

Process Definition Document

RPA - PFS Productivity Scorecards

TABLE OF CONTENTS

I.	INTRODUCTION	4
1.1	Purpose.....	4
1.2	Objectives.....	4
1.3	Key Contacts.....	4
1.4	Minimum Pre-requisites for the Automation.....	4
II.	AS IS Process description.....	5
2.1	Process Overview.....	5
2.2	AS IS Process Map.....	7
2.2.1	High Level Process Map	7
2.3	Process Statistics	7
2.4	Detailed As Is Process Actions	8
2.5	Input Data Description	57
III.	TO BE Process description.....	59
3.1.	Parallel Initiatives.....	59
3.2.	In Scope For RPA.....	59
3.3.	Out Of Scope for RPA	60
3.3.1.	Known Business Exceptions	60
3.4.2	Unknown Business Exceptions	60
3.4.	Applications Errors & Exceptions Handling.....	60
3.4.1.	Known Applications Errors and Exceptions	61
3.4.2.	Unknown Applications Errors and Exceptions.....	61
3.5.	Reporting.....	61

I. INTRODUCTION

1.1 Purpose

The Process Definition Document outlines the business process chosen for automation. The document describes the sequence of actions performed as part of the business process, the conditions and rules of the process prior to automation (**AS IS**) as well as the new sequence of actions that the process will follow because of preparation for automation (**TO BE**).

The PDD is a communication document between:

- The RPA Business Analyst and the SME/Process Owner. The goal is to ensure that the RPA Business Analyst has the correct understanding of the process and has represented it accurately.
- The RPA Business Analyst and the Development team (represented by the Solution Architect and RPA Development Lead). The goal is to ensure that the process is documented appropriately and to a sufficient level of detail so that the Solution Architect can then create the solution based on the PDD content.

1.2 Objectives

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

- Reduce work by supervisors creating productivity score cards for individual reps; currently 6 hours/week * 9 supervisors.
- Create reporting consistency across supervisors by reducing human error and therefore all staff will be held to the same standards.

1.3 Key Contacts

Role	Name
Project Director	Adrienne Leistner
Sponsor	Victoria Holland
Business Analyst	Chandi Rae Soros
RPA Developer	Kisten Rising

1.4 Minimum Pre-requisites for the Automation

- a) Process Definition Document complete
- b) Test Data to support development
- c) User/bot access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
- d) Credentials (user ID and password) required to logon to machines and applications
- e) User/bot access to shared drive where documentation lives (\\hemingway)

II. AS IS PROCESS DESCRIPTION

2.1 Process Overview

Item	Description/Answer
Process Full Name	RPA - PFS Productivity Scorecards
Department	PFS
Short Description (operation, activity, outcome)	Reducing time spent by supervisors when reviewing staff productivity and gaps in time worked to create a productivity score card. Automation is estimated to save each supervisor 6 hours of work per week on average.
Role(s) required in applications to perform the process	Kronos login (PFS Supervisor role) to access punch in/out Epic login (PFS Supervisor role) to access HB Time Log
Process schedule and frequency	Report ran weekly across 9 supervisors
Number of times the process is ran by selected frequency	Once per week
Process execution time	14 min. 24 sec. (only captures 2 employees)
Process Restrictions	The robot should be run on Sunday for the week prior. Input field T-6. The QR scoring tab and final PDF export to staff will be finalized by the supervisor.
Peak Period (s)	n/a
Number of persons performing the process	9 supervisors under PFS
Expected Volume increase during next periods	None anticipated
Input data description	Kronos/Epic reports
Output Data description	Individual rep productivity score cards that are currently created manually by supervisors

Applications Used

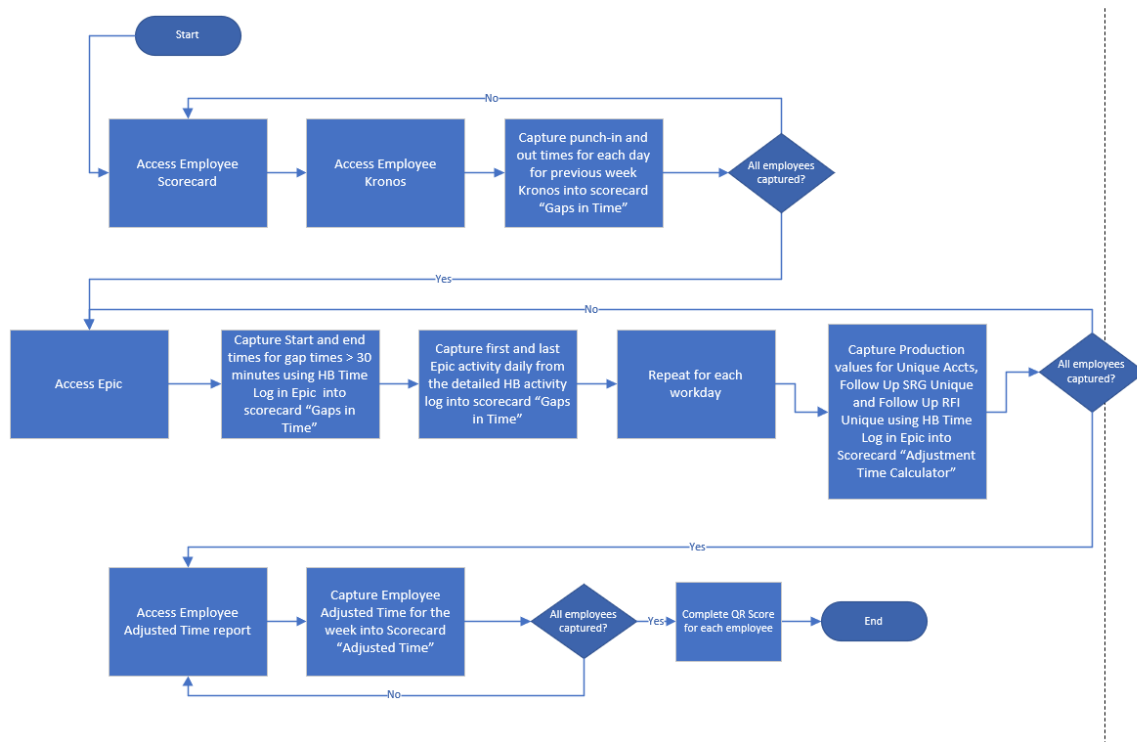
The table includes a comprehensive list of all the applications that are used as part of the process to be automated to perform the given actions in the flow.

Application Name	Version	Application Language	Thin/Thick Client	Environment/ Access method	Comments
Epic	Fall 2023	Unknown	Thin	UWMED BILLING DEPARTMENT 20 - Production	

Kronos	Version 8.1.3				Automation will use exported report
\\Hemingway					Sosa drive
MS Excel					

2.2 AS IS Process Map

2.2.1 High Level Process Map



2.3 Process Statistics

High Level statistics per 2 users (approximately 115 users as of 3/1/2024)

Processes	Windows	Actions	Mouse clicks	Keys pressed	Text entries	Hotkeys used	Time
4	12	400	127	325	77	0	14 min. 24 sec.

Detailed statistics

2 Navigate to RPA Folder

Navigate to pfs_data\$(\\hemingway) (H:) > ADMIN > Victoria Holland > RPA

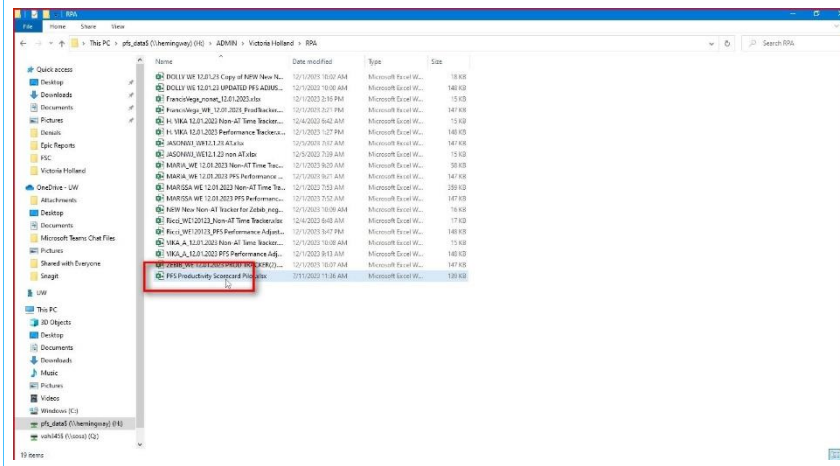
Est. time: 4.2 sec.

2.1

Est. time: 4.2 sec.

Action: Double Click to open PFS Productivity Score Card Pilot

Note for future state:
Need to create central drive



3 PFS Productivity Scorecard Pilot.xlsx - Excel

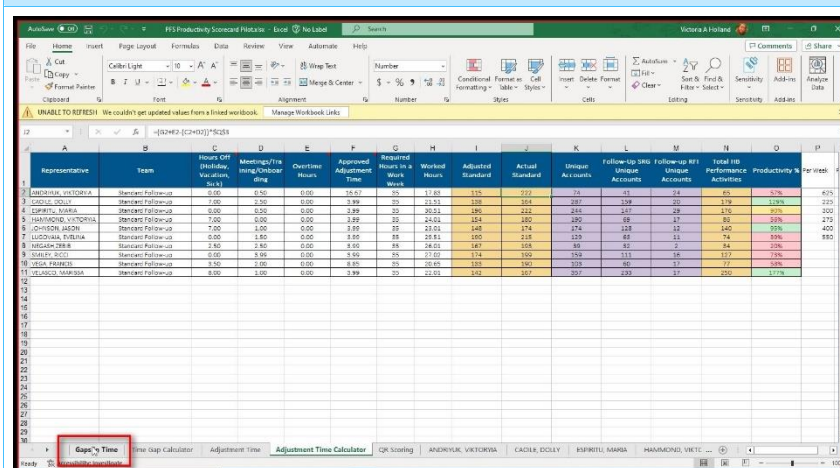
Maximize Excel Sheet

Est. time: 1.8 sec.

3.1

Est. time: 0.6 sec.

Action: Click worksheet for 'Gaps in Time'



4 Open Web Browser/Application

Est. time: 1.7 sec.



