Current State Process Map | UNI Case Study

Social Worker (SW)

Start → Receives request from referring SW → Requests clinical to be faxed → Inclined to admit? → (Yes) Enters case into Transfer Center → Medicaid, Medicare, or Detox? → (No) In network? → (No) Inform referring SW that patient cannot be admitted → Close case in Transfer Center → End

- Inclined to admit? → (No) → Inform referring SW that patient cannot be admitted
- Medicaid, Medicare, or Detox? → (Yes) Requests benefits check
- In network? → (Yes) Can we accommodate now? → (Yes) Notify of acceptance and complete bed request → (No) Inform referring SW will call back when bed is available → Notify of acceptance and complete bed request

SW prioritizes walk-ins over transfers

Faxes sit idle for long periods of time

Admission decisions fell into a black hole

Benefits check requested but not communicated

Transfer Center fields were filled out inconsistently

Psychiatric Admission and Billing Specialists (PABS)

Completes benefits check → Enters information into Transfer Center

Benefits check results were entered but not communicated