



ABSTRACT

Streamline compliance email process while maintaining HIPAA and health information security standards.

INTRODUCTION

ABC Health Systems is a nationally known company within the healthcare system. They provide temporary health workers for hospitals and doctors offices. These health workers must be compliant with vaccinations for protection. ABC has human resource generalists that oversee compliance. The current process is said to be outdated, unwieldy and time consuming.

METHODS

Define - it is necessary to streamline the process, Secure data, reduce errors, reduce time spent emailing, and increase the turnaround time from hiring to vetting the health worker for employment

These goals will guide the focus of this study to improve ABC Health Systems operations within the human resources department.

Measure – Time Study

Table 1 *- Summarized time study data from HRGs self-reporting

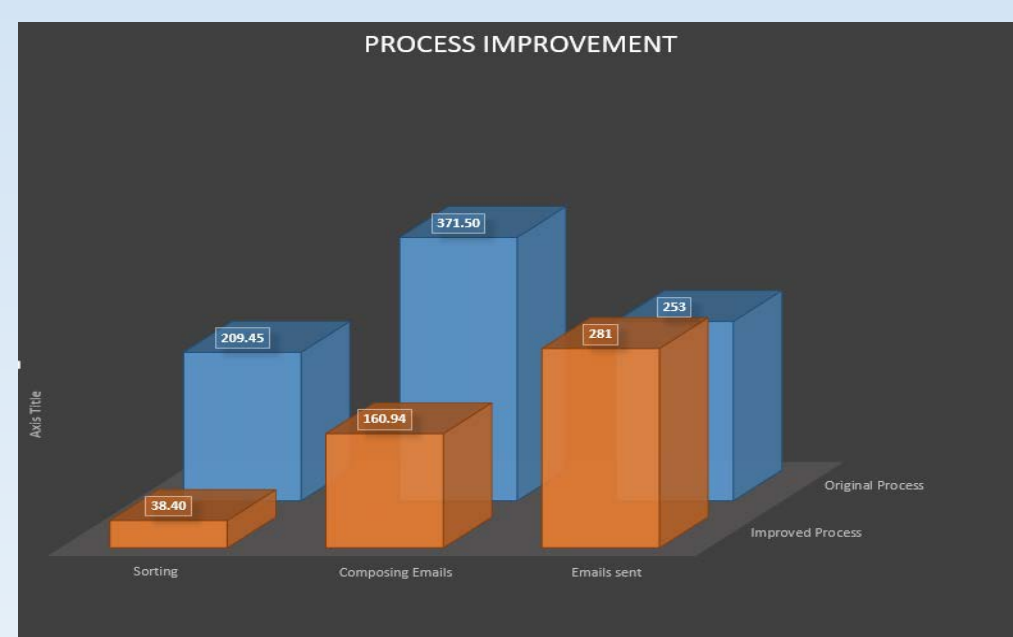
| HRG | Sorting Totals (mins) | Emailing Times (mins) | Emails Sent | Total Time per Email (Efficiency) |
|-----|-----------------------|-----------------------|-------------|-----------------------------------|
| 1 | 49.85 | 76.80 | 33 | 3.84 |
| 2 | 37.85 | 19.20 | 11 | 5.19 |
| 3 | 72.65 | 72.00 | 159 | 0.91 |
| 4 | 25.00 | 117.00 | 20 | 7.10 |
| 5 | 24.10 | 86.50 | 30 | 3.69 |

Analyze –

After reviewing the data it became clear that a new data management procedure and a SOP should be explored

