Step 4.2 – Identify All Factors

Flowcharting Examples

These flowchart examples depict current and future therapy appointment scheduling processes using the case study. Refer to Case Study 1.2. For instructions on how to flowchart, refer to 4.1 Flowcharting Instructions.


Resident is admitted to the TCU

Therapy ordered?

- Yes
  - Therapist assesses resident within 24 hours of admission
  - Therapist writes orders indicating therapy and duration
  - Therapy assistant creates resident’s therapy schedule based on open appointments
  - Therapy assistant drops off updated therapy schedule at the TCU at 5:00 each evening
  - HUC posts the therapy schedule at the nurse’s station
  - Nurse communicates the therapy schedule to the team during report

- No
  - Resident is referred to restorative nursing program
  - Therapist sends order to physician

Refer to Case Study 1.2.

1. Resident is admitted to the TCU
2. Yes
   - Therapist assesses resident within 24 hours of admission
   - Therapist writes orders indicating therapy and duration
   - Therapy assistant creates resident therapy schedule based on resident preferences
   - Therapy assistant uploads therapy schedule to EHR by 6 PM each day
   - HUC makes copies of the therapy schedule prior to AM and PM shift each day and attaches the therapy schedules to the NAR assignment sheets
   - Therapy informs NAR as soon as the appointment time is changed
   - Is therapy appointment changed?
     - Yes
       - No further action required
     - No
       - No further action required
3. No
   - Resident is referred to restorative nursing program

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