

INTRODUCTION

Administrative documentation plays an important role in maintaining accurate records for residents and staff. At Bridgewell, documents such as Residential Financial Management System (RFMS) reports, Daily Notes, and insurance verification records must be faxed, scanned, and uploaded into internal systems. RFMS reports track important financial and service-related information for residents, helping ensure proper documentation and compliance. These processes help ensure that information is organized, accessible, and up to date for staff who provide care and support services.



INTERNSHIP PROJECT OBJECTIVE

The objective of this project was to assess and improve the efficiency of processing and verification of insurance documents.

RELATED LITERATURE

Efficient documentation systems are essential in healthcare to ensure accurate communication and continuity of care. Barriers to electronic medical record systems include workflow disruption, time constraints, and resistance to change, which can reduce efficiency (Boonstra & Broekhuis, 2010).

Electronic health record systems can improve organization, accessibility, and accuracy of documentation, although challenges such as system complexity and training needs may impact workflow efficiency (Kruse et al., 2016).

Improving document management processes can reduce delays and errors while increasing overall efficiency in healthcare settings (Jaafar et al., 2024).

MATERIALS & METHODS

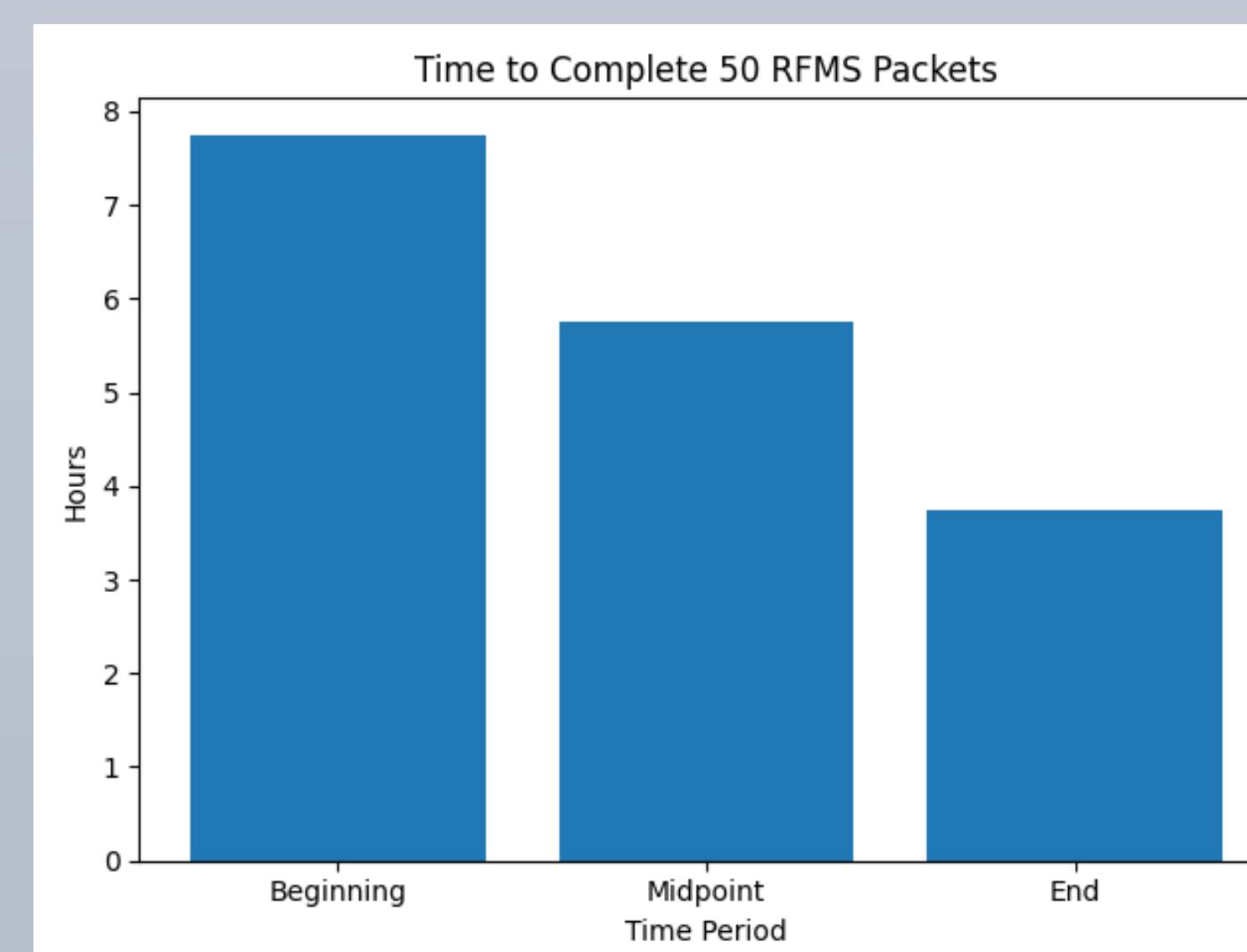
- Observed daily administrative workflows related to document processing
- Faxed, scanned, and uploaded RFMS reports and Daily Notes
- Verified insurance information using MassHealth and internal systems
- Uploaded and organized documents in eHana under correct individuals
- Tracked number of documents processed and insurance verifications completed
- Recorded time required to complete tasks using an Excel spreadsheet
- Analyzed workflow patterns to identify delays and inefficiencies

RESULTS

Over the course of the internship, workflow efficiency improved as experience with administrative tasks increased. At the beginning of the internship, completing a batch of approximately 50 RFMS packets required about 2 workdays (Monday and Wednesday, approximately 7.75 hours total). As familiarity with the workflow increased, the time required decreased to approximately 1.5 workdays (5–6 hours) and eventually to 1 workday (approximately 3.75–4 hours). This represents an estimated 45–50% reduction in processing time. To ensure consistency and improve accuracy, time-based data were calculated using only Monday and Wednesday work sessions.

A similar improvement was observed with Daily Notes, as document batches were completed more efficiently over time. In addition, accuracy improved, with fewer errors in document naming and uploading. This improvement was confirmed through supervisor review, as completed documents were checked and verified.

*Processing time decreased by approximately 50% over the internship period.



CONCLUSIONS

This project demonstrates that improving documentation workflows can enhance efficiency, accuracy, and organization within healthcare administrative processes. The use of tracking tools, such as Excel, supports better monitoring and accountability.

Reducing delays and addressing workflow issues can improve staff productivity and ensure accurate information is available when needed, ultimately supporting better service delivery and quality of care.

Future efforts should focus on continuing to streamline processes and further improving documentation efficiency.

REFERENCES

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