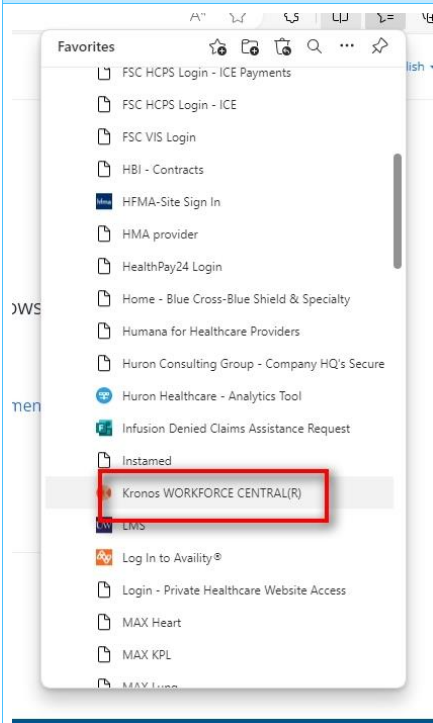
5 Navigate to Kronos

Est. time: 4.1 sec.

5.1

Est. time: 4.1 sec.

Action: Click



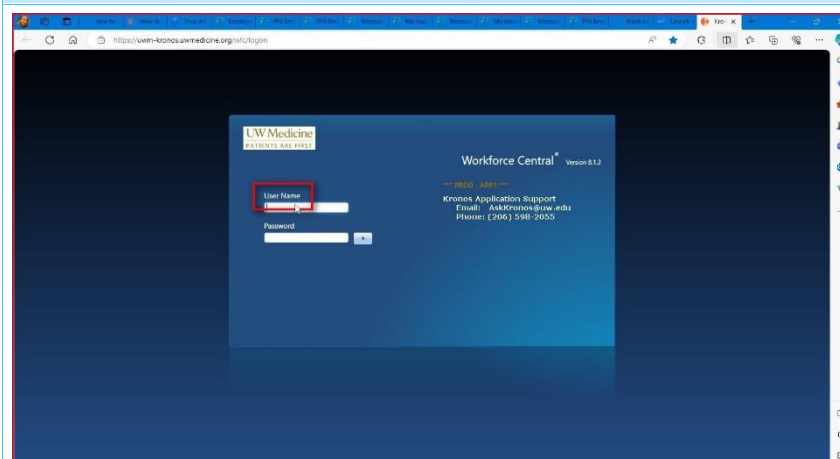
6 Kronos Workforce Central(R) – Log Into Kronos

Est. time: 30.6 sec.

6.1

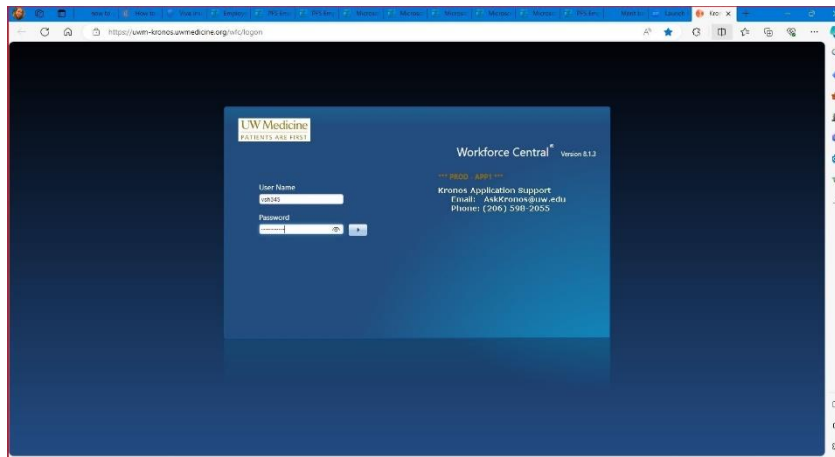
Est. time: 1.8 sec.

Action: Click
Type Into: Credentials



6.2 Press 'Enter'

Est. time: 0.1 sec.



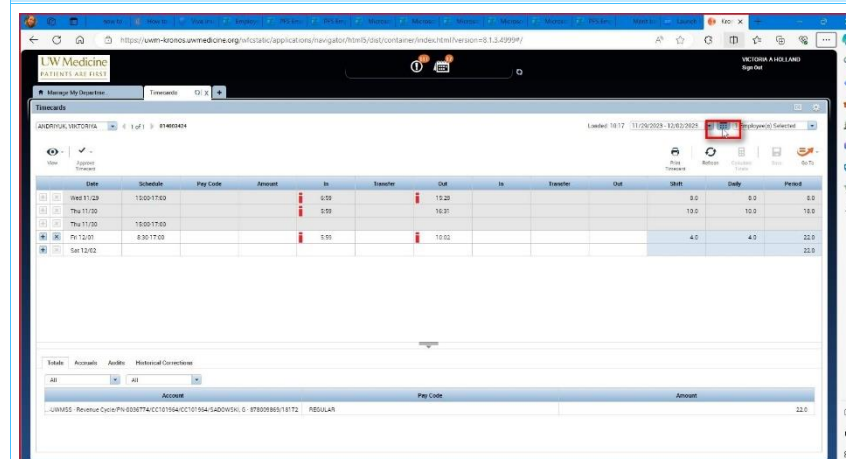
Action: Special Key
HotKey: Enter or Action
click > icon

7 Kronos Workforce Central(R) and 14 more pages - Work - Microsoft Edge

Est. time: 38.5 sec.

7.1

Est. time: 8.2 sec.



Action: Click calendar icon

7.2

Est. time: 1.5 sec.

Action: Click 'Start Date' calendar icon

The screenshot shows the LW Medicine Timecards application. A 'Select Dates' dialog box is open, displaying a calendar for November 2023. The 'Start Date' field is highlighted with a red box. The main table below shows timecard data for a week starting on Wednesday, 11/22/2023. The table has columns for Date, Schedule, Pay Code, Amount, In, Transfer, Out, In, Transfer, and Period. The data shows a regular schedule with a pay code of 8.00 and an amount of 10.00.

Date	Schedule	Pay Code	Amount	In	Transfer	Out	In	Transfer	Period
Wed 11/22	15:00-17:00	8.00	10.00						10.0
Thu 11/23	15:00-17:00	8.00	10.00						10.0
Fri 11/24	8:30-17:00	8.00	10.00						10.0
Sat 11/25									0.0
Sun 11/26									0.0

7.3

Est. time: 2.4 sec.

Action: Select Monday of previous week

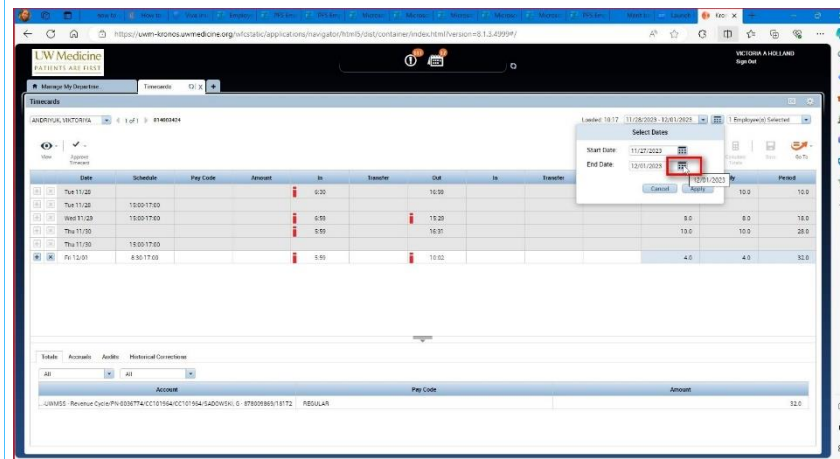
The screenshot shows the LW Medicine Timecards application. A 'Select Dates' dialog box is open, displaying a calendar for November 2023. The 'Start Date' field is highlighted with a red box. The main table below shows timecard data for a week starting on Monday, 11/20/2023. The table has columns for Date, Schedule, Pay Code, Amount, In, Transfer, Out, In, Transfer, and Period. The data shows a regular schedule with a pay code of 8.00 and an amount of 10.00.

Date	Schedule	Pay Code	Amount	In	Transfer	Out	In	Transfer	Period
Mon 11/20	15:00-17:00	8.00	10.00						10.0
Tue 11/21	15:00-17:00	8.00	10.00						10.0
Wed 11/22	15:00-17:00	8.00	10.00						10.0
Thu 11/23	15:00-17:00	8.00	10.00						10.0
Fri 11/24	8:30-17:00	8.00	10.00						10.0
Sat 11/25									0.0
Sun 11/26									0.0

7.4

Est. time: 1.5 sec.

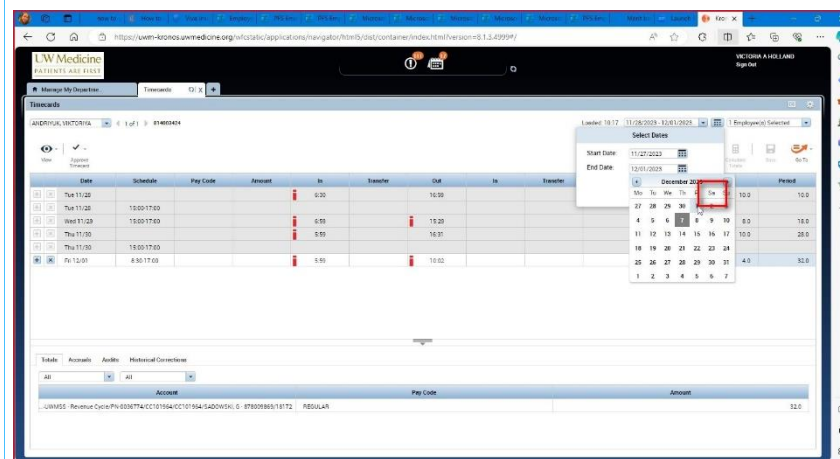
Action: Click 'End Date'
Calendar Icon



7.5

Est. time: 3.2 sec.

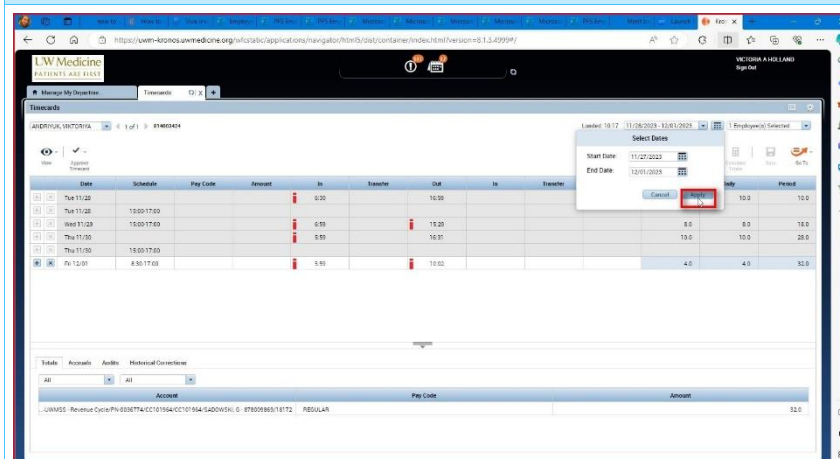
Action: Select Friday of
previous week



7.6

Est. time: 1.7 sec.

