

Content

Department Name: Wellington Community Hospital

Process Name: Administrative Teams

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	04/12/2023	Jenny Poole	First draft sent for review.
0.2	Y	11/12/2023	Jenny Poole	Second draft sent following updates
0.3	Y	11/12/2023	Jenny Poole	Revised draft following feedback, issues log added
0.4	Y	11/12/2023	Jenny Poole	Revised draft with new additions
1.0	N	13/12/2023	Jenny Poole	Final Maps issued following sign off by Rachel White



Improvement team

● Improve health ● Better care ● Lower costs

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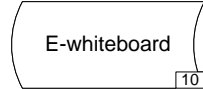
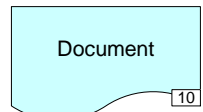
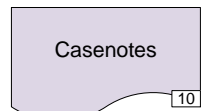
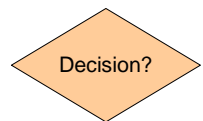



Map 1 Wellington Community Hospital – Administrative Team – Front Desk – Map No 1 – As Is	Page 5
Map 2 Wellington Community Hospital – Administrative Team – Administrative Duties – Map No 2 – As Is	Page 6
Map 3 Wellington Community Hospital – Administrative Team – Issues Log – Map No32 – As Is	Page 7


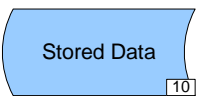




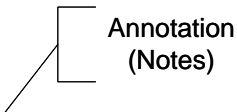
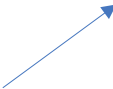





Improvement team


● **Improve health** ● **Better care** ● **Lower costs**


Legend


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity excluding patient Case Notes
	Symbol used to indicate Case Note activity
	Symbol used to indicate a decision point. The question is shown in the icon and there will be two options
	Symbol used to indicate a choice as to which path to take. There can be multiple outputs.
	Symbol used to indicate a point whereby all output paths should be actioned.
	Symbol used to illustrate Diary/Whiteboard Updates , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate a system where data is captured inc. emails
	Symbol used to indicate a reporting point i.e. system generated reports or escalation points to management etc.
	Symbol used to indicate a link to another map
	Symbol used to indicate a link from another map
	Symbol used to illustrate link to maps within other Visio documents
	Symbol used to include a comment or additional information
	One-way arrow used to show sequence of events and what is produced by an event.
	Symbol used to illustrate multiple issues , numbered accordingly
	Symbol used to illustrate multiple ideas , numbered accordingly