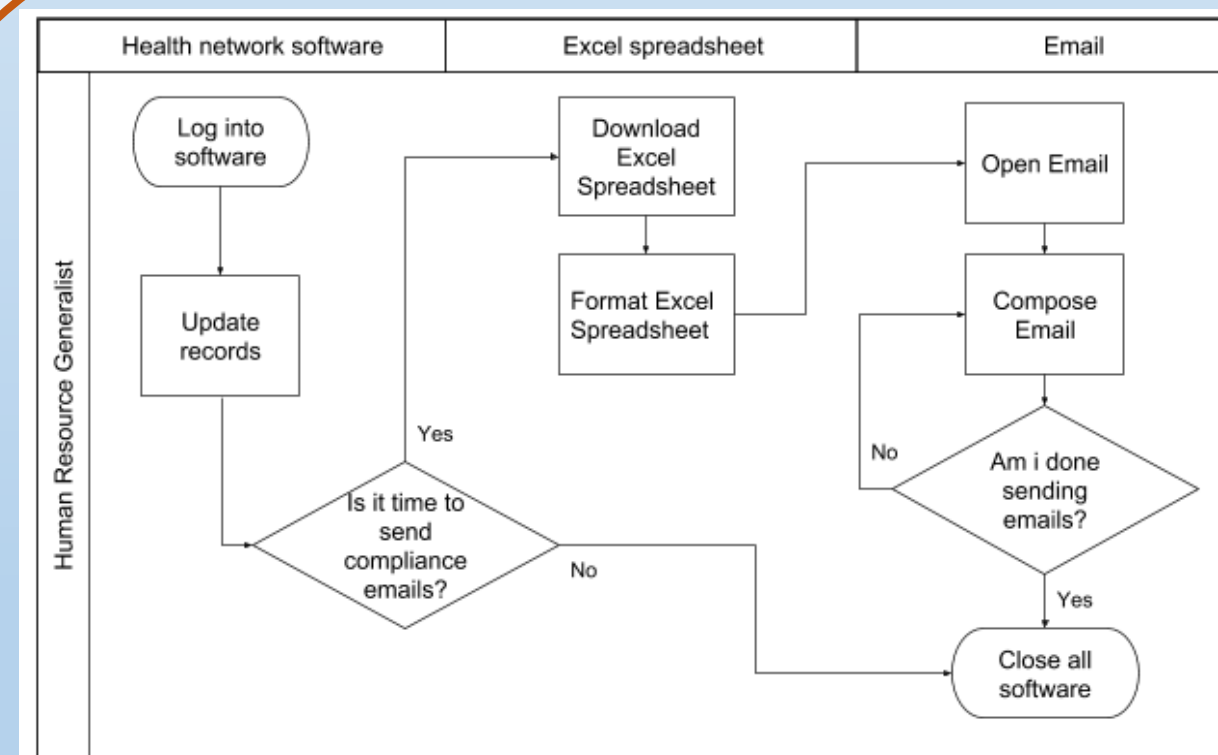
Improve –

Substantial gains realized after database automation was implemented and preliminary operating procedures were introduced



Control – Use of training and guides to ensure proper use of new database automation. Implementation of SOP with continuous improvement as new areas are explored.