Action: Click 'Apply'



7.7 Select Employee

Est. time: 0.5 sec.

Action: double click to select first employee

The screenshot shows the 'Manage My Desks' application interface. It features a table with columns: Name, On/Off, Pay Rate, Supervisor, FTE, Total PPE Hours, On/Off, Missed, Early, Late, Early, Late, Cancelled, Missed, Missed, and Total. The first row, ARLAND TARI, is highlighted with a red box. The table lists various employees and their associated data.

7.8

Est. time: 0.1 sec.

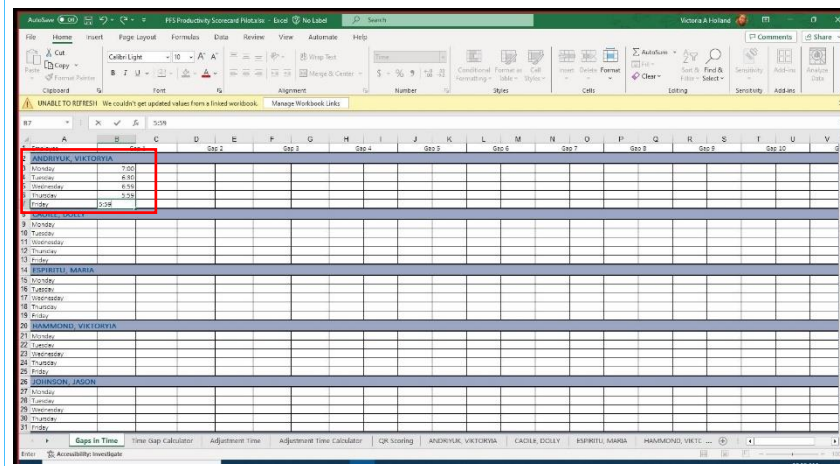
Action: Review time punches, copy clock in time, you will need this data to paste/type into excel sheet. Days where sick leave/vacation are taken, leave excel cell value blank.

The screenshot shows the 'Timecards' application interface. It displays a table with columns: Date, Shift, Schedule, Pay Code, Amount, In, Breaker, Out, In, Breaker, Out, Shift, Daily, and Period. The table lists time punches for a specific employee, including dates and times.

8 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 4.8 sec.

8.1

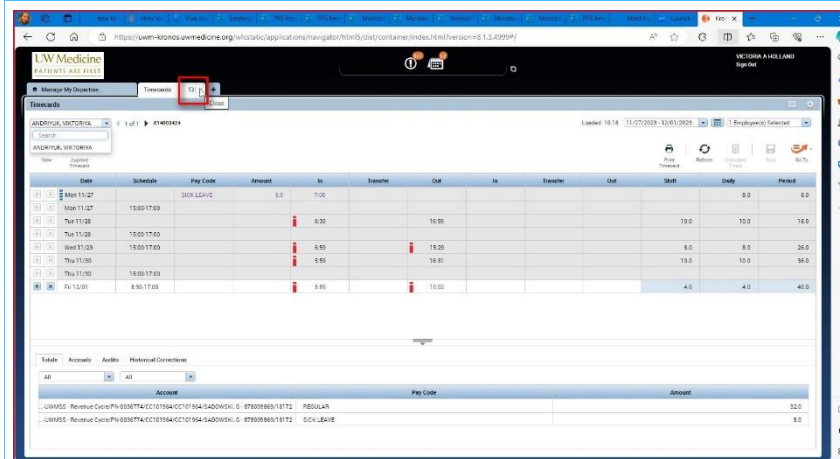


Est. time: 0.6 sec.

Action: Keyboard – Input
Clock in Time for
associated Employee

(Values should be
converted to military
time)

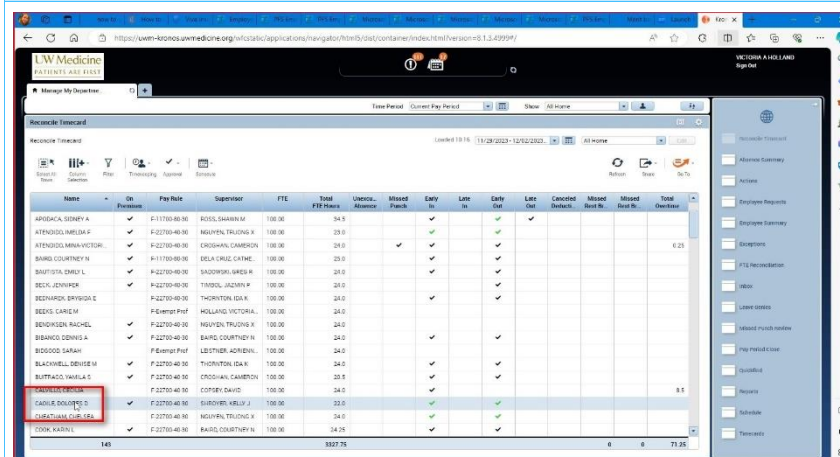
8.2



Est. time: 2.8 sec.

Action: Click action to
Close Timecards tab to
navigate back to list of
employees

8.3



Est. time: 5.3 sec.

Action: Select Next
Employee to repeat
process

8.4

Est. time: 8.3 sec.

Action: Double Click

Name	On/Off	Pay Rate	Supervisor	FTE	Total FTE Hours	Unexcused Absence	Miscellaneous	Early In	Late In	Early Out	Late Out	Canceled Shifts	Miscellaneous	Miscellaneous	Total
APRIGENA, SENEY A	✓	F 11700-80-30	ROSS, SHAWN M	100.00	34.0			✓		✓	✓				
ATTENDS, JIMELDA F	✓	F 22700-40-30	NGUYEN, TRUONG X	100.00	23.0			✓							
ATTENDS, MARIA VICTOR	✓	F 22700-40-30	CRISMAN, CAMERON	100.00	24.0										
BARRIS, COURTNEY N	✓	F 11700-80-30	DELA CRUZ, CARME	100.00	23.0			✓							8.25
BARTISTA, DOREY L	✓	F 22700-40-30	BAZOWSKI, GAYEN R	100.00	24.0			✓							
BECK, JENNIFER	✓	F 22700-40-30	TAMOL, JACQUE M	100.00	24.0										
BERNARD, ERIQUE E	✓	F 22700-40-30	THORNTON, ISA K	100.00	24.0			✓							
BEDOS, CAROL M	✓	F 22700-40-30	HOLLAND, VICTORIA	100.00	24.0										
BERNARD, NICHOL	✓	F 22700-40-30	NGUYEN, TRUONG X	100.00	24.0										
BISBAND, DENNIS A	✓	F 22700-40-30	BARRIS, COURTNEY N	100.00	24.0										
BLOOM, SARAH	✓	F 22700-40-30	LESTER, ADRIENNE	100.00	24.0										
BLACKWELL, DENISE M	✓	F 22700-40-30	THORNTON, ISA K	100.00	24.0			✓							
BUTTS, VIKAL S	✓	F 22700-40-30	CRISMAN, CAMERON	100.00	23.0			✓							8.1
CAROLE DOUGLASS	✓	F 22700-40-30	SUSKIND, KELLY J	100.00	23.0										
CHATELAIN, CLAUDE	✓	F 22700-40-30	NGUYEN, TRUONG X	100.00	24.0			✓							
COOK, KATHY L	✓	F 22700-40-30	BARRIS, COURTNEY N	100.00	24.25			✓							
145					3307.75										71.25

8.5

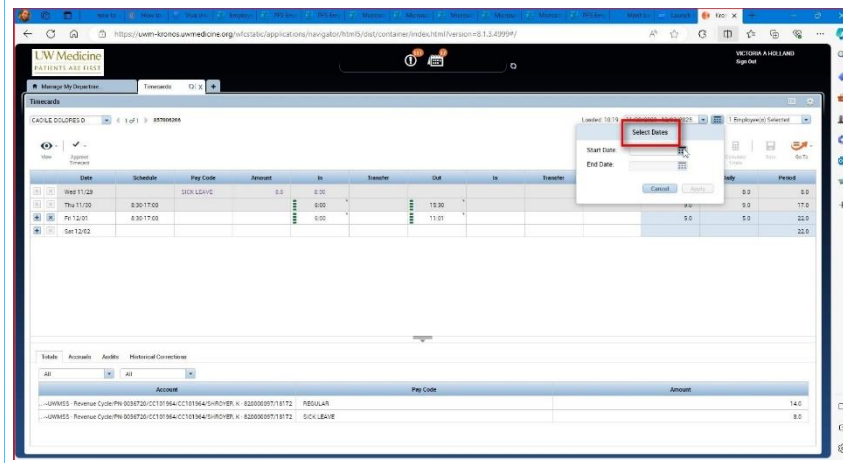
Est. time: 4.0 sec.

Action: Click calendar icon

Shift	Schedule	Pay Code	Amount	In	Breaker	Out	In	Breaker	Out	Shift	Daily	Period
Mon 11:00	SICK LEAVE		0.0	0.00							0.0	0.0
Tue 11:00			0.00	15.30							0.0	17.0
Fri 12:01			0.00	11.01							0.0	22.0
Sat 12:02												22.0

8.6

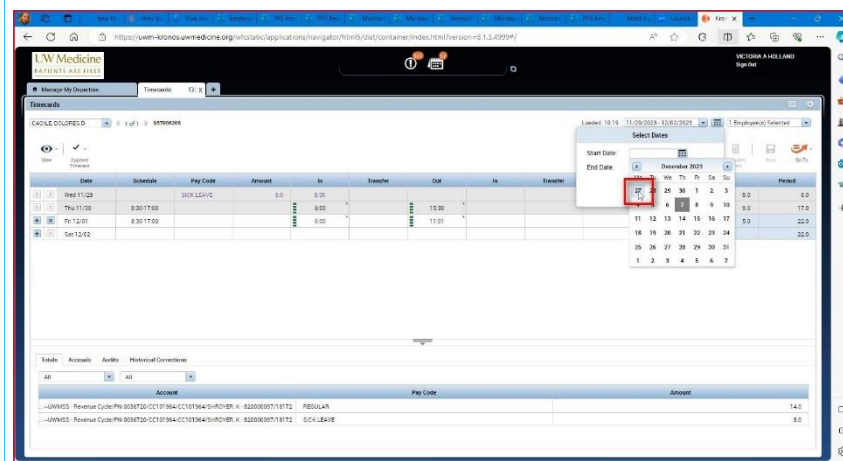
Est. time: 1.5 sec.



