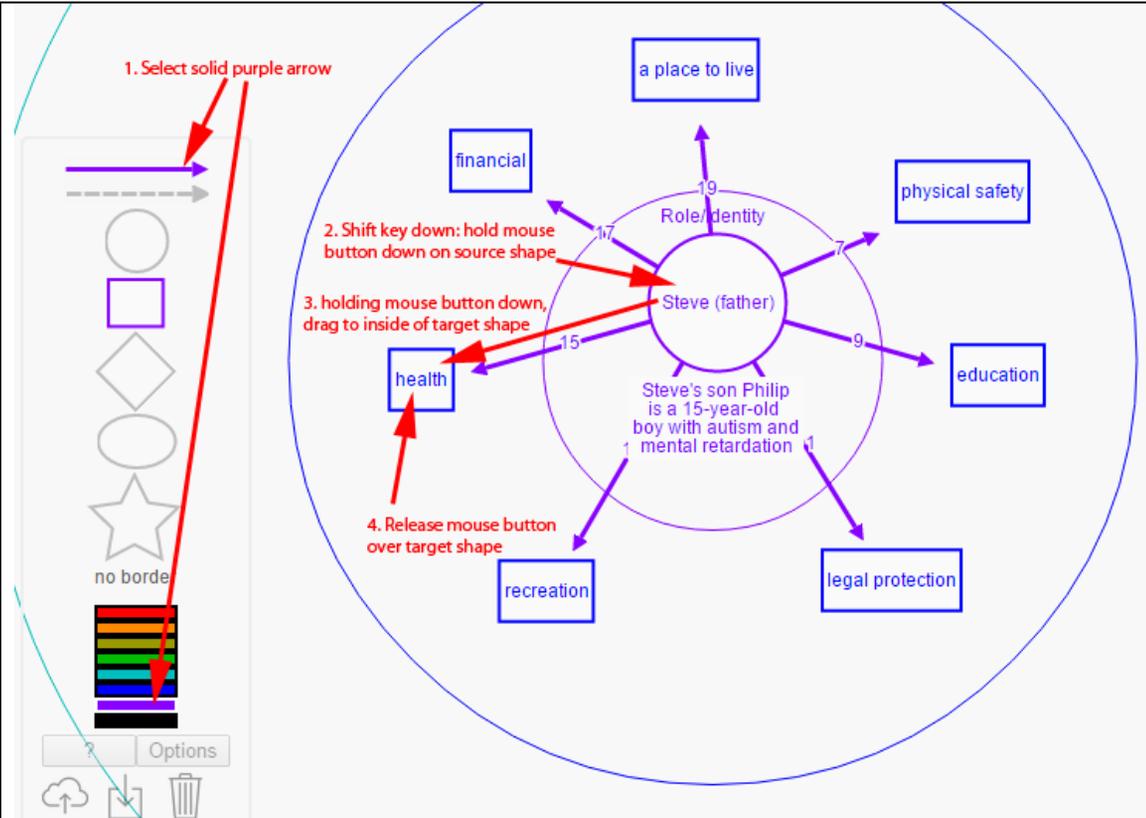
### Identify your responsibilities

In your role, what do you see as the main activities you are responsible for? Identify the 5-7 most important objective categories you have in supporting your person with special health care needs.

- Make a list of the most pressing responsibilities that come to mind. Review the list and then reflect on what is missing from it. When you have a reasonably complete set of responsibilities, enter them into your System Support Map in the second (blue) ring. As follows:
- Select blue rectangles. **Shift-Click** to create one rectangle per responsibility. Remember, default text may be selected for editing by holding down the Shift key while clicking on the default text.