RESULTS



Process of how HRGs complete compliance emails

Improved compliance email path

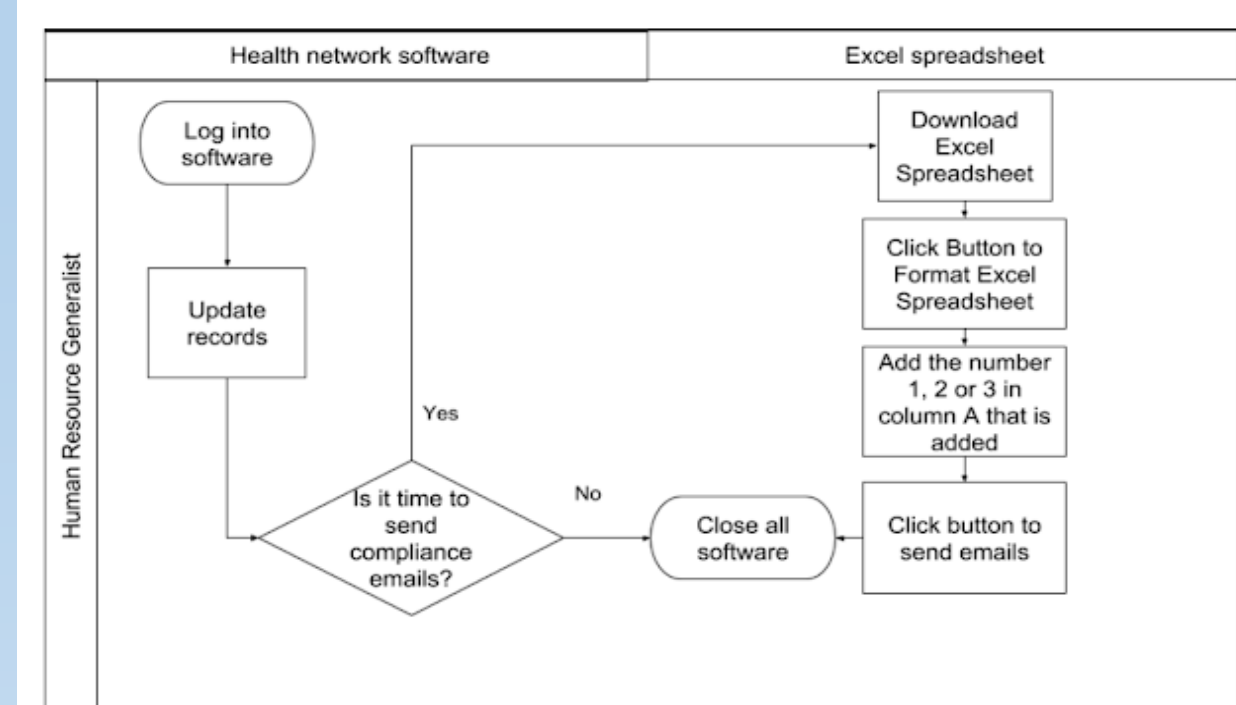
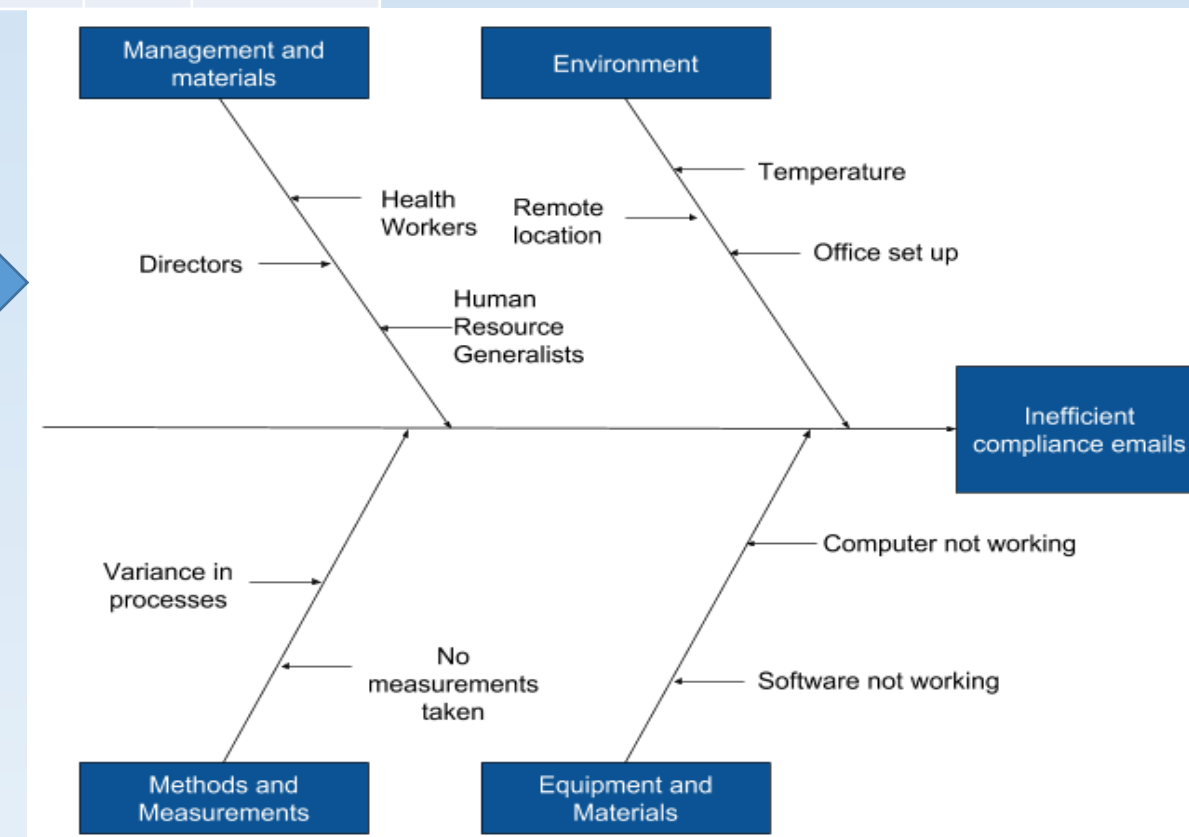


