

## APPENDIX A

## HND staff-validated tabular process maps and time estimates of each activity

Process	Activity	Resource	Duration
Physician Telephone consultation	Pre-consult preparation	Physician	5.0
	Re-booked call prep	Physician	4.2
	Call-back	Physician	0.3
	Telephone consultation	Physician	7.0
	Post-consult chart update	Physician	10.0
Team Conference	Pre-conference preparation	Physician	15.0
	Pre-conference preparation	RN	1.0
	Team Conference	Physician	21.0
	Team Conference	RN	14.0
	Team Conference	USK	7.0
	Post-conference chart update	Physician	15.0
Nurse telephone consultation	Pre-consult preparation	RN	5.0
	Re-booked call prep	RN	4.2
	Call-back	RN	0.3
	Telephone consultation	RN	7.0
	Request support from physician	RN	2.0
	Request support from physician	Physician	1.5
	Second Telephone consultation	RN	0.3
	Post-consult chart update	RN	7.0
Team Visit	Booking the visit	USK	5.0
	Daily patient planning discussion	RN	25.0
	Daily patient planning discussion	USK	15.0
	Daily patient planning discussion	Physician	12.0
	Arrange patient transport	USK	15.0
	Data entry into registers	RN	7.5
	Vitals	RN	7.5
	Patient Waits	Patient	10.0
	Discussion to plan visit	RN	3.0
	Discussion to plan visit	Physician	3.0
	Pre-consult preparation	RN	7.0
	Pre-consult preparation	Physician	9.0
	Physician & Nurse consultation	RN	45.0
	Physician & Nurse consultation	Physician	45.0
	Post-consultation discussion	RN	1.5
	Post-consultation discussion	Physician	1.5
	Post-consult chart update	RN	7.0
	Post-consult chart update	Physician	10.0
	Booking of ordered tests	USK	10.0
	Enter ordered prescriptions	USK	10.0
	Follow-up Scheduling	USK	12.5
New Visit	Booking the visit	USK	5.0
	Daily patient planning discussion	RN	25.0
	Daily patient planning discussion	USK	15.0
	Daily patient planning discussion	Physician	12.0

Process	Activity	Resource	Duration
	Arrange patient transport	USK	15.0
	Data entry into registers	RN	7.5
	Vitals	RN	7.5
	Patient Waits	Patient	10.0
	Pre-consult preparation	RN	7.0
	Pre-consult preparation	Physician	9.0
	Nurse Consultation	RN	45.0
	Physician Consultation	Physician	39.0
	Post-consult chart update	RN	10.0
	Post-consult chart update	Physician	10.0
	Booking of ordered tests	USK	10.0
	Enter ordered prescriptions	USK	10.0
	Follow-up Scheduling	RN	5.0
	Booking the visit	USK	5.0
Physician Visit	Daily patient planning discussion	RN	25.0
	Daily patient planning discussion	USK	15.0
	Daily patient planning discussion	Physician	12.0
	Arrange patient transport	USK	15.0
	Data entry into registers	RN	7.5
	Vitals	USK	15.0
	Patient Waits	Patient	10.0
	Pre-consult preparation	Physician	5.0
	Physician Consultation	Physician	39.0
	Post-consult chart update	Physician	10.0
	Booking of ordered tests	USK	10.0
	Enter ordered prescriptions	USK	10.0
	Follow-up Scheduling	USK	12.5
	Booking the visit	USK	5.0
	Daily patient planning discussion	RN	25.0
Nurse Visit	Daily patient planning discussion	USK	15.0
	Daily patient planning discussion	Physician	12.0
	Arrange patient transport	USK	15.0
	Vitals	RN	7.5
	Patient Waits	Patient	10.0
	Pre-consult preparation	RN	7.0
	Nurse Consultation	RN	45.0
	Post-consult chart update	RN	10.0
	Follow-up Scheduling	RN	5.0