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AD-A043 222  ARMY TRIMIS AGENCY WASHINGTON D C
PROCESS CONDITION-ACTION DIAGRAM FLOWCHARTS. HOSPITAL LOGISTICS--ETC(U)
NOV 76 L DUPUY, W MOON, M HILE, L INGHAM
TRIMIS-ARMY-TR-1-10

F/G 6/5
HOSPITAL LOGISTICS

PROCESS
CONDITION ACTION DIAGRAM
FLOWCHARTS

US ARMY TRIMIS AGENCY
WALTER REED ARMY MEDICAL CENTER
WASHINGTON, DC 20012

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"The views of the authors do not purport to reflect the position of the Department of the Army or the Department of Defense."
The purpose the TRIMIS Hospital Logistics Systems (HLS) condition-action flowcharts is to provide in graphic form the processes that must be understood in developing computerized logistics information flow for the intra-hospital environment. Only those processes which lead to or react with the initial operating capability of the TRIMIS HLS are depicted. They serve as a vehicle of communication between the functional user and the system analyst. They also serve as an aid in identifying sub-activities which can be routinized and
Block #20:

The logistics subsystem of TRIMIS has as its ultimate objective the development and implementation of the ADP support that will enhance the operations of Logistics Service Management as described in applicable Medical Logistics Policies and Procedures. As such it will be a part of the support of all functions involving materiel within the health care facility and all satellite health care activities, including coordination of service equipment maintenance, custody of property, and maintenance of a clean environment.
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ACKNOWLEDGEMENTS

These charts were developed by the Logistics Team of the US Army Tri-Service Medical Information System (TRIMIS) Agency with input and review having been provided by personnel of the Logistics Division of Walter Reed Army Medical Center. During and after their development, the charts were reviewed by TRIMIS physicians, nurses, systems analysts, and other functional specialists. The principal TRIMIS personnel involved in this effort were: LTC Lloyd C. Dupuy, Mr. Mickey Hile, Miss Julia Ingham and CPT William Moon. Questions on the charts can be referred to any of the above individuals by telephoning AC 202-576-3196 (Autovon 291-3196).

PURPOSE

The purpose of the TRIMIS Hospital Logistics Systems (HLS) condition-action flowcharts is to provide in graphic form the processes that must be understood in developing computerized logistics information flow for the intra-hospital environment. Only those processes which lead to or react with the initial operating capability of the TRIMIS HLS are depicted. They serve as a vehicle of communication between the functional user and the systems analyst. They also serve as an aid in identifying sub-activities which can be routinized and thus which easily lend themselves to computerized information flow.

BACKGROUND

There is a wide diversity of magnitude and complexity in intra-hospital logistics operations throughout the Military Medical Departments. Even within medical treatment facilities of similar size and activity, there can exist differences in the way in which logistics operates, although identical functions are performed. For example, the utilization of logistics technicians, nurse servers, a cart exchange system, or a central equipment pool may exist at only selected facilities, but every logistics activity is involved in supplying wards and clinics with needed materiel. Further, the manner in which each of these concepts is implemented may differ at each facility. The flow charts presented here are a description of one way of implementing the concepts to be used in the new Walter Reed facility. They represent manual activities required to be performed if optimum information flow is to be maintained and include the
manual application of the envisioned ADP support. They also assist in identifying the impacts that changes to one part of the system may have on other parts of the system. In addition, they assist in the estimation of the manpower resources saved as a result of implementing an ADP support system. As such, they contribute input for economic analysis. Their applicability to facilities of smaller size or more limited scope of operations is undetermined at this time. However they should as a minimum serve as a baseline which can be tailored to meet specific needs. Some of the activities described in these charts have been implemented at the Walter Reed Army Medical Center’s Model Ward and Model Clinic.

LIMITATIONS

Some of the flowcharts presented here must not be construed to fit all situations. In fact, some may fit no situation. Particularly in the Materiel Distribution Service (MDS) area, the amount of clerical activity involved is so cumbersome that much of the information flow will have to be sacrificed if the operation is not supported by ADP. The charts nevertheless serve the purpose of describing to the ADP developer the step by step manual procedures that would be performed in the optimization of information flow. Obviously, the degree of implementation of the methodologies presented here must be carefully balanced with available resources if implementation in a manual mode is contemplated.

With a given that the new Walter Reed is being constructed with built-in mechanized physical distribution systems and nurse servers for each inpatient, and that the concepts of a Materiel Distribution Service, Central Equipment Pool, and Logistics Technicians would be implemented, no attempt was made to chart alternative methodologies of intra-hospital logistical support.