Table 3*- Time Study data Analyzed

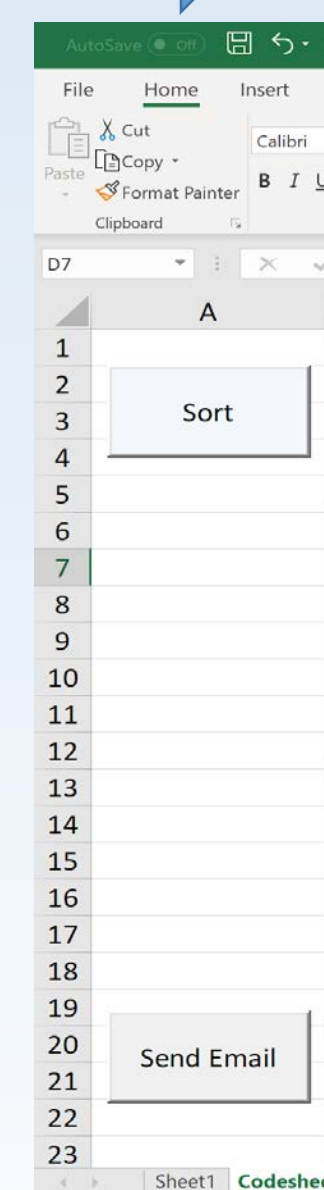
| HRG | Sorting Totals (mins) | Emailing Times (mins) | Emails Sent | Total Time per Email (efficiency) | New Sorting (mins) | New Times (mins) | New Sent | Total Time per Email (efficiency) |
|---------|-----------------------|-----------------------|-------------|-----------------------------------|--------------------|------------------|----------|-----------------------------------|
| 1 | 49.85 | 76.80 | 33 | 3.84 | 10.20 | 38.24 | 41 | 1.18 |
| 2 | 37.85 | 19.20 | 11 | 5.19 | 5.38 | 8.00 | 23 | 0.58 |
| 3 | 72.65 | 72.00 | 159 | 0.91 | 12.53 | 32.12 | 147 | 0.30 |
| 4 | 25.00 | 117.00 | 20 | 7.10 | 4.21 | 45.13 | 26 | 1.90 |
| 5 | 24.10 | 86.50 | 30 | 3.69 | 6.08 | 37.45 | 44 | 0.99 |
| Total | 209.45 | 371.50 | 253 | | 38.40 | 160.94 | 281 | |
| Average | 41.89 | 74.30 | 50.6 | 4.14 | 7.68 | 32.188 | 56.2 | 0.99 |
| Dev | 20.17 | 35.42 | 61.22 | 2.27 | 3.53 | 14.29 | 51.57 | 0.61 |

Time Study data Analyzed

Fishbone Diagram assessing inefficient compliance emails



Command buttons used to format spreadsheet and send emails



CONCLUSION

For immediate results for data base maintenance use the coded excel spreadsheet. For long term growth other options, such as new platform, must be reviewed. To realize more time and financial savings the new SOP must be implemented and continuously improved

ACKNOWLEDGEMENT

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 IE 4308 - QUALITY SYSTEMS
 IE 4340 - ENGINEERING PROJECT MANAGEMENT

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