

This list is a “bulleted” condensation of the Workflow Analysis document submitted to a CCRC by Edward Koscic & Associates as well as information contained in notes that were taken during subsequent department interviews.

The list contains items that need to be addressed during the information system selection, project planning and implementation process as well as items that need to be analyzed as part of the associated process re-engineering that must be performed to help the organization obtain world-class utilization of their information and communication systems.

Items in the list generally follow the flow of the Workflow Analysis document which should be referenced in the case that further explanation is necessary.

- Handwriting/verbal communication in meetings not followed up with written notes
- Faxing info from one department to another
- Corwin MR office locked after hours
- Poor communication when discharged from Corwin back to Independent Living
- HIPAA risk at mini-nursing station
- HIPAA risk re: IL furnace room facesheets
- HIPAA risk re: ALF closet facesheets
- Use of handwritten documents in marketing
- Duplicate data entry in marketing
- Limited use of REPS by marketing
- Copying vs. scanning of insurance cards
- Manual tracking of documents in marketing
- Lack of communication between Corwin/marketing when durable power of attorney changes
- Duplicate data entry in accounting in application process
- Paper files stored in Resident Services department
- Update of furnace room facesheets not well coordinated
- Potential liability associated with inaccurate furnace room facesheet information
- Use of handwritten documents in skilled nursing
- Duplicate data entry in skilled nursing
- Manual tracking of documents in skilled nursing
- Manual tracking of appointments in skilled nursing
- Paper-based nursing aide charting
- Paper files stored in skilled nursing
- Multiple paper documents with duplicate/misleading names
- Combination of fax/verbal/telephone communication upon admit from hospital
- Handwriting of orders during admit from hospital is entered in computer and then requires nurse review
- Interim orders require nurse review
- Care plans, care guides and progress notes are all hand written
- Medical director is handwriting and dictating progress notes that require transcription
- Extensive use of redundant hand written forms for interim orders

- Manual faxing of interim orders to various pharmacy fax numbers
- Duplicate data entry during interim order process
- HIPAA risk for faxing interim order to wrong phone number
- Manual and paper-based forms used in pull cord process and tracking
- Pull time response time quality affected by staffing during evening and night shifts
- Use of handwritten documents in skilled nursing scheduling
- Duplicate data entry in skilled nursing scheduling
- Manual tracking of documents in skilled nursing scheduling
- Lack of training on ADP vendor scheduling
- Lack of communication re: resident status to ensure proper scheduling
- Use of handwritten documents in assisted living
- Duplicate data entry in assisted living
- Manual tracking of documents in assisted living
- Manual tracking of appointments/transportation needs in assisted living
- Paper files stored in assisted living
- Use of handwritten documents in health services clinic
- Duplicate data entry in health services clinic
- Manual tracking of documents in health services clinic
- Paper files stored in health services clinic
- Use of handwritten documents in fitness center
- Duplicate data entry in fitness center
- Manual tracking of documents in fitness center
- Paper files stored in fitness center
- Lack of access to necessary resident health information by fitness center
- Use of handwritten documents in reception
- Duplicate data entry in reception
- Manual tracking of documents in reception
- Verbal methods used to obtain status information from Corwin by reception
- Multiple sources of resident status/resident list information (verbal, printed, email)
- Use of handwritten documents in accounting
- Duplicate data entry in accounting
- Manual tracking of documents in accounting
- Outsourcing of Medicare billing and cost reporting in accounting
- Lack of communication with accounting when resident is admitted to Corwin
- Insurance numbers are not communicated efficiently upon admission to Corwin
- Resident bills are confusing
- Lack of statistical information in financial reporting
- Lack of unit turnover reports/occupancy reports
- Manual and paper-based forms used for tracking the refurbishment process
- Lack of tracking unit hold pending permanent discharge
- Use of handwritten documents in dietary
- Duplicate data entry in dietary
- Manual tracking of documents in dietary
- Point of sale (Remanco) system usage less than optimal and problematic
- Use of handwritten documents in plant maintenance

- Duplicate data entry in plant maintenance
- Manual tracking of documents in plant maintenance
- Use of handwritten documents in environmental services
- Duplicate data entry in environmental services
- Manual tracking of documents in environmental services