OBJECTIVES

The logistics subsystem of TRIMIS has as its ultimate objective the development and implementation of the ADP support that will enhance the operations of Logistics Service Management as described in AR 40-61, Medical Logistics Policies and Procedures. As such it will be a part of the support of all functions involving materiel within the health care facility and all satellite health care activities, including coordination of service equipment maintenance, custody of property, and maintenance of a clean environment. ADP applications, however, cannot totally replace manual systems. The two must be judiciously merged. Application of complementary ADP and manual systems will accomplish the following objectives stated in AR 40-61:
1. Improve patient care by relieving skilled professional personnel of unrelated duties.

2. Reduce health care facility operating costs and inventories of materiel at all storage locations.

3. Improve materiel support through continuous flow of materiel, automatic computation of requirements, and direct contact between operating personnel of the logistics division and using activities.

4. Centralized management of all materiel flow.

5. Safe and efficient maintenance of service equipment.

6. Improved housekeeping support through collection of waste.

The manual flowcharts are the first step in defining the methodologies that can be implemented to achieve these objectives. They are not collectively exhaustive in that they address only those areas that support the near-term objectives of the ADP system.

OVERVIEW

The flowcharts presented here are divided into three groups. One group describes the activities performed by a logistics technician in support of a health care point. The next group describes the activities which occur at the Materiel Distribution Service, the focal point for all logistics support within the medical treatment facility. The third group describes the activities that occur in the management of the central equipment pool.

Each group of charts is constructed as a closed system. The logistics technician and Materiel Distribution Service groups each contain a control or master chart named General Duties Process. This master chart identifies each process that can be performed within that group's scope of activity, allows the reader to select a process to be performed, and directs him to the detailed chart of the selected process. At the completion of each process the reader is directed back to the master chart for selection of the next process to be performed. Note that in the Logistics Technician's General Duties Process, the flow of activity allows the selection of processes only if there is no need to submit critical orders. If critical orders need to be submitted, the Logistics Technician's Order Process must be performed before selection of another process is allowed.
Two charts, the Cart Delivery and Return Process and the DDAMP/MDS Posting Process, are members of two groups. Two charts, Overview of Materiel Inflow and MDS Document Flow, are members of none of the groups. The former as a basic introduction to the uninitiated reader, the latter serves to clarify the interrelationships of the documents mentioned in the MDS processes.

SUBSYSTEM INTERFACES

The logistics flowcharts interface with the charts of Pharmacy, Food Services, Laboratory, Radiology, Dental, and Wards and Clinics. There are no interfaces with Patient Administration and Patient Appointments/Scheduling.
ACTION

When an action circle is encountered, the specified action, procedure, function, or process is to be performed as noted. An action is performed and never has a truth (true or false) value.

CONDITION

When a condition box is encountered, the specified condition is to be evaluated. If it holds true or succeeds, the following blocks on the diagram are to be executed. If the condition does not hold, then flow along this path of the diagram stops. The flow may, as appropriate, either be permanently blocked or may merely wait at the box pending the successful evaluation of the condition at some later time. A condition always has a truth (true or false) value.

FLOWLINES

Flow proceeds through the diagram along the flowlines. When a flowline splits into multiple lines, all the lines must be followed (perhaps at once). If only one is intended, condition boxes will be used to select the proper line. When flowlines join or reconsolidate into a single line, that line is to be followed regardless of the number of joining lines that were active. Thus there is no waiting at a junction. Control, execution, or interpretation of the diagram is shown by solid flowlines. Data and information, is usually assumed to accompany control, but where necessary for clarity, it is shown, regardless of media, by dashed lines.
NOTE

Clarifying notes, comments, remarks, and other annotation, including references to additional documentation, are enclosed in dashed note boxes and are connected to the annotated structure by dashed lines.

STORAGE

A triangular storage block indicates storage of information or data regardless of the medium of storage. Thus, only dashed data flow lines, not solid control lines, will connect to storage blocks.

DOCUMENT

A document symbol represents information or data, regardless of media (it may or may not physically reside on a document). It is used only for clarity, as information such as that contained in the "document" is assumed to always be present along with the control flow. Like the storage symbol, only dashed data lines may connect to a document symbol.

CONNECTOR

A connector circle specifies that the flow continues on another page. An out-connector contains a number, which is the sheet number at which the flow is continued, and a letter, which specifies which in-connector on that sheet is being referenced. The in-connector contains the matching number-letter code. Adjacent to the connectors is a notation as to the sheet and process to or from which the connectors refer.
PROCESS

A striped process circle indicates a process to be performed. It is analogous to a high-level or meta-action. The process referenced will be diagrammed in its own set of condition-action flowcharts which are included in the same packet of flowcharts for reference. After the process is performed, flow resumes.