Action: Click 'Start Date' Calendar Icon

8.7

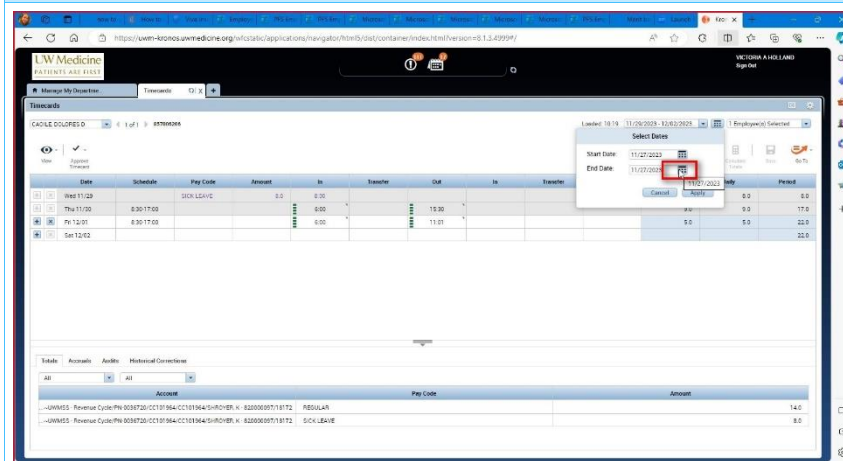
Est. time: 3.6 sec.



Action: Click Monday of previous week

8.8

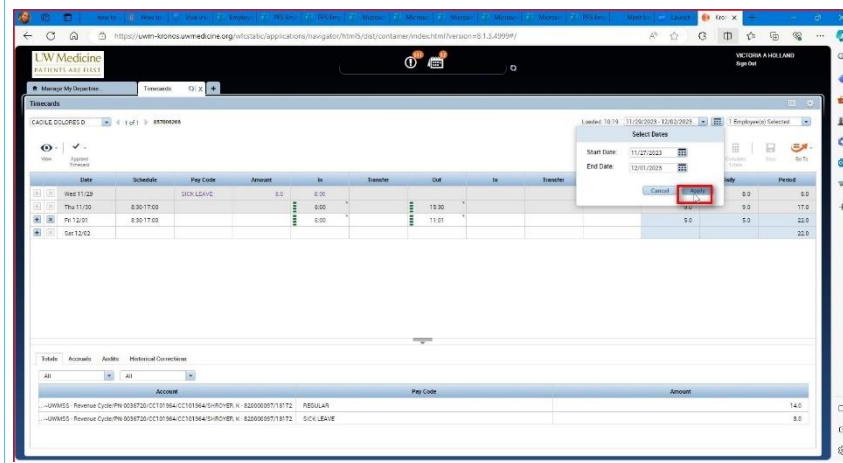
Est. time: 1.7 sec.



Action: Click Friday of previous week

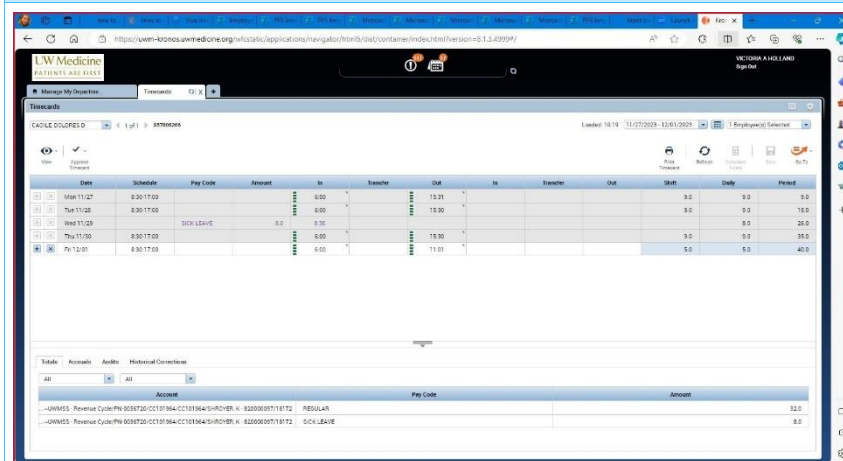
8.9

Est. time: 2.5 sec.

Action: Click
Apply

8.10 Press 'Alt+Tab'

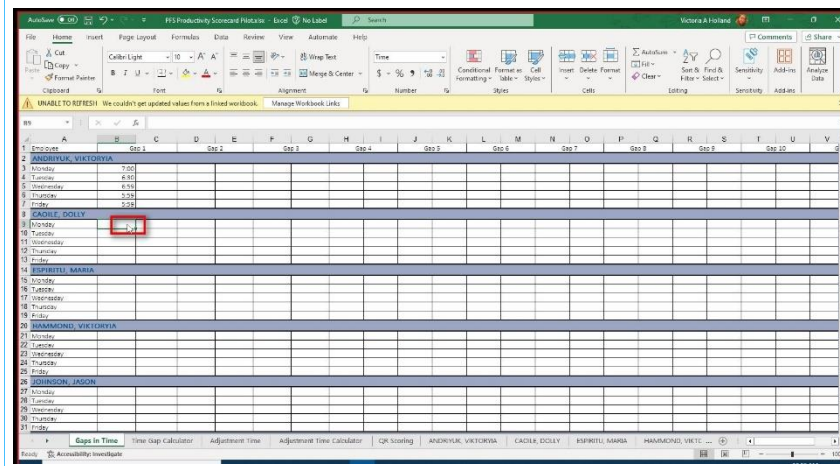
Est. time: 0.1 sec.

Action: Special Key
Review/copy clock in
times

9 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 6.4 sec.

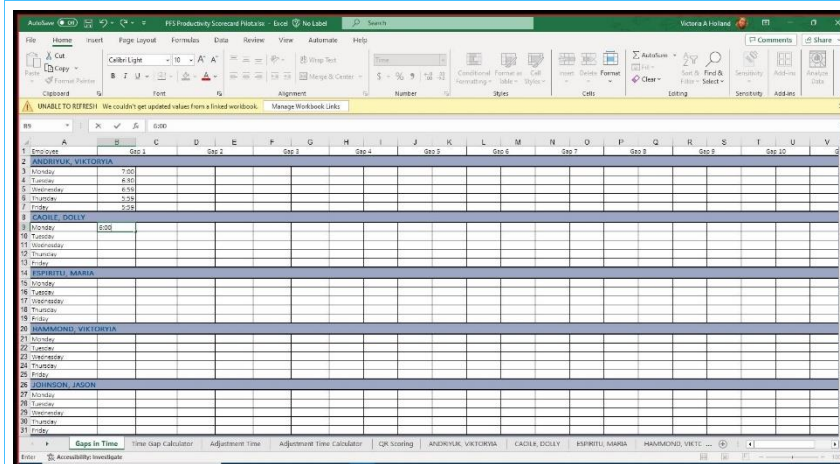
9.1



Est. time: 1.4 sec.

Action: Paste clock in time for associated employee/date

9.2 Press 'Enter'



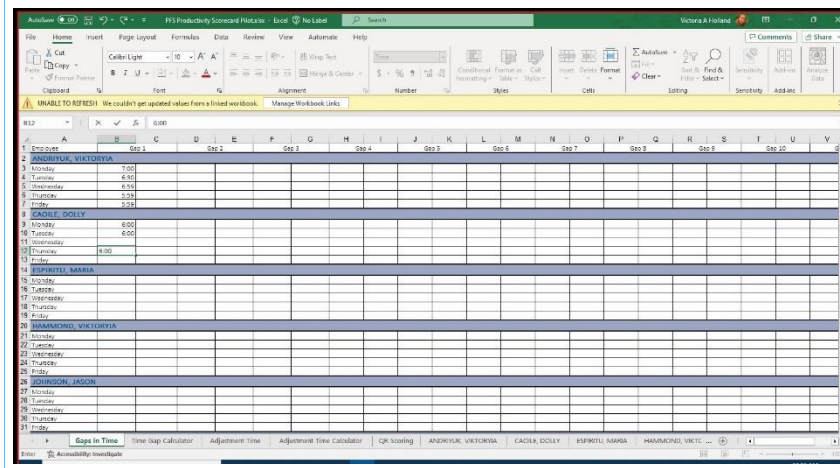
Est. time: 0.1 sec.

Action: Special Key
Paste Clock in Time

9.3 Press 'Enter'

Est. time: 0.2 sec.

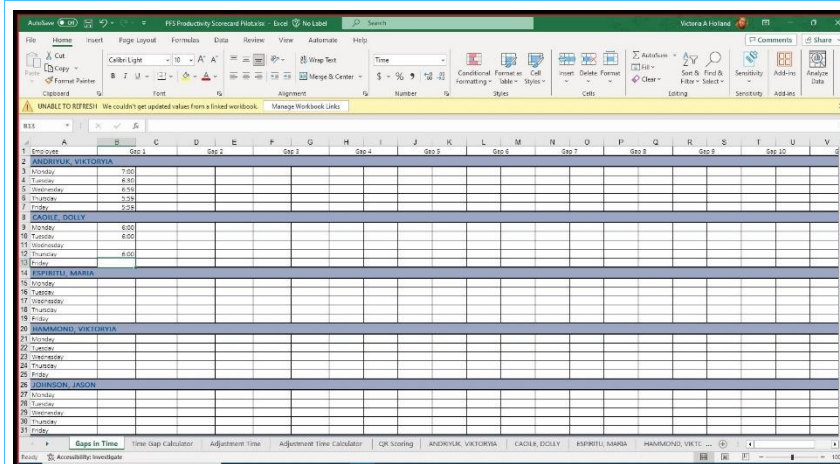
Action: Special Key
Paste Clock in Time



9.4

Est. time: 0.10 sec.

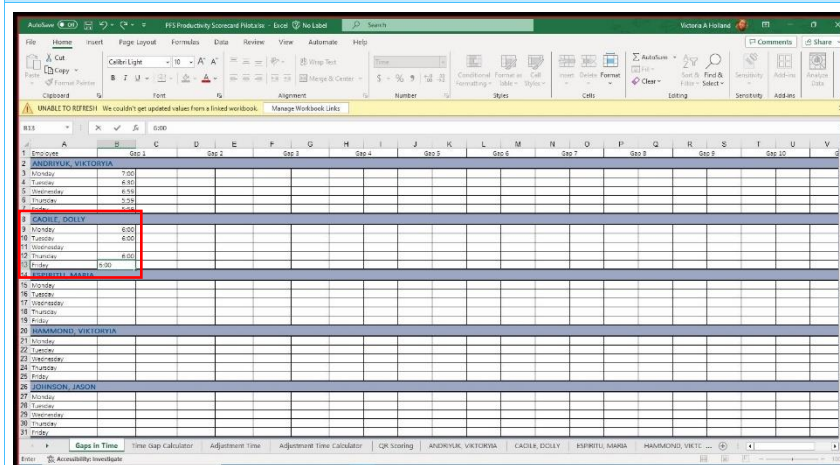
Action: Keyboard Input
Paste Clock in Time



9.5 Press 'Enter'

Est. time: 0.6 sec.