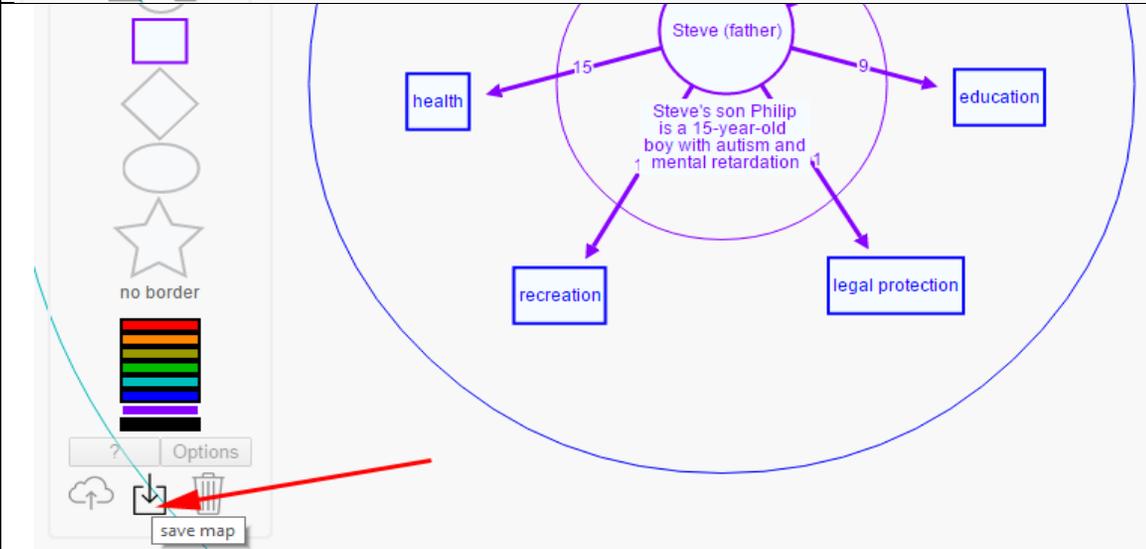


- Create arrows (recall that they're sometimes called "edges" or "links") to connect your *role* (the circle) to each *responsibility* (the rectangles): 1) Select the solid arrow and the purple color bar. 2) Hold the Shift key down and press the mouse button down on the source shape, that is, the *role* (purple circle). 3) Continuing to hold the mouse button down, drag the mouse to a *responsibility* shape (a blue rectangle). 4) Release the mouse button over the target shape to create the arrow. This action is called "Shift-Drag."



- **Save Early and Often!**  
There is currently no "Undo" function in this software, so remember to save frequently. We strongly recommend that you save each time into a separate file, and number them in order, so that you a) don't overwrite and destroy a valid earlier version by mistake, and b) so you have a running record of your map-building process and can return to any stage in the building process.

- Important! To save your map, click on the square with the down arrow in the toolbox. If your browser settings are "Ask where to save" you'll get a "Save As" dialog box. Pick a location and a name so that you can find it later – we'll call this file "Philip1.json" – and click the "Save" button. There's no Undo, so remember: "Save Early and Often!"



