**Current State Process Map | UNI Case Study**

**Social Worker (SW)**

1. **Start**
   - Receives request from referring SW
   - Requests clinical to be faxed
   - Enters case into Transfer Center
   - Medial, Medicare, or Detox?
     - Yes
     - Completes benefits check
     - Requests benefits check
     - Inform referring SW that patient cannot be admitted
     - Close case in Transfer Center
     - Transfer Center fields were filled out inconsistently
   - Inclined to admit?
     - Yes
     - Can we accommodate now?
       - Yes
       - Inform referring SW will call back when bed is available
       - Notify of acceptance and complete bed request
     - No
       - Close case in Transfer Center
   - In network?
     - Yes
     - Can we accommodate now?
       - Yes
       - Inform referring SW will call back when bed is available
       - Notify of acceptance and complete bed request
     - No
       - Close case in Transfer Center
     - No
       - Close case in Transfer Center
   - Requests benefits check
     - Benefits check requested but not communicated
   - Benefits check results were entered but not communicated

2. **Psychiatric Admission and Billing Specialists (PABS)**

- Receives request from referring SW
- SW prioritizes walk-ins over transfers
- Faxes sit idle for long periods of time
- Benefits check results were entered but not communicated
- Admission decisions fell into a black hole
- Benefits check requested but not communicated
- Inclined to admit?
- Benefits check results were entered but not communicated
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