

Content

Department Name: Trac Care

Process Name: Discharge Process, Medications and Clinical Summaries As Is

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	19/10/2024	Henry Putt	Initial drawing creation
0.2	Y	29/10/2024	Henry Putt	Maps amended and sent back out for review
1.0	N	19/11/2024	Henry Putt	Maps signed off as complete



Improvement team

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

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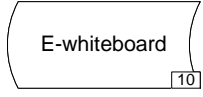
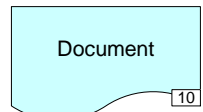
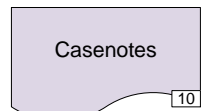
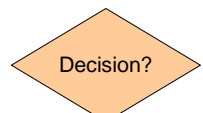



Map 1 TrakCare Discharge Process – Map No 1 – As Is **Page 5**
Map 2 TrakCare Discharge Medications and Clinical Summaries Process – Map No 2 – As Is **Page 6**
Map 3 Medication Checks (Nurses and Pharmacy) Process – Map No 3 – As Is **Page 7**


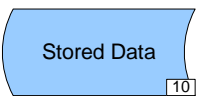




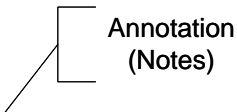
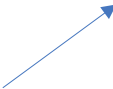




Improvement team














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Legend

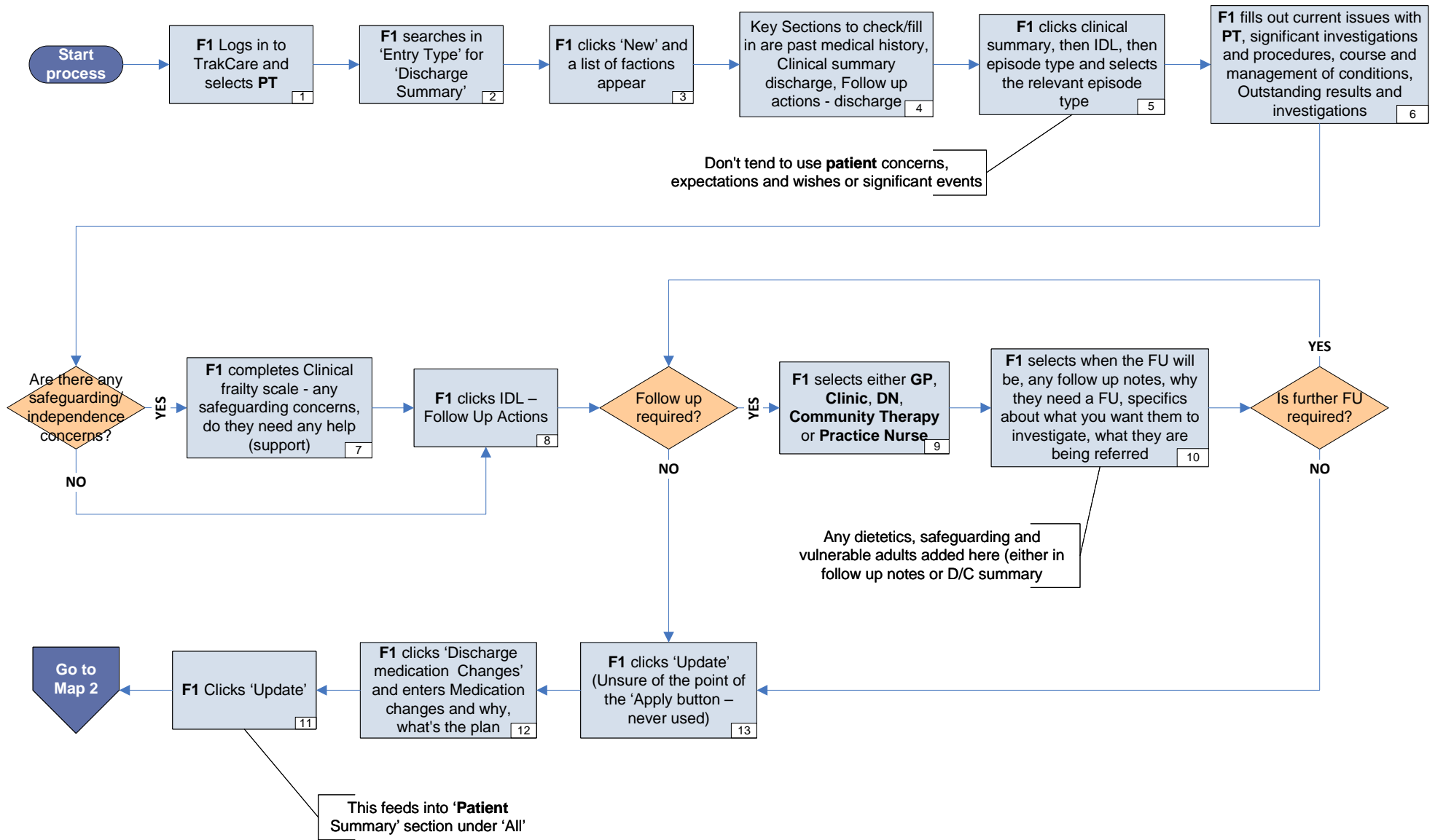
	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity excluding patient Case Notes
	Symbol used to 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