 Symbol used to Indicate Happy

 Symbol used to Indicate Indifferent

 Symbol used to Indicate Unhappy

 Symbol used to Indicate Worried

 Symbol used to Indicate Angry

 Defects

 Over Production

 Waiting

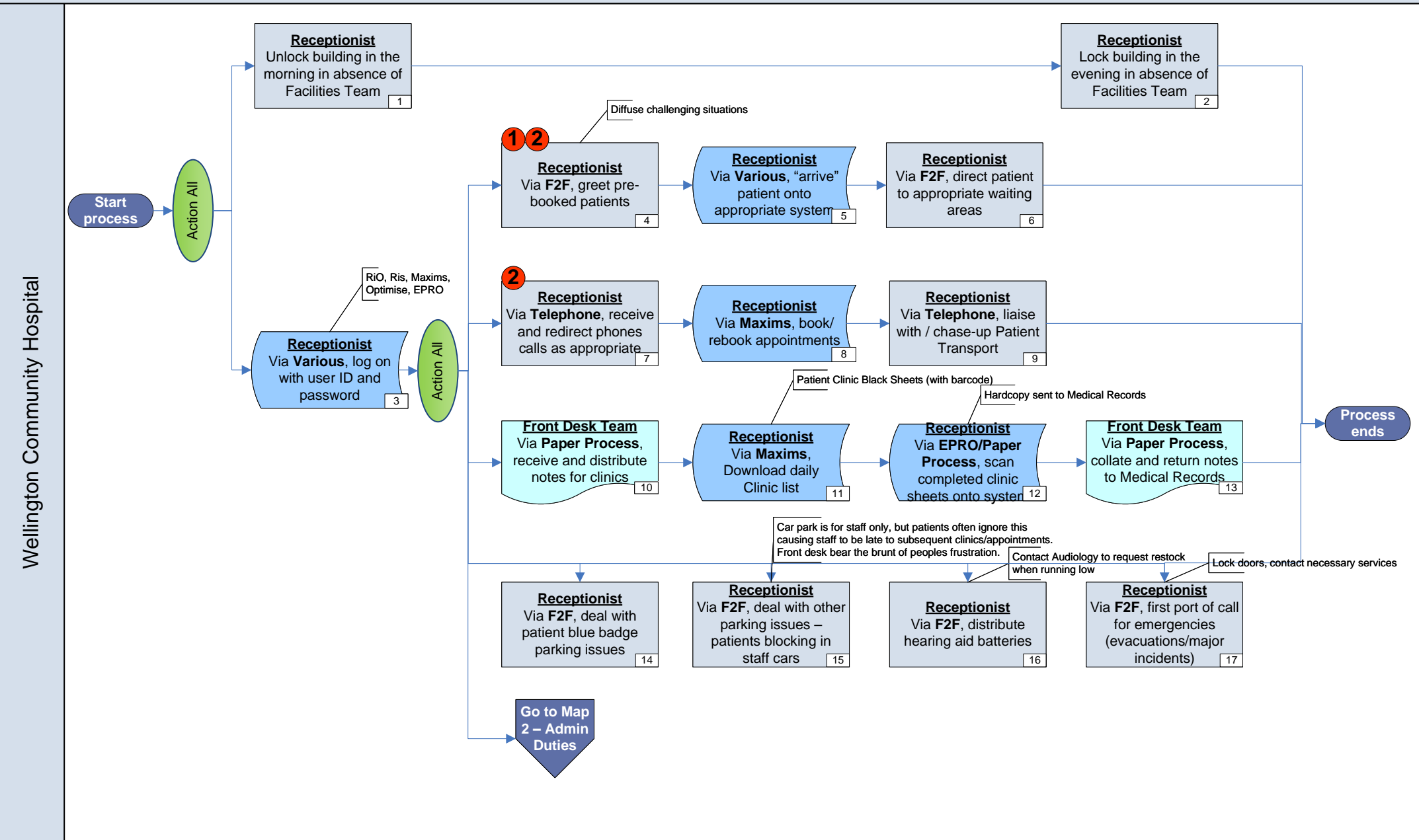
 Un-utilised Skills

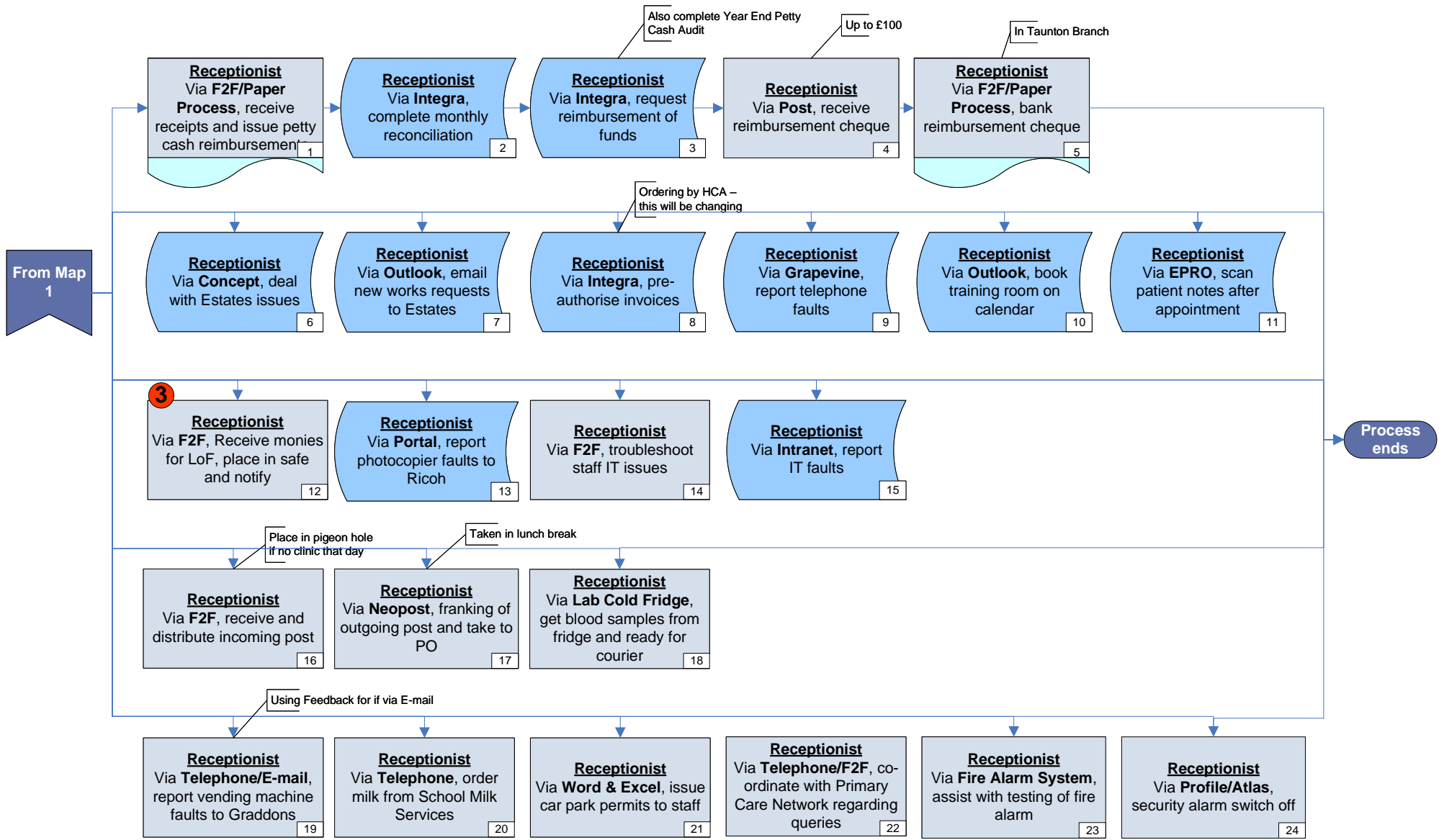
 Transportation

 Inventory

 Motion

 Extra Processing





- ① Sometimes lone worker
- ② When covid vaccinations are taking place at the hospital there is increased pressure due to the increased volume of patients arriving for appointments, along with increased queries (both in person and via telephone) due to patients not having internet access and the frequent issues with the 119 number.
- ③ No records kept / division of duties