



Case Study - A Hospital Solution

The WorkScript Process Wizard is process improvement and on-the-job support software that empowers anyone in your organisation to perform any process as accurately and efficiently as the expert - without the expert being there. The WorkScript Process Wizard helps ensure that your hospital's key procedures are performed on time, in compliance with regulatory and quality standards, and fully supported by detailed audit trails and management reports.

Typical Medical Environment Procedures for the WorkScript Process Wizard

Clinical Risk Management, including:

- ♦ Sentinel Events
- ♦ Staff or Patient Incidents (Blood/Body Fluid Exposure, OH&S Incidents, etc.)
- ♦ Limited Adverse Occurrence Screenings
- ♦ Adverse Events

ACHS Procedures, including:

- ♦ Continuum of care (*Assessment, Care Plans, Transfer, Discharge, etc.*)
- ♦ Leadership and Management (*Governance, Risk Management, Quality Improvement, etc.*)
- ♦ Human Resource Management (*Recruitment, Appointment, Assessment, OH&S, Workplace Relations*)
- ♦ Information Management (*Technical Support, Reporting*)
- ♦ Safe Practice and Environment (*Risk Management, Infection Control, Emergency, Security*)
- ♦ Improving Performance (*Analysis and response to Process Metrics, Outcome Metrics*)

Financial Procedures, including:

- ♦ Variance Reporting
- ♦ Management Accounts
- ♦ Cash Management
- ♦ Credit Control/Accounts Receivable
- ♦ Taxation
- ♦ Payroll Administration
- ♦ Invoicing
- ♦ Payments/Accounts Payable/Purchase Ledger

Financial Planning and Control Procedures, including:

- ♦ Business Planning
- ♦ Forecasting
- ♦ Reporting
- ♦ Expenses

Operations, including:

- ♦ Grant Applications
- ♦ Project Management

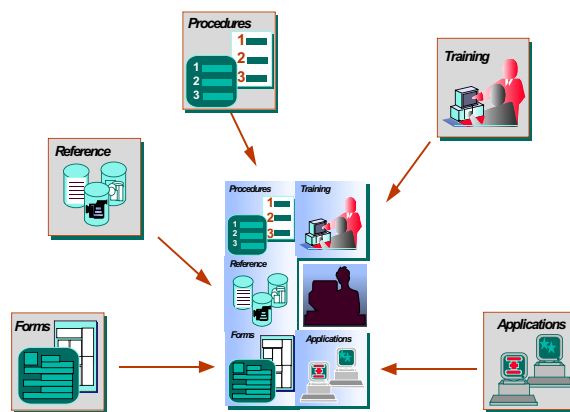


System Description

The WorkScript Process Wizard is a process improvement, on-the-job support and performance management system. Use the Wizard to create a visual representation of a process, and then generate interactive Process Action Pages for your company's Intranet or website.

Staff can then use the Process Action Pages to perform their work tasks. The Wizard is most suitable for knowledge workers, that is people regularly required to solve problems; people who spend the bulk of their time engaged in reasoning activities such as collecting data, weighing evidence, recognising patterns, drawing inferences and making deductions. They often use multiple systems to solve a given problem or coordinate multiple tasks.

The Wizard's Process Action Pages support these people in completing any business process or transaction by providing guidance on the steps to be performed; the IT tools (including Microsoft products, SAP, Oracle, etc.) to be used, and embeds knowledge resources (policies, procedures, hints and other business rules) for each step within a process. This ensures that each transaction is processed by performing agreed steps using nominated tools. It also reduces the amount of rework due to errors and increases compliance with approved processes.



Benefits

The WorkScript Process Wizard typically demonstrates the following performance improvement metrics:

- ♦ Reduction in classroom or face-to-face training (80%)
- ♦ Reduced work inaccuracies (90%)
- ♦ Improved process compliance (80%)
- ♦ Accelerated performance at all levels (22%)
- ♦ Increase in deployment rate of new products, services, policies and processes (30%)
- ♦ Significantly reduced cost and time in the deployment of new or altered processes (80%).
- ♦ Broader span of management control through visibility of process metrics.

The WorkScript Process Wizard supports a range of functions, including:

- ♦ Process design and development.
- ♦ Defining task (process) turn-around response times, conditions and alerts to ensure tasks are completed within set time frames.
- ♦ Workflow and transaction/case management.
- ♦ Queuing and workflow management.
- ♦ Calendaring of future tasks that are automatically triggered when due.
- ♦ Audit trails including individual transactions.
- ♦ Current status of cases.
- ♦ Delegation of cases.
- ♦ Reports on individual usage, workloads and performance.
- ♦ Case statistics, summaries and details.

This functionality forms the basis for process improvement and management, and Process Owners/Managers can produce six-sigma reports to assist them in analysing and re-engineering ineffective processes.

System Configuration

The core software suite consists of the WorkScript Process Wizard server, the web browser (for Process Action Pages) and the Process Map Designer (PMD) for designing, modifying and managing processes.

Wordware's Experience in Healthcare

Wordware's experience in the health industry commenced in 1996, when we completed a Knowledge Management strategy for a major Renal Unit.

One of the first outcomes from this strategy was the development of a Transplant Database, followed by a structured documentation infrastructure.

Since that time, our involvement in the Health industry has included a range of KM and documentation strategies, with related documentation and training materials to support specific clinical and administrative outcomes.

In 2001, Wordware worked with a major maternity hospital to implement their clinical risk management practices within the WorkScript Process Wizard.

This involved mapping and refining existing processes for Compliments and Complaints management, and Incident, Adverse Event and Sentinel Event management.

The resulting Process Action Pages included all resources required to complete each process, from statutory reporting paperwork to RCA and Risk Reduction Action Plans and insurance and legal notifications.

In 2002, we worked with another major public hospital to implement interactive Process Action Pages to support their Innovations and Grants processes, beginning with suggestions/ideas management, grant identification, submission writing and tracking, through to project management.

Prove the value of the WorkScript Process Wizard to your organisation by conducting a proof-of-concept with the Wizard in a critical or complex area of your business. A proof-of-concept is inexpensive, and may be one of the most important decisions you make about the future of your business.

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