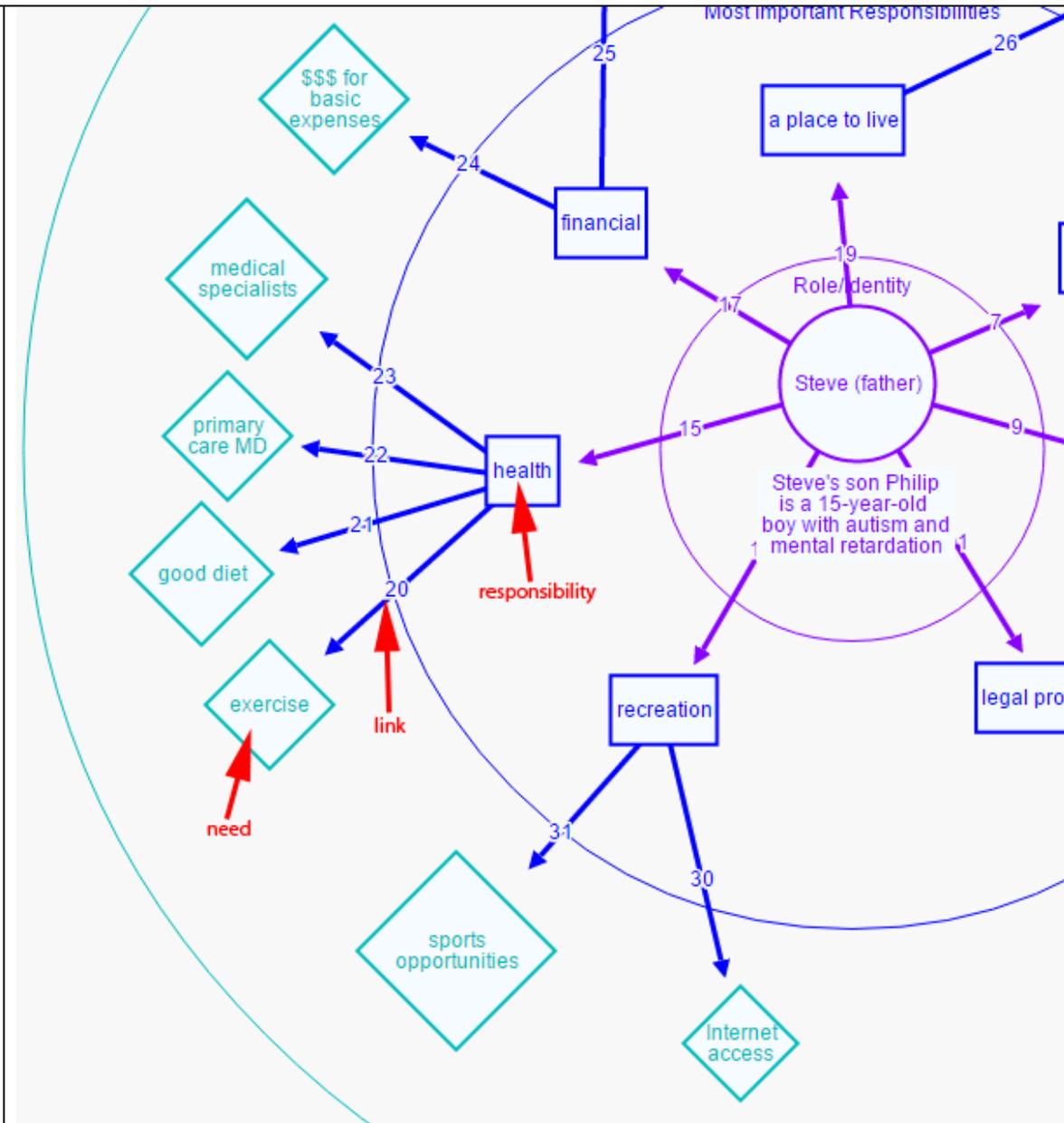
**Identify your needs**

State the resources needed to support each of your indicated responsibilities.

What exactly do you need to meet your responsibilities? Specify the services which help to achieve better outcomes (i.e., in order to fulfill your responsibility to provide recreation, you will need opportunities for community sports and/or fitness programs).

Start by describing what you need very generally (for example, if I need to coordinate my daughter's primary care I need a doctor who "gets" us (my daughter and our family) and who is open in the evenings or weekends, child care for my other kids, transportation, and money for the copayment).

- In the toolbox, change the selected color to aqua; and the selected shape to diamond.
- In the next ring out from the center, labelled "General Needs for Each Responsibility," create one or more diamonds for each need.
- Link responsibilities to needs by selecting blue and the solid arrow in the toolbox, and **Shift- Drag** from a responsibility (rectangle) to the need (diamond) you want to link it to.
- NOTE: continue to SAVE YOUR MAP in sequential order, updating the name of the file at each SAVE. For example, the first time we saved this file we called it Philip1.json. We'll call subsequent saved versions Philip2.json, Philip3.json, etc. (The file type is ".json" and it's useful to include that extension, but it'll still work without it.).