TERMINATOR

The oblong terminator symbol indicates that the current process or sub-process is complete. Normally, upon completion of a process, control returns to the process which invoked it, and resumes where it left off in that process.
CONDITION-ACTION EXAMPLES

Perform action A first, then in sequence, perform action B.

If condition P holds true, then perform action A. If P does not hold, do not perform A.

If either condition P holds true, or if condition Q holds true, (or both), then perform action A. If neither holds true, then do not perform A.
If condition P holds true, then perform action A but not action B. If P does not hold, then perform B but not A. In any case, when done perform C.

First perform action C. Then, if condition P holds true, perform action A. If condition Q holds true, perform action B. Note that both P and Q may hold, in which case, both A and B will be performed.
Perform action A utilizing information contained on the document B which was retrieved from the file C.

First perform action A. Then perform process B which is itself flowcharted elsewhere in this set of charts. After B is completed, return to here and perform action C.
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LOGISTICS SUBSYSTEM
SUPPLY CABINET RESTOCK PROCESS
SHEET 5 OF 9  10 NOV 1975
FROM SHEET 1

ORDER SUSPENSE FILE

WANT SLIP

1 COPY OF ORDER FORM

FILE 1 COPY OF ORDER FORM WITH WANT SLIP ATTACHED

RECHECK TIME CRITICALITY OR ITEM

ITEM IS NOT TIME CRITICAL

PLACE ORDER FORM IN OUTGOING ORDER BOX

TO SHEET 2 2C

ITEM IS TIME CRITICAL

PLACE ORDER IN TELELIFT BOX

DETERMINE ORDER'S DESTINATION

CMS

CODE TELELIFT BOX FOR CMS EXIT

DISPATCH TELELIFT BOX

TO SHEET 7

LINEN ROOM

CODE TELELIFT BOX FOR LINEN ROOM EXIT

LOGISTICS SUBSYSTEM
LOG TECH ORDER PROCESS
SHEET 8 OF 8 10 NOV 1975
LOGISTICS SUBSYSTEM
RECEIPT OF ORDERED ITEMS PROCESS
SHEET 2 OF 5 10 NOV 1975
LOGISTICS SUBSYSTEM
RECEIPT OF ORDERED ITEMS PROCESS
SHEET 4 OF 5   10 NOV 1975
FROM SHEET 1
2A
INFORM PATIENT OF DELAY

INFORM PATIENT OF METHOD OF DELIVERY OF REMAINING SUPPLIES

PREPARE WRAMC FORM LETTER

WRAMC FORM LETTER NO. 041

AMP FORM STORAGE

OBTAIN PRESCRIBER'S SIGNATURE

FORWARD COPY TO SERVICE CHIEF FOR SIGNATURE

FILE RECORD COPY

WRAMC FORM LETTER NO. 041

MMRP FILE

WARDS WILL ALWAYS HAVE A DISCHARGE COMMUNICATION WITH A PRESCRIPTION WHERE CLINICS NEVER WILL

RECHECK DISCHARGE COMMUNICATION

PRESRIPTION CAME WITH DISCHARGE COMMUNICATION

TO SHEET 3 3A

PRESRIPTION CAME WITHOUT DISCHARGE COMMUNICATION

TO LOGISTICS SUBSYSTEM LOG TECH GENERAL DUTIES PROCESS SHEET 1

1A

LOGISTICS SUBSYSTEM DISCHARGE PROCESS SHEET 2 OF 4 10 NOV 1975
FROM SHEET 3

CHECK OCH

OCH GREATER THAN ZERO

STATUS CARD

CHECK STATUS

STATUS IS SATISFACTORY

STATUS IS UNSATISFACTORY

DETERMINE IF ITEM IS IN STOCK AT WAREHOUSE

ITEM IS IN STOCK AT WAREHOUSE

ORDER QTY WILL EQUAL A THREE (3) DAY SUPPLY OF ITEM

COMPUTE QTY TO ORDER

2E

TO LOGISTICS SUBSYSTEM LOG TECH ORDER PROCESS SHEET 2

ITEM IS NOT IN STOCK AT WAREHOUSE

ORDER QTY WILL EQUAL A THREE (3) DAY SUPPLY OF ITEM

COMPUTE QTY TO ORDER

5B

TO LOGISTICS SUBSYSTEM LOG TECH ORDER PROCESS SHEET 5

LOGISTICS SUBSYSTEM
DDAMP/MDS POSTING PROCESS
SHEET 4 OF 7  17 DEC 75
FROM LOGISTICS SUBSYSTEM
MDS GENERAL DUTIES PROCESS
SHEET 1