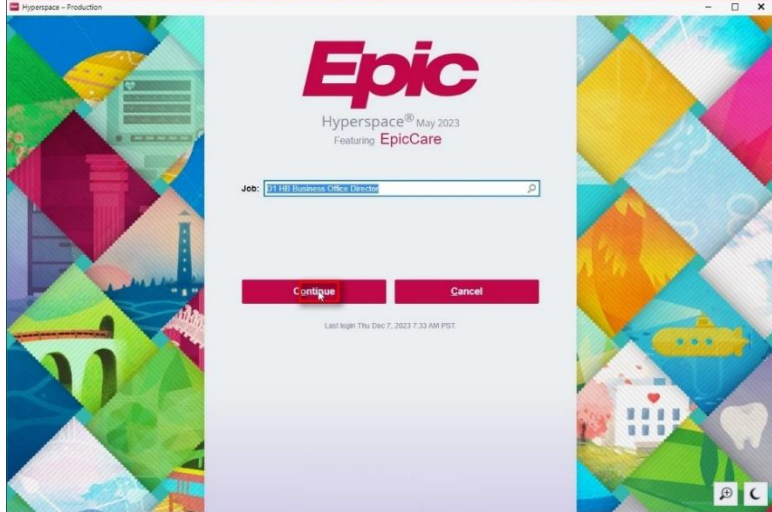
Action: Special Key
Paste Clock in Time



10 Open Epic Application	
	Est. time: 12.1 sec.

10.1	
	Est. time: 12.1 sec.
	Action: Click

11 Hyperspace – Production - \\Remote	
	Est. time: 24.6 sec.

11.1	
	Est. time: 24.6 sec.
	Action: Click Job input: D1 HB Business Office Director(input for robot?) Click- continue

12 Hyperspace – UW MED BILLING DEPARTMENT 20 – Production - \\Remote	
	Est. time: 2 min. 39 sec.

12.1

Est. time: 6.3 sec.

Action: Click

HyperSpec - UW MED BILLING DEPARTMENT 20 - Production

HB Dashboard - UWMC & HMC Combined

HB Projected Monthly Summary UWMC

Last Refresh: 10:20:41 AM
Data collected: Thu 12/7 12:00 AM

	Yesterday	MTD	Proj Monthly	Daily Average
Charges	31,129,719	155,940,368	783,938,455	25,519,523
Payments	-11,702,306	-41,441,790	-238,709,822	-8,282,020
Adjustments	-22,761,964	-89,818,604	-473,805,565	-16,105,210
Bad Debt	-93,887	-879,512	-8,829,484	-174,013
External AR	0	0	0	0
AR Net	-5,430,887	24,000,462	76,593,584	959,280

HB Watch List UWMC

Last Refresh: 10:20:41 AM
Data collected: Thu 12/7 10:00 AM

	Inpatient	Outpatient	Total
Checks			
DNB Acct not on WQ	30,029	16,630	01,639
Stop Bill Acct not on WQ	566,072	80,399	646,470
Claim Edits not on WQ	407,073	562,417	969,489
Account Should Be Discharged	6,245,965	1,947,603	8,193,568
Account Not Queued for Claims	17,887,963	2,325,987	20,213,950
	134	1,068	1,202

HB Projected Monthly Summary HMC

Last Refresh: 10:20:41 AM
Data collected: Thu 12/7 12:00 AM

	Yesterday	MTD	Proj Monthly	Daily Average
Charges	0	0	-42,270	-1,581
Payments	54	1,723	-77,140	-3,311
Adjustments	-29	-319,586	-570,441	-9,552
Bad Debt	380	392	11,938	486
AR Net	405	-318,871	-677,921	-14,468

HB Watch List HMC

Last Refresh: 10:20:41 AM
Data collected: Thu 12/7 10:00 AM

	Inpatient	Outpatient	Total
Checks			
Account Not Queued for Claims	-52	-1,955	-2,047
Alerts			
PENDING CHARITY/AR	70,493	39,521	110,114
PENDING MEDICAID/AR	13	121	134
TRUE SELF-PAY/AR	0	27,322	27,322
TRUE SELF-PAY/AR	6,079	996	7,077
DNB ERRORS 180+ DAYS	2	1	3
DNB ERRORS 180+ DAYS	0	202	202
	1	1	1

12.2

Est. time: 3.6 sec.

Action: Type Into

HyperSpec - UW MED BILLING DEPARTMENT 20 - Production

HB Dashboard - UWMC & HMC Combined

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Last Refresh: 10:20:41 AM
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	Inpatient	Outpatient	Total
Checks			
DNB Acct not on WQ	30,029	16,630	01,639
Stop Bill Acct not on WQ	566,072	80,399	646,470
Claim Edits not on WQ	407,073	562,417	969,489
Account Should Be Discharged	6,245,965	1,947,603	8,193,568
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PENDING MEDICAID/AR	13	121	134
TRUE SELF-PAY/AR	0	27,322	27,322
TRUE SELF-PAY/AR	6,079	996	7,077
DNB ERRORS 180+ DAYS	2	1	3
DNB ERRORS 180+ DAYS	0	202	202
	1	1	1

12.3 Press 'Enter'

Est. time: 0.8 sec.

Action: Special Key
Type into: Pilot

HyperSpec - UW MED BILLING DEPARTMENT 20 - Production

HB Dashboard - UWMC & HMC Combined

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Last Refresh: 10:20:41 AM
Data collected: Thu 12/7 12:00 AM

	Yesterday	MTD	Proj Monthly	Daily Average
Charges	0	0	-42,270	-1,581
Payments	54	1,723	-77,140	-3,311
Adjustments	-29	-319,586	-570,441	-9,552
Bad Debt	380	392	11,938	486
AR Net	405	-318,871	-677,921	-14,468

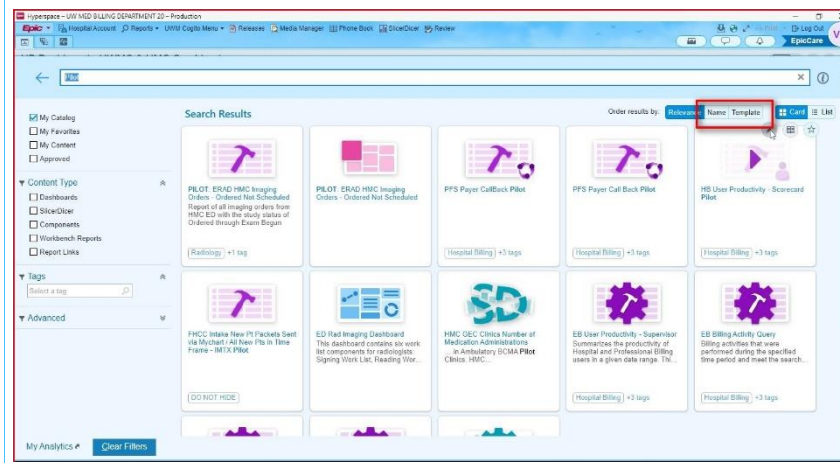
HB Watch List HMC

Last Refresh: 10:20:41 AM
Data collected: Thu 12/7 10:00 AM

	Inpatient	Outpatient	Total
Checks			
Account Not Queued for Claims	-52	-1,955	-2,047
Alerts			
PENDING CHARITY/AR	70,493	39,521	110,114
PENDING MEDICAID/AR	13	121	134
TRUE SELF-PAY/AR	0	27,322	27,322
TRUE SELF-PAY/AR	6,079	996	7,077
DNB ERRORS 180+ DAYS	2	1	3
DNB ERRORS 180+ DAYS	0	202	202
	1	1	1

12.4

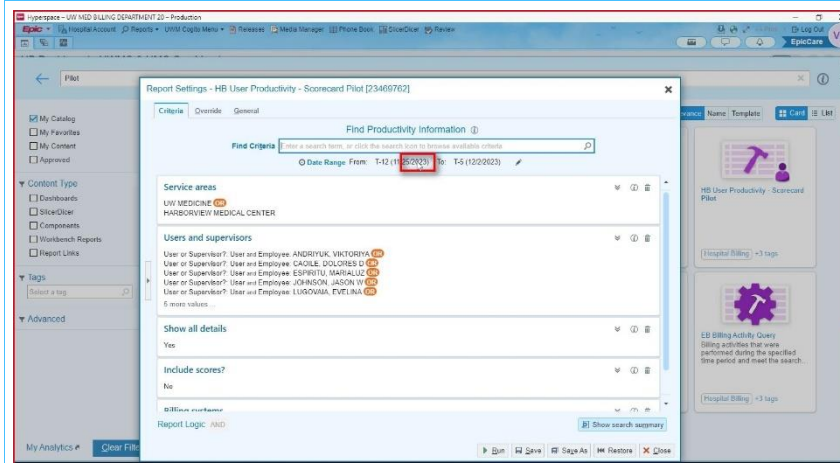
Est. time: 7.8 sec.



Action: Click “HB User Productivity – Scorecard Pilot”

12.5

Est. time: 13.1 sec.



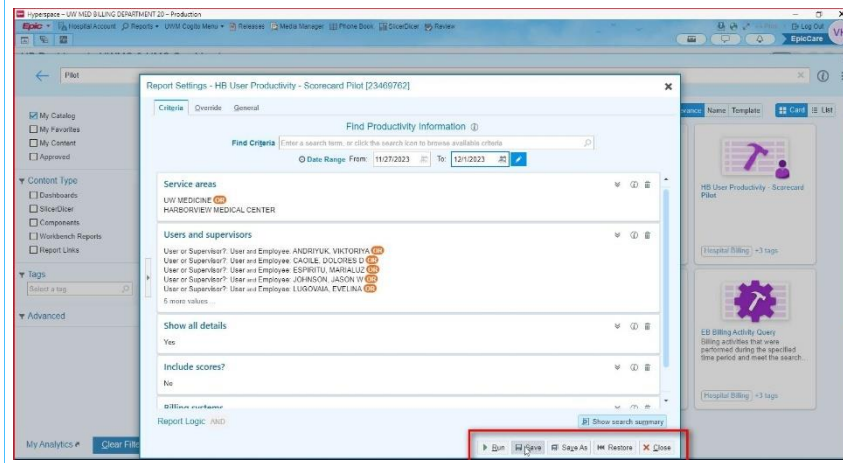
Action: Click input
T-6

Need List of users

12.6

Est. time: 8.3 sec.