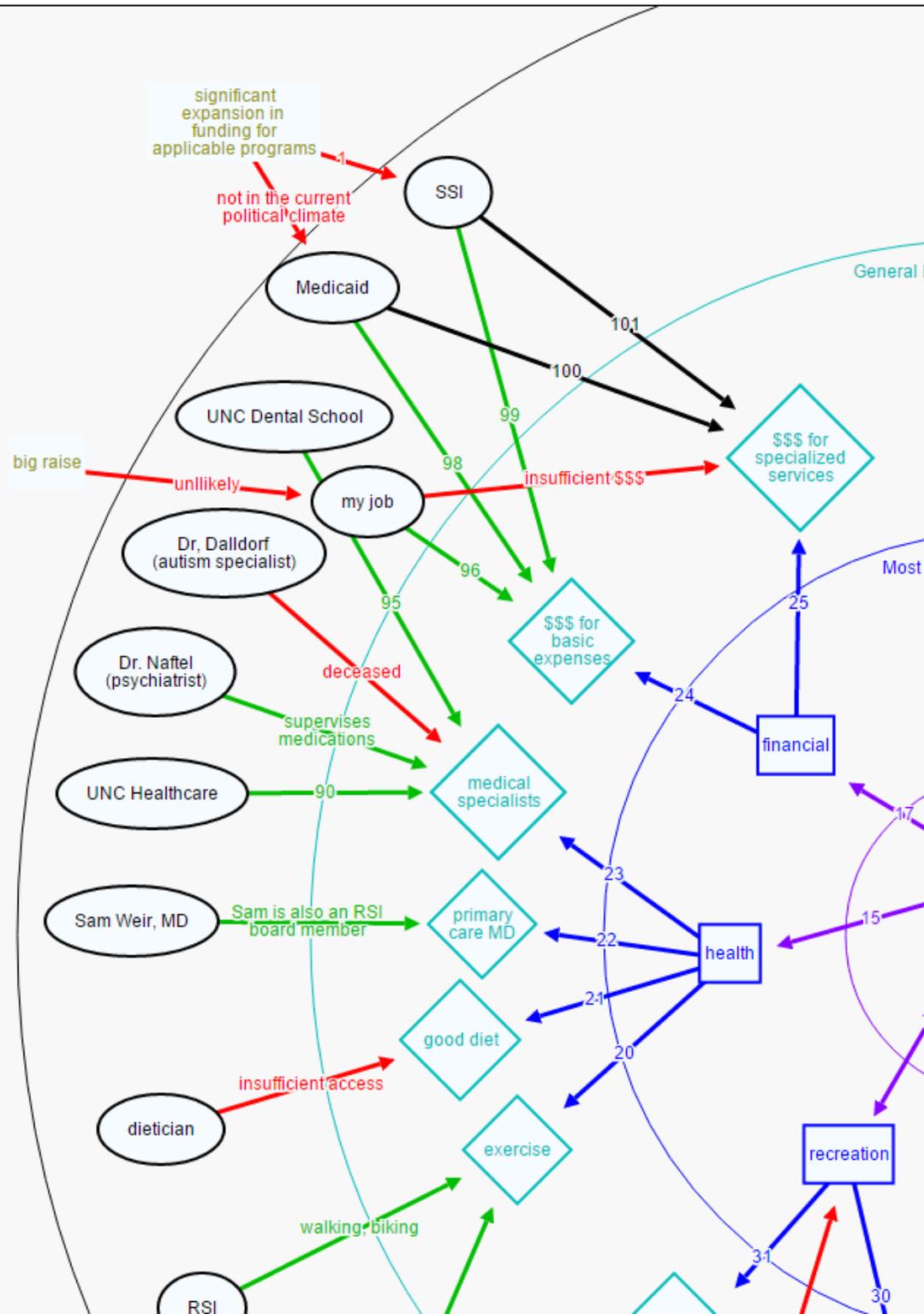




## Wishes

The area outside the outer "Available Resources" ring will incorporate the hopes and dreams you have for the person you support. Indicate here the factors that would create a "perfect world" and use arrows to show which (and how) existing resources and needs would be affected by a "wish come true."

- Select the color **gold** and the shape called "no border" in the toolbox. **Shift-Click** outside the outer (black) ring to create shapes that represent your wishes. Link them to the appropriate resources, needs, and responsibilities using arrows colored to show the likelihood that your wishes will be fulfilled: **red** for low probability, **black** for moderate or unknown, **green** for fair to high.





\* Click on the Help button – the button in the toolbox with the question mark (“?”) – to see the following list of commands:

- ↘ Drag/scroll to translate/zoom.
- ↘ Click on a shape in the toolbar to select node shape (or for a node with none use "no border").
- ↘ Click on a color in the toolbar to select a color for creating new nodes and edges.
- ↘ Shift-click on empty space to create a node of the selected shape and color.
- ↘ Click on an arrow in the toolbar to select edge style: dashed or solid.
- ↘ Shift-click on a node, then drag to another node to connect them with an edge.
- ↘ Shift-click on a node's text to edit.
- ↘ Shift-click on an edge to edit text.
- ↘ Click on node or edge to select and press backspace/delete to delete. Note: a node's background turns blue when you're hovering over it, and pink when selected.
- ↘ Control-click on a node with underlined text to open the external url associated with that node.
- ↘ Alt-click on a node to see, attach new (or change existing) url.
- ↘ Click on the cloud with the up-arrow to open/upload a file from your machine.
- ↘ Click on the square with the down-arrow to save the graph to your computer.

OK