THE CIR IS IN MDS SHELF LOCATIONSED

1A

OBTAIN MDS STOCK LIST & CIR

1B

OBTAIN MATCHING CSL FROM CART

FROM SHEET 2

CIR

FROM SHEET 2

1C

LOCATE ITEM ON CIR

REVIEW FIRST ITEM ON CSL

ITEM NOT CURRENTLY ON CIR

ITEM CURRENTLY ON CIR

ENTER REO QTY FROM CSL AS REQ QTY ON CIR

THE REO QTY FROM CSL WILL ONLY BE ENTERED ON CIR WHEN IT HAS CHANGED FROM PREVIOUS REO QTY

ITEM NOT CURRENTLY ON CIR

ENTER RSN ITEM IDENTIFICATION AND MDS LOCATION FROM MDS STOCK LIST

MAKE INITIAL ENTRY ON CIR

ENTER REQ QTY FROM "INVENTORY QTY" ON CIR

SUBTRACT "INVENTORY QTY FROM REQ QTY"

"REQUIRED QTY" IS GREATER THAN "INVENTORY QTY"

"REQUIRED QTY" EQUALS "INVENTORY QTY"

"REQUIRED QTY" IS LESS THAN "INVENTORY QTY"

ENTER DIFFERENCE AS "QTY TO BE RESTOCKED" ON CIR

ENTER RSN QTY FROM "INVENTORY QTY"

ENTER DIFFERENCE AS "QTY TO BE ADDED" ON CIR

2A TO SHEET 2

LOGISTICS SUBSYSTEM
RESTOCK COMPUTATION PROCESS
SHEET 1 OF 2 30 NOV 1975
FROM LOGISTICS SUBSYSTEM
MDS GENERAL DUTIES PROCESS
SHEET 1

FROM SHEET 3

1A

REMOVE
SUPPLY CART
FROM
RESTOCK QUEUE

1B

FROM SHEET 3

OBTAIN-
MATCHING CART
INVENTORY
RECORD

READ
FIRST
ITEM
ON
CIR

1C

OBTAIN
MDS
SHELF
LOCATION
OF ITEM

MOVE
CART TO
MDS SHELF
LOCATION

CIR
FILE

Determine if QTY
SHOULD BE
ADDED OR REMOVED

QTY SHOULD BE
REMOVED

PLACE
NECESSARY
QTY AT
INDICATED
LOCATION

3A

TO SHEET 3

QTY SHOULD BE
ADDED

2A

TO SHEET 2

ENTIRE QTY IS
AVAILABLE

Determine if QTY
TO BE ADDED
IS AVAILABLE
ON SHELF

2B

TO SHEET 2

PARTIAL QTY IS
AVAILABLE

2C

TO SHEET 2

NONE
AVAILABLE

LOGISTICS SUBSYSTEM
CART RESTOCK PROCESS
SHEET 1 OF 3 17 DEC 1975
FROM SHEET 2

2A

REMOVE ENTIRE
REQUIRED
QTY
FROM SHELF

CHECK
CIR FOR
CART LOCATION
OF ITEM

CART LOCATION
IS BLANK

CART LOCATION
IS NOT BLANK

DETERMINE IF ITEM
FITS AT DESIGNATED
LOCATION

ITEM DOES NOT FIT

ITEM FITS

PLACE ITEM
AT DESIGNATED
LOCATION

TO SHEET 3

TO SHEET 3

FROM SHEET 2

2B

CIRCLE
QTY ON CART
INVENTORY
RECORD

ENTER
AVAIL QTY
NEXT TO CIRC QTY

REMOVE
AVAIL QTY
FROM SHELF

2C

CIRCLE
QTY ON CART
INVENTORY
RECORD

ENTER
ZERO NEXT TO CIRC QTY

LOGISTICS SUBSYSTEM
CART RESTOCK PROCESS
SHEET 2 OF 3  17 DEC 1975
LOGISTICS SUBSYSTEM
MDS RESPONSE TO ORDERS PROCESS
SHEET 4 OF 4  17 DEC 1975
FROM LOGISTIC SUBSYSTEM
MDS GENERAL DUTIES PROCESS, SHEET 1,
SHEET 1 (THIS PROCESS)

1A

RETRIEVE ISSUE DOCUMENT FROM HOLDING FILE

CUSTOMER ACCOUNT FILE

CUSTOMER ACCOUNT RECORD (CAR)