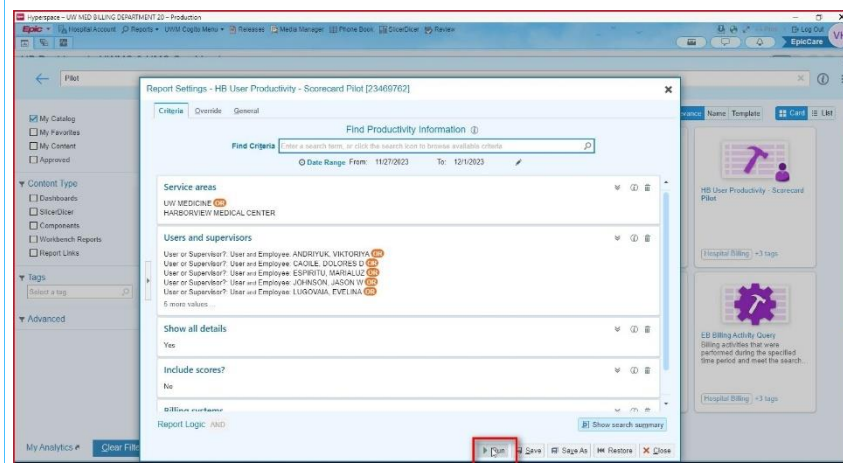
Action: Click



12.7

Est. time: 10.10 sec.

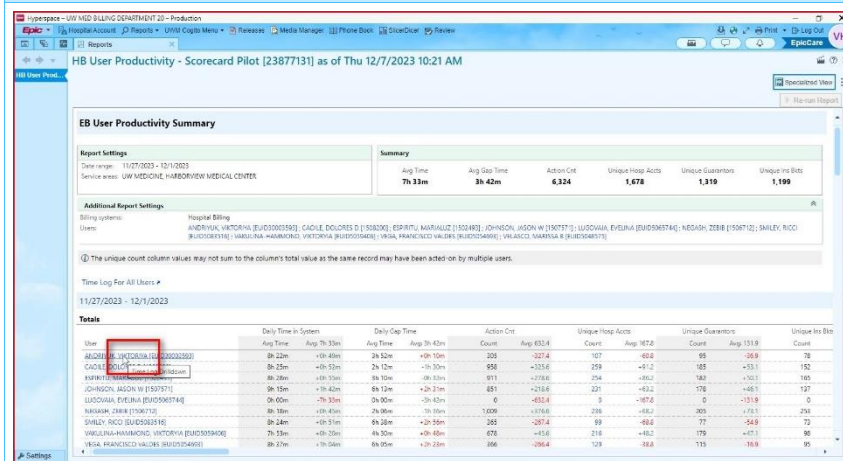
Action: Click



12.8

Est. time: 1 min. 5 sec.

Action: Click first employee



12.9

User Productivity - Time Log Drilldown [23877163] as of Thu 12/7/2023 10:22 AM

EB Time Log Report (11/27/2023 - 12/1/2023)

Selected Options: ANDRIYUK, VIKTORIYA [EUID30003553]
Friday, December 01, 2023
Grouping by Time

Service Areas

Users: ANDRIYUK, VIKTORIYA [EUID30003553]

Group By: Time

Time: 6:00 AM - 7:00 AM Count: 15 Time Gaps: 2

Summary for ANDRIYUK, VIKTORIYA [EUID30003553]

Metric	Time in System Gaps of 20+ Minutes	Gap Time	Count	Unique Hosp Accts	Unique Guarantors	Unique Ins Bets	Recovered Amt	Transaction Amt	WQ Activity Amt
Total for 12/1/2023	4h 07m	0h 44m	69	22	16	4	86.53	-70.54	18,619.75
Total between 11/27/2023 and 12/1/2023	33h 29m	32	15h 30m	234	106	95	77	3,398.51	13,976.57
Avg between 11/27/2023 and 12/1/2023	8h 22m	8.0	3h 52m	66.5	26.5	23.8	19.3	675.70	2,795.31

Details for ANDRIYUK, VIKTORIYA [EUID30003553] on 12/1/2023, grouped by Time

Time	Activity	Summary	Guarantor	Hospital Account	Bucket Payer	Amount	Hosp Acct Bal
6:00 AM	Time Gap Ended	21m 26s (6:00 AM-6:22 AM)	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16
6:22 AM	PFS Denial - Follow-up	WQ: UWM - MCD AND LAI FOLLOW-UP 24999 SRE - VAL [84952] Delat occurred, Reason: Pending Insurance, Duration: 25d	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16
6:44 AM	Time Gap Ended	22m 47s (6:22 AM-6:44 AM)	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16

Est. time: 19.4 sec.

Action: Click drop down arrow under 'available dates'

12.10

User Productivity - Time Log Drilldown [23877163] as of Thu 12/7/2023 10:22 AM

EB Time Log Report (11/27/2023 - 12/1/2023)

Selected Options: ANDRIYUK, VIKTORIYA [EUID30003553]
Friday, December 01, 2023
Grouping by Time

Service Areas

Users: ANDRIYUK, VIKTORIYA [EUID30003553]

Group By: Time

Time: 6:00 AM - 7:00 AM Count: 15 Time Gaps: 2

Summary for ANDRIYUK, VIKTORIYA [EUID30003553]

Metric	Time in System Gaps of 20+ Minutes	Gap Time	Count	Unique Hosp Accts	Unique Guarantors	Unique Ins Bets	Recovered Amt	Transaction Amt	WQ Activity Amt
Total for 12/1/2023	4h 07m	0h 44m	69	22	16	4	86.53	-70.54	18,619.75
Total between 11/27/2023 and 12/1/2023	33h 29m	32	15h 30m	234	106	95	77	3,398.51	13,976.57
Avg between 11/27/2023 and 12/1/2023	8h 22m	8.0	3h 52m	66.5	26.5	23.8	19.3	675.70	2,795.31

Details for ANDRIYUK, VIKTORIYA [EUID30003553] on 12/1/2023, grouped by Time

Time	Activity	Summary	Guarantor	Hospital Account	Bucket Payer	Amount	Hosp Acct Bal
6:00 AM	Time Gap Ended	21m 26s (6:00 AM-6:22 AM)	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16
6:22 AM	PFS Denial - Follow-up	WQ: UWM - MCD AND LAI FOLLOW-UP 24999 SRE - VAL [84952] Delat occurred, Reason: Pending Insurance, Duration: 25d	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16
6:44 AM	Time Gap Ended	22m 47s (6:22 AM-6:44 AM)	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16

Est. time: 15.9 sec.

Action: Click to select dates that correspond with spreadsheet time punches

13 Review Time Gaps

User Productivity - Time Log Drilldown [23877163] as of Thu 12/7/2023 10:22 AM

EB Time Log Report (11/27/2023 - 12/1/2023)

Selected Options: ANDRIYUK, VIKTORIYA [EUID30003553]
Friday, December 01, 2023
Grouping by Time

Service Areas

Users: ANDRIYUK, VIKTORIYA [EUID30003553]

Group By: Time

Time: 6:00 AM - 7:00 AM Count: 15 Time Gaps: 2

Summary for ANDRIYUK, VIKTORIYA [EUID30003553]

Metric	Time in System Gaps of 20+ Minutes	Gap Time	Count	Unique Hosp Accts	Unique Guarantors	Unique Ins Bets	Recovered Amt	Transaction Amt	WQ Activity Amt
Total for 12/1/2023	4h 07m	0h 44m	69	22	16	4	86.53	-70.54	18,619.75
Total between 11/27/2023 and 12/1/2023	33h 29m	32	15h 30m	234	106	95	77	3,398.51	13,976.57
Avg between 11/27/2023 and 12/1/2023	8h 22m	8.0	3h 52m	66.5	26.5	23.8	19.3	675.70	2,795.31

Details for ANDRIYUK, VIKTORIYA [EUID30003553] on 12/1/2023, grouped by Time

Time	Activity	Summary	Guarantor	Hospital Account	Bucket Payer	Amount	Hosp Acct Bal
6:00 AM	Time Gap Ended	21m 26s (6:00 AM-6:22 AM)	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16
6:22 AM	PFS Denial - Follow-up	WQ: UWM - MCD AND LAI FOLLOW-UP 24999 SRE - VAL [84952] Delat occurred, Reason: Pending Insurance, Duration: 25d	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16
6:44 AM	Time Gap Ended	22m 47s (6:22 AM-6:44 AM)	MEHARI FRED-HWET [5513373]	TEKLU FANUEL FRED-HWET [20059925]	MOLINA HEALTHCARE MEDICARE	0.00	5,856.16

Est. time: 36.4 sec.

Review for time gaps greater than 30 minutes.

9:42 - Time Gap Ended - (9:11-9:42)

Copy Time Gap Start Time: 9:11
Copy Time Gap End Time: 9:42

13.1 Navigate back to spreadsheet

Est. time: 36.4 sec.

Action: Click

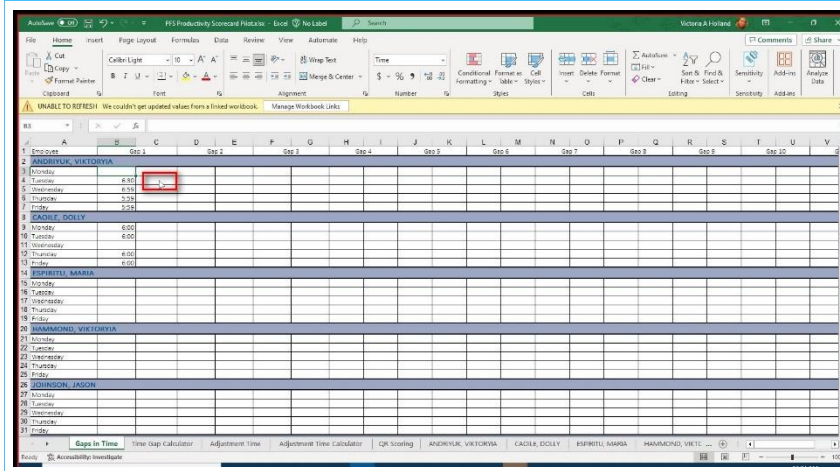
14 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 9.6 sec.

14.1

Est. time: 3.10 sec.