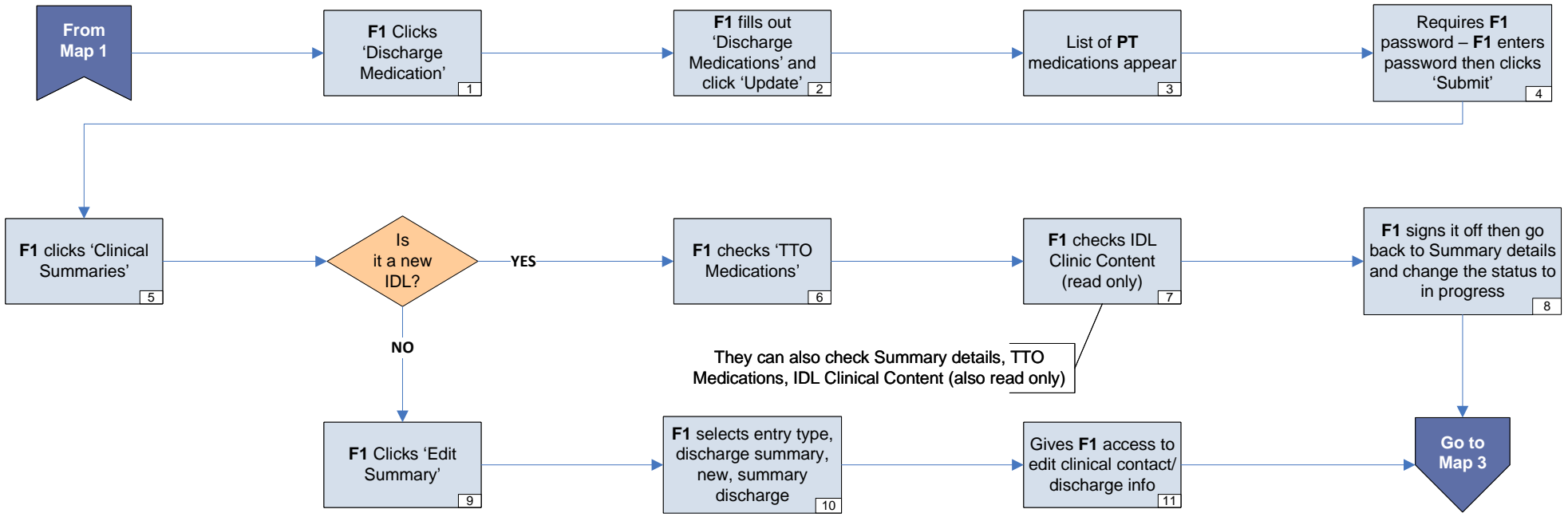
Legend

	Symbol used to Indicate Happy		Defects – Errors in patient care or administrative processes requiring rework, impacting quality and/or patient safety
	Symbol used to Indicate Indifferent		Over Production – Producing more goods or services than needed, including excessive testing, scheduling, or documentation, leading to resource waste
	Symbol used to Indicate Unhappy		Waiting – Time wasted by patients, staff, or equipment waiting for the next step, affecting productivity and/or patient satisfaction
	Symbol used to Indicate Worried		Un-utilised Skills – Underutilization or ineffective utilization of staff expertise, resulting in inefficiencies and missed opportunities for process improvement and problem-solving
	Symbol used to Indicate Angry		Transportation - Unnecessary movement of patients, staff, or materials due to inefficient layout or excessive walking, impacting workflow and/or efficiency
			Inventory – Excess or obsolete supplies, medications, or equipment, leading to wastage of resources and inefficient storage management
			Motion – Unnecessary movement of staff and/or patients, causing inefficiencies, ergonomic issues, or hindering patient flow within the hospital
			Extra Processing – Performing unnecessary tasks, such as redundant documentation or testing, adding no value to patient care and/or wasting resources

TrakCare



TrakCare



Issue - No section for social history - could put safeguarding in here?

