

## **Summary of Analysis and Findings**

During the analysis of HealthFirst Care's current workflows, several operational issues were identified. The appointment scheduling process depends on manual entry, which often results in delays, double bookings, and missed updates for patients. The patient check-in process is also inefficient, involving manual paperwork and staff verification, which causes long wait times and bottlenecks at the front desk. Additionally, communication between departments, especially between the administrative and IT teams, lacks structure and leads to slow response times and delays in resolving issues.

To address these challenges, we developed optimized process models that focus on automation and improved coordination. The updated appointment scheduling process uses an automated system with conflict detection and real-time confirmations through email or text. The patient check-in workflow introduces a self-service kiosk or online check-in system that reduces paperwork and improves efficiency. For interdepartmental communication, a centralized task management tool is proposed to help teams report, track, and resolve issues more effectively.

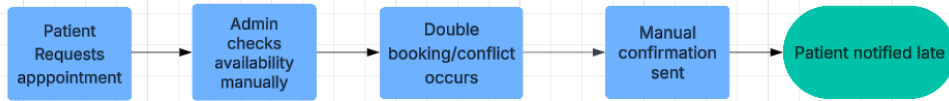
These changes are designed to reduce errors, shorten waiting times, and improve collaboration between departments. The goal is to provide more efficient and reliable experience for both patients and staff.

## **Attachments**

- As-Is Process Models: Appointment Scheduling, Patient Check-In, Communication
- To-Be Process Models: Automated Scheduling, Self Check-In, Streamlined Communication

These changes are expected to improve efficiency, support staff, and deliver better patient experience.

#### Appointment Scheduling (As-Is)



##### Problems Highlighted:

- No real-time conflict detection
- Manual data entry errors
- Notification delays

#### Patient Check-In (As-Is)



##### Problems Highlighted:

- Manual forms and long queues
- No real-time update to clinical departments
- Staff overwhelmed during peak hours

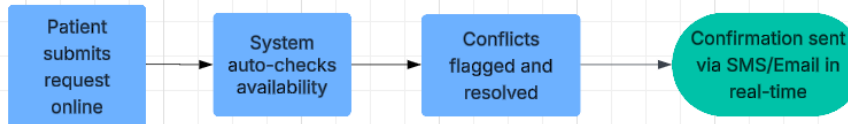
#### Interdepartmental Communication (As-Is)



##### Problems Highlighted:

- No centralized task tracking
- No prioritization of requests
- Redundant follow-ups

#### Automated Appointment Scheduling (To-Be)



##### Improvements:

- Automated conflict detection
- Immediate confirmation
- Reduced manual load on staff

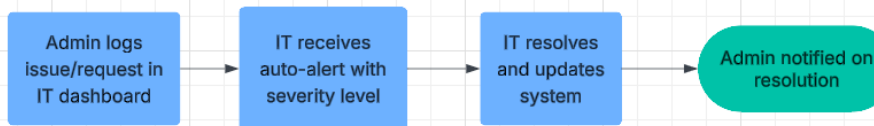
#### Streamlined Patient Check-In (To-Be)



##### Improvements:

- Shorter wait times
- Reduced paperwork
- Improved communication to staff

#### Integrated Interdepartmental Communication (To-Be)



##### Improvements:

- Centralized issue tracking
- Faster response and transparency
- Reduced communication gaps