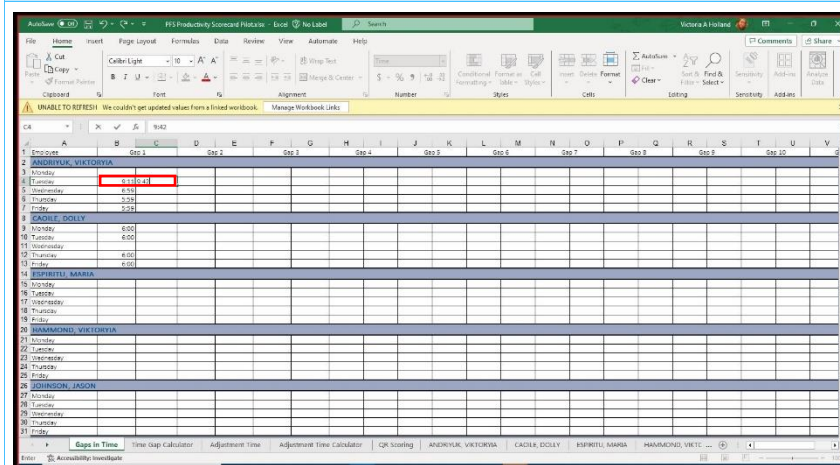
Action: Click
Highlight cell for
corresponding day in 'Gap
1' and fill out the Time
Gap Start Value



14.2 Press 'Enter'

Est. time: 0.7 sec.

Action: Special Key - paste
Time Gap Start: **9:11**
Time Gap End: **9:42**



15 Hyperspace - UW MED BILLING DEPARTMENT 20 - back to EPIC

Est. time: 0.1 sec.

15.1 Press 'Alt+Tab'

Est. time: 0.1 sec.

Action: Special Key
Time gaps under 30
minutes should not be
included

Ex: 10:17pm for 20m

[illegible]

15.2 Press 'Alt+Tab'

Est. time: 0.1 sec.

Another example of a time gap needing to be logged in the excel sheet.

Ex: Time Gap Ended: 12:56
(12:02 – 12:55)

Wonders - WQ BILLING DEPARTMENT - 20 - Production

File

View

Print

Print Preview

Print All

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Print Selection

Print Selections

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16 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 2.0 sec.

The screenshot shows an Excel spreadsheet with a project schedule. The 'Gap 2' cell is highlighted in red. The status bar at the bottom indicates 'Gap 2' is selected.

Action: Keyboard Input
Select next cell values for
corresponding day for
'Gap 2'

16.2 Press 'Tab'

Action: Special Key
Paste Time Gap Start
Value: 12:02

16.3

Action: Keyboard Input
**Select next cell for
corresponding day
under 'Gap 2'**

16.4 Press 'Tab'

Est. time: 0.1 sec.

Action: Special Key
Paste Time Gap End
Value: 12:56

17 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 0.0 sec.

17.1 Press 'Alt+Tab'

Est. time: 0.0 sec.

Action: Special Key
Time gap value > 30
minutes

Time Gap Ended: 4:28
(3:35-4:28)

18 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 1.9 sec.

18.1

Est. time: 1.2 sec.

Action: Keyboard Input
Select next cell for corresponding day under 'Gap 3'

The screenshot shows an Excel spreadsheet titled 'FIS Productivity Scorecard Platform'. The spreadsheet has columns for days of the week (A to Y) and rows for different categories (1 to 27). The 'Gap 3' cell is highlighted in red. The spreadsheet is divided into sections for different categories: ANDRIYUK, VIKTORIYA; CACILE, DOLLY; ESPRITO, MARIA; and HANNAKHOZ, VICTORIA. The 'Gap 3' cell is located in the 'Gap 3' column, row 10.

18.2 Press 'Tab'

Est. time: 0.3 sec.

Action: Special Key
Paste Time Gap Start Time: 3:35

The screenshot shows an Excel spreadsheet titled 'FIS Productivity Scorecard Platform'. The spreadsheet has columns for days of the week (A to Y) and rows for different categories (1 to 27). The 'Gap 3' cell is highlighted in red. The spreadsheet is divided into sections for different categories: ANDRIYUK, VIKTORIYA; CACILE, DOLLY; ESPRITO, MARIA; and HANNAKHOZ, VICTORIA. The 'Gap 3' cell is located in the 'Gap 3' column, row 10.

18.3

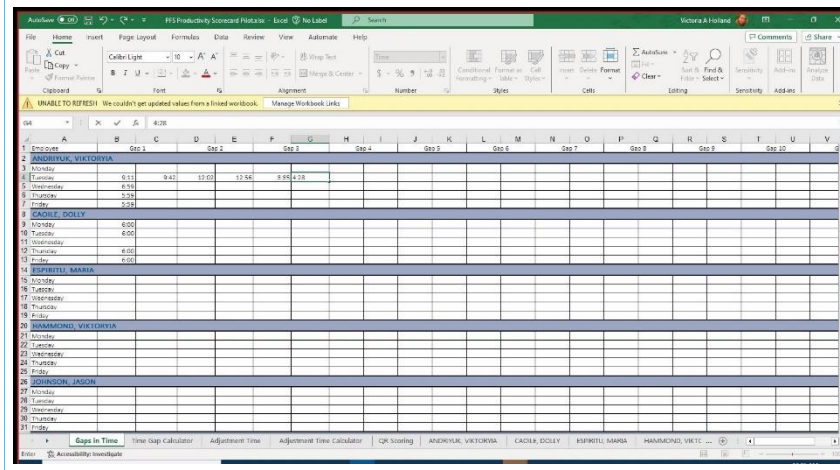
Est. time: 0.3 sec.

Action: Keyboard Input
Select next cell for corresponding day under 'Gap 3'

The screenshot shows an Excel spreadsheet titled 'FIS Productivity Scorecard Platform'. The spreadsheet has columns for days of the week (A to Y) and rows for different categories (1 to 27). The 'Gap 3' cell is highlighted in red. The spreadsheet is divided into sections for different categories: ANDRIYUK, VIKTORIYA; CACILE, DOLLY; ESPRITO, MARIA; and HANNAKHOZ, VICTORIA. The 'Gap 3' cell is located in the 'Gap 3' column, row 10.

18.4 Press 'Alt+Tab'

Est. time: 0.1 sec.



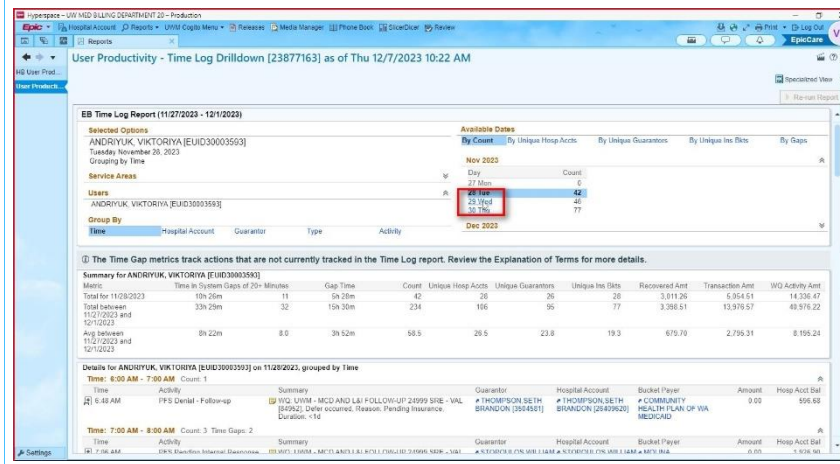
Action: Special Key
Paste Time Gap End Value: 4:28

19 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 6.2 sec.

19.1

Est. time: 5.10 sec.



Action: Click
Select following date to continue time gap review, following same steps to log time gap into the spreadsheet as shown above.
Robot should filter through all dates for the previous week where a punch in was made.

20 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 0.1 sec.

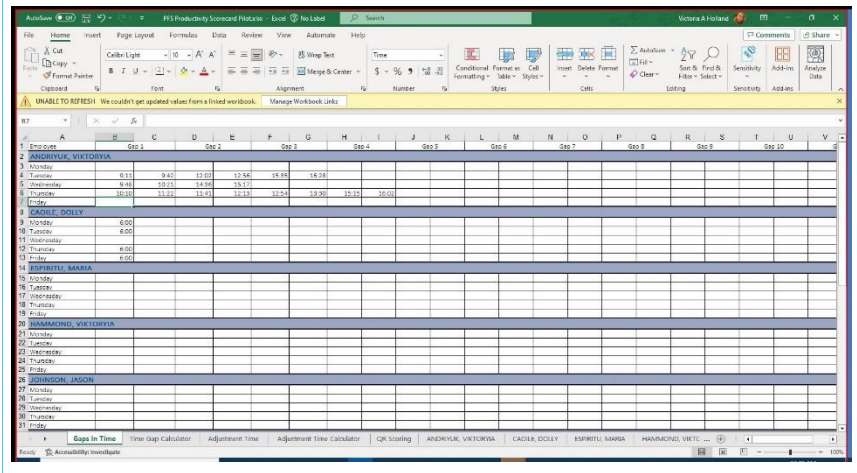
20.1 Press 'Alt+Tab'

Est. time: 0.1 sec.

Action: Special Key

In this example, Viktorya worked Tuesday-Thursday.

These three days were reviewed in EPIC for time gaps greater than 30 minutes.



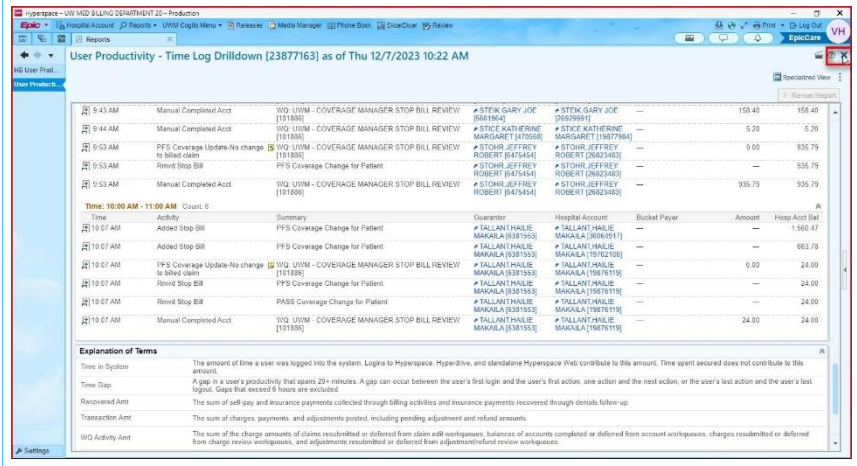
21 Hyperspace – UW MED BILLING DEPARTMENT 20 – Production - \\Remote

Est. time: 35.0 sec.

21.1

Est. time: 5.6 sec.

Action: Click on the 'X' to close out of the specific employees productivity time log.



