

# Improving Process Flows In Credentialing Services

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# Improving Process Flows In Credentialing Services

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## BACKGROUND / INTRODUCTION

- Board of Trustees identifies specific areas of clinical need and creates a slot for each that will be filled by Medical or Allied Health staff.
- A slot is the record that Credentialing Services uses in the Slots database to track all related aspects of the Provider-Facility Relationship.
- The Slots database previously in use was designed when only one hospital facility existed and did not lend itself to the integration of additional hospital facilities.
- A new, modular structure is needed for tracking and logging the relationships that exist between the Provider and the Facilities served.

## METHODS

- Using the relationship structure depicted in Figure 1, a new database was created. All captured data is stored in these 5 categorized tables to keep the data organized, even on the back end, for easy reporting.
- Frequent meetings with my mentor identified areas of improvement for the new organizational structure such that all data could be easily accessed in a logical manor.
- Dropdown menus were implemented on forms to allow for uniformity in data entry of categorical items.

## OUTCOMES

- Each slot is now identified by a two part number: the Provider ID – Facility ID
  - These values are assigned at the records creation and allow for precise identification of the Provider and each slot's relationship with a hospital facility. (Figure 2)
- The most commonly referenced reports were modeled after the old reports for familiarity, utilizing the new organizational structure for efficiency of use.

Table Relationships

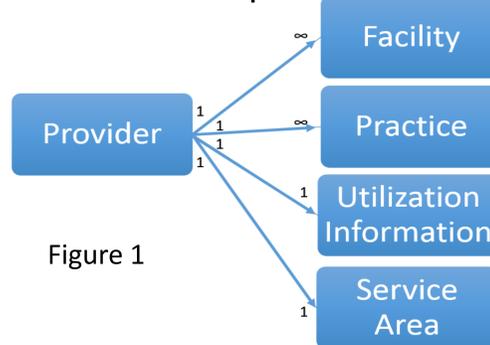


Figure 1

Figure 2

Slot Number Example

Previous: R12-6792

New: 7268 - 9234

## RESULTS

- The universal data entry form that was created will reduce navigation time / complexity by allowing one familiar screen to facilitate the addition of new records and editing of existing records. (Figure 3)
- Normalization of data entry allowed for more accurate sorting of imported data which allowed for more accurate reporting.
- Slots from the previous database were imported into a historical section allowing for reference as necessary.

## CONCLUSIONS

- The modularized approach of the new database allows for easy expansion as well as user-friendly organization of the data in both reports and forms.
- The database has not officially launched yet so no usage results are available at this time. Official launch is anticipated in the next month. However, feedback from developmental meetings indicates that the new database will be well received.

References:

1. MacDonald, M. (2010). Access 2010 The missing manual: The book that should have been in the box. Sebastopol: O'Reilly Media Inc.
2. Microsoft. (2016, July 11). *Microsoft Office Support*. Retrieved from support.office.com: <https://support.office.com>

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