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**Supporting workflow in the healthcare system**

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**Post** a summary of at least three specific problems you identified in the workflow model. Describe how the model could be revised to address those problems. Explain the importance of accuracy and clarity in workflow modeling and describe at least one strategy you plan to use to ensure that the workflow models you create are accurate and clear.

Three specific problems identified in the workflow model.

Discrepancies Handling: In the workflow model nurse return the entire shipment whenever there is a discrepancy, this can be inefficient in a healthcare facility because it can lead to potential delays in receiving necessary supplies that will disrupt clinic operations.

Revision: If there is any discrepancy, she can introduce one additional step of partial returns or replacement for specific items rather than the whole shipment. A more detailed discrepancy handling process can be followed by partial returns instead of returning the entire shipment.

Management of inventory and forecasting: It may not be sufficient for anticipating future needs to do daily check-ups for low supplies as this may lead to stockouts and last-minute orders.

Revision: Inventory management that uses historical data and patterns to predict supply needs in advance will allow for more proactive ordering and reduce the frequency of last-minute checks and urgent orders.

Billing and Payment Process: The model shows a handoff that is direct of the bill to the accountant, there are no checks or validation steps.

Revision: The problem may lead to errors and discrepancies in billing, therefore Incorporating a validation step where Sharon verifies that the bill matches the received shipment before handing it over to the accountant can be done.

Importance of Accuracy and Clarity

Accuracy and Clarity both play a crucial role in workflow modeling as they prevent errors, streamline operations, and ensure efficient resource management. Accuracy makes sure that each step in the workflow is performed correctly with all potential issues being addressed systematically. Clarity helps in knowing the process, ensuring that each participant in the workflow is aware of their responsibilities and the sequence of actions.

Strategy for Ensuring Accurate and Clear Workflow Models

“Robust processes are at the heart of an efficient organization, and what makes processes tick are well-defined workflows” (Praburam, 2024). Creating a workflow that is both accurate and clear can lead to improved efficiency and effectiveness in managing processes. Detailed Documentation and reviewing the documentation can be an important strategy for ensuring Accurate and Clear workflow models. According to MoldStud.com, Documentation provides a comprehensive view of the system that is being analyzed including its potential requirements, functionalities as well as limitations serving as a guiding light for developers and stakeholders.   Documenting every step of the workflow in detail along with potential decision points and exceptions and reviewing the model with stakeholders will ensure that it accurately reflects their tasks and identifies any gaps.

References:

Strategies for Effective Systems Analysis Documentation: Ensuring clarity and accuracy. MoldStud. (2024, February 12).

[https://moldstud.com/articles/p-strategies-for-effective-systems-analysis-documentation-ensuring-clarity-and-accuracyLinks to an external site.](https://moldstud.com/articles/p-strategies-for-effective-systems-analysis-documentation-ensuring-clarity-and-accuracy)

Praburam. (2024, May 20). How to create efficient workflow models, methods & systems.

ClickUp. [https://clickup.com/blog/workflow-models/Links to an external site.](https://clickup.com/blog/workflow-models/)

**Response: One**

Hello Adriene

I enjoyed reading your post, great post, I would like to add one more strategy for ensuring an accurate and clear workflow model and that is conducting Iterative Testing and Feedback. if we implement a workflow model in a test environment to see its effectiveness and identify any gaps then we can start collecting feedback from the workflow users to ensure it is practical and clear. Feedback allows people to seek clarification on any aspects of the goals, or feedback that are not clear leads to misunderstandings and unhelpful conflict. Overall testing and feedback gathered can be used to adjust the model as needed.

Clarity on expectations, objectives, structure for the feedback process assists in dealing with these potential problems and empowers everyone to do their best work. (Lodwick et al., 2024)

References:

Lodwick, A., Zappacosta, D., & Tanny, J. (2024b, June 20). Effective creative workflow management: Alignment, feedback, and communication in the creative process. ReviewStudio.

[https://www.reviewstudio.com/blog/effective-creative-workflow-management-alignment-feedback-and-communication-in-the-creative-process/Links to an external site.](https://www.reviewstudio.com/blog/effective-creative-workflow-management-alignment-feedback-and-communication-in-the-creative-process/)

**Response: Two**

Hello Berenice,

Enjoyed reading your post, Thank you.

To be unclear on which task should be taken care at what step is a common mistake when creating a workflow.  When creating a workflow we want to make sure that everyone involved is very clear as to what they need to do. Everyone’s responsibilities and roles for each task, making sure that each person understands their roles at each stage of the workflow needs to be clear and accurate to improve the efficiency of our workflow model.

You brought up an important strategy of implementing regular reviews and updates along with meeting with key stakeholders, I would like to add one more Strategy for Ensuring Accurate and Clear Workflow Model and that is revisiting the model after it is live. According to Kiss flow, revisiting the model periodically to ensure that it is running optimally and identify for process improvement once we take our workflow live. We can collect data about how the workflow model performs in the real world and see if we can improve any of its parts to enhance efficiency. We can then scale the workflow model for process upgrades rather than creating a new one.

References:

Kissflow. (2024, March 11). Workflow model: How to create an efficient workflows. Kissflow. https://kissflow.com/workflow/workflow-model-tips-for-creating-effective-workflow/