FIND CORRESPONDING CUSTOMER ACCOUNT RECORD

POST ISSUES TO CAR

FILE CAR

ORDER FORMS (FILLED)

DELAYED DELIVERY FORMS (FILLED)

FILE ISSUE DOCUMENT

CHECK IF LAST ISSUE DOCUMENT

LAST ISSUE DOCUMENT

NOT LAST ISSUE DOCUMENT

CHECK CALENDAR

TO LOGISTICS SUBSYSTEM
MDS GENERAL DUTIES PROCESS
SHEET 1

1A

NOT LAST DAY OF MONTH

LAST DAY OF MONTH

TO SHEET 1

2A

NOT LAST ISSUE DOCUMENT

CUSTOMER ACCOUNT RECORD (CAR)

CUSTOMER ACCOUNT FILE

CIR FILE

CART INVENTORY RECORD (CIR)

FILE ISSUE DOCUMENT

CHECK IF LAST ISSUE DOCUMENT

LAST ISSUE DOCUMENT

NOT LAST ISSUE DOCUMENT

CHECK CALENDAR

TO LOGISTICS SUBSYSTEM
MDS GENERAL DUTIES PROCESS
SHEET 1

1A

NOT LAST DAY OF MONTH

LAST DAY OF MONTH

TO SHEET 2

LOGISTICS SUBSYSTEM
CUSTOMER ACCOUNTING PROCESS
SHEET 1 OF 2 24 DEC 1975
FROM SHEET 2

3A

DETERMINE IF CART STOCK LIST REQUIRES REMAKE

LIST DOES NOT REQUIRE REMAKE

MAKE NEW CART STOCK LIST

FILE OLD CART STOCK LIST

ATTACH CART STOCK LIST TO CART

MOVE CART TO NEXT POINT IN QUEUE

FILE CART INVENTORY RECORD

CHECK FOR LAST CART

NOT LAST CART

LAST CART

1A

TO LOGISTICS SUBSYSTEM MDS GENERAL DUTIES PROCESS SHEET 1

LOGISTICS SUBSYSTEM CART LIST PREPARATION PROCESS SHEET 3 OF 3 17 DEC 1975
FROM SHEET 2

3A

RVF

EPM LOCATES SPECIFICALLY REQUESTED ITEM IN RVF

DETERMINE IF REQUESTED ITEM HAS BEEN PREVIOUSLY RESERVED

CHECK RVF FOR ANY AVAILABLE LIKE ITEM TIME-SLOT CORRESPONDING TO REQUESTED TIME SLO

ITEM HAS BEEN PREVIOUSLY RESERVED

ITEM HAS NOT BEEN PREVIOUSLY RESERVED (ITEM IS AVAILABLE)

1B

TO SHEET 1

CORRESPONDENCE CAN BE FOUND (LIKE ITEM IS AVAILABLE AT REQUESTED TIME)

CORRESPONDENCE CANNOT BE FOUND (LIKE ITEM IS NOT AVAILABLE AT REQUESTED TIME)

THE AVAILABLE LIKE ITEM REPLACES THE PREVIOUSLY RESERVED ITEM WHICH IS THE ITEM REQUESTED BY MAINTENANCE

ADJUST RVF TO REFLECT REPLACEMENT

RESERVE REQUESTED ITEM FOR MAINTENANCE

RESERVE FIRST AVAILABLE TIME SLO TO MAINTENANCE

RVF

RECORD RESERVATION IN RVF

1A

TO SHEET 1

LOGISTICS SUBSYSTEM
EQUIPMENT POOL ACTIVITIES PROCESS
SHEET 3 OF 7  11 FEB 76
FROM SHEET 1

ITEM HAS MAINTENANCE STICKER
- FORM STORAGE FILE
- HAND RECEIPT

ITEM HAS NO MAINTENANCE STICKER
- PREPARE MAINTENANCE REQUEST FOR ITEM
- MAINTENANCE REQUEST
- FORM STORAGE FILE

HAND RECEIPT CONTAINS ALL IDENTIFYING INFORMATION PLUS ITS RESERVE LOCATION
- HAND RECEIPT FILE

HAND RECEIPT IN HAND RECEIPT FILE
- FILL OUT HAND RECEIPT FOR ITEM

FILE HAND RECEIPT IN HAND RECEIPT FILE
- PLACE ITEM IN RESERVE LOCATION
- ANNOTATE RVF TO INDICATE THAT THE ITEM IS NOW AVAILABLE

ANNO</textarea>
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