The screenshot shows the EpicCare interface with the 'EB User Productivity Summary' report for the date 12/27/2023. The report displays a list of users and their productivity metrics. A red box highlights the user 'CAOILE, DOLORES D. (1506306)' in the 'Users' section. The 'Totals' section at the bottom shows the overall productivity metrics for the date.

Report Settings		Summary						
Clear range	11/27/2023 - 12/1/2023	Avg Time	Avg Day Time	Action Cnt	Unique Hosp Acts	Unique Guarantors	Unique Ins Bits	
Service area	UW MEDICINE - HARBOVIEW MEDICAL CENTER	7h 33m	3h 42m	6,324	1,678	1,319	1,199	
Additional Report Settings:								
Billing system: Hospital Billing								
Users: ANDRIYUK, VIKTORIYA (J150305593); CAOILE, DOLORES D. (1506306); ESBIRTA, MARIALEZ (1502486); JOHNSON, JASON W. (1507573); LUCOWIA, EVELINA (J150586746); NESADH, ZEEB (15067612); SAKLEY, ROO (J150257518); VARGAS, RAJA-HAMMOND, VICTORIA (J150559406); VARGA, FRANCISCO VALERIO (J150234895); VILLACRO, MARIELA R. (J150548357)								
The unique count column values may not sum to the column's total value as the same record may have been acted on by multiple users.								
Time Log Per All Users #								
11/27/2023 - 12/1/2023								
Totals								
User	Daily Time in System		Daily Day Time		Action Cnt	Unique Hosp Acts	Unique Guarantors	Unique Ins Bits
	Avg Time	Avg 7h 33m	Avg Time	Avg 3h 42m				
JACOB, DOLORES D. (1506306)	0h 22m	0h 48m	0h 00m	0h 00m	200	327.4	107	68.0
CAOILE, DOLORES D. (1506306)	0h 25m	0h 53m	2h 12m	1h 30m	658	335.6	259	+11.2
ESBIRTA, MARIALEZ (1502486)	0h 25m	0h 53m	0h 10m	0h 20m	911	+178.6	254	+80.2
JOHNSON, JASON W. (1507573)	0h 35m	1h 42m	0h 15m	0h 31m	681	+216.6	221	+63.2
LUCOWIA, EVELINA (J150586746)	0h 00m	0h 33m	0h 00m	0h 00m	0	-452.4	0	-131.9
NESADH, ZEEB (15067612)	0h 35m	0h 53m	0h 10m	0h 20m	508	+176.6	216	+80.2
SAKLEY, ROO (J150257518)	0h 24m	0h 50m	0h 18m	0h 35m	265	-267.4	99	-68.4
VARGAS, RAJA-HAMMOND, VICTORIA (J150559406)	0h 35m	0h 53m	0h 30m	0h 45m	676	+156.6	216	+63.2
VARGA, FRANCISCO VALERIO (J150234895)	0h 27m	1h 04m	0h 05m	0h 23m	996	-196.4	129	-88.8
VILLACRO, MARIELA R. (J150548357)	0h 27m	1h 04m	0h 05m	0h 23m	996	-196.4	129	-88.8

Action: Click on the next employee name to begin next productivity time log review.

Ex: Caoile, Dolores

21.3

Est. time: 23.1 sec.

Action: Click on down carrot under 'by gaps' to expand the Available Dates and select the first date with an associated time punch

Action: Click on down carrot under 'by gaps' to expand the Available Dates and select the first date with an associated time punch

[illegible]

Action: Click
Select the date

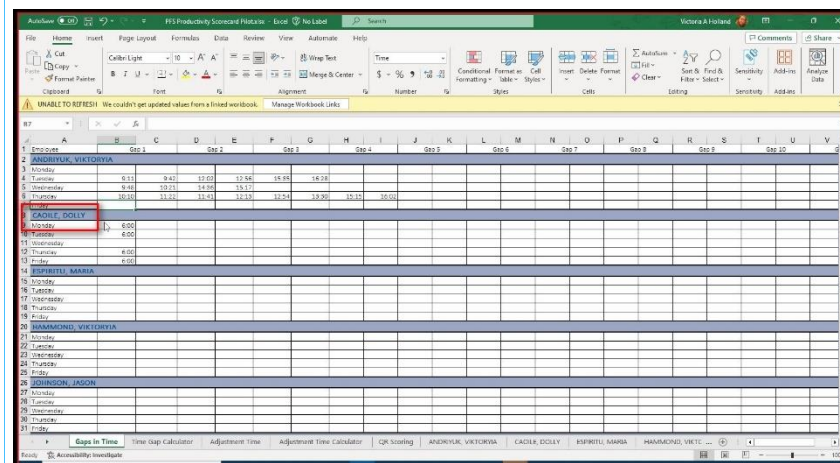
Ex. '27 Mon'

22 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 2.9 sec.

22.1

Est. time: 1.3 sec.



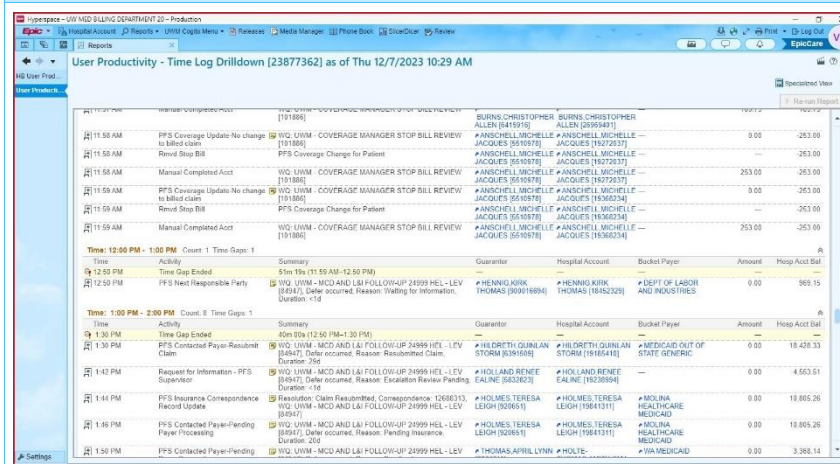
Action: Click
Look for associated
employee in
spreadsheet to review
days worked

23 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 0.1 sec.

23.1 Press 'Alt+Tab'

Est. time: 0.1 sec.



Action: Special Key
Review for time gaps
greater than
30 minutes

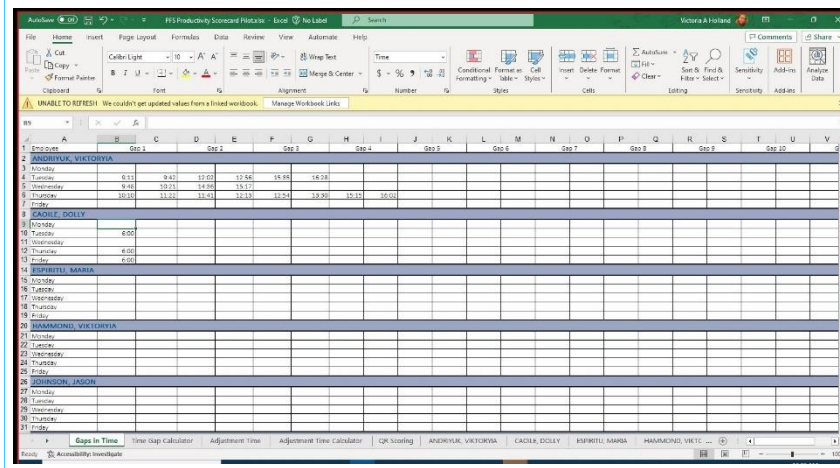
Ex: Time gap ended
12:50 (11:59-12:50)

Ex: Time gap ended 1:30
(12:50-1:30)

24 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 2.3 sec.

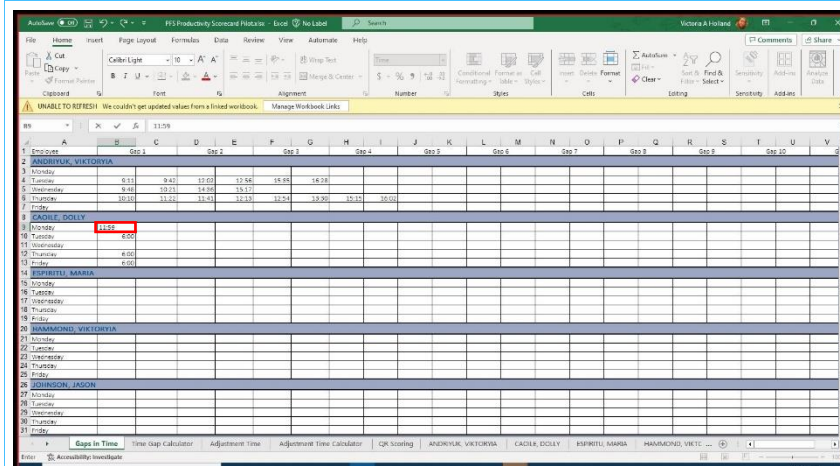
24.1



Est. time: 1.4 sec.

Action: Keyboard Input
Select cell for 'Gap 1' under associated employee

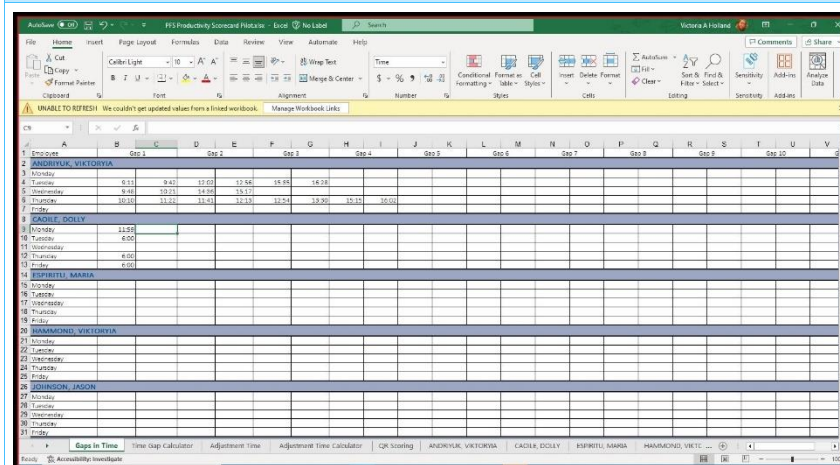
24.2 Press 'Tab'



Est. time: 0.2 sec.

Action: Special Key
Paste Time Gap Start Time: 11:59

24.3



Est. time: 0.5 sec.

Action: Keyboard Input

24.4 Press 'Tab'

Est. time: 0.2 sec.

Action: Special Key
**Paste Time Gap End
Time: 12:50**

Employee	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10
ANDRIYUK, VIKTORIYA										
Monday	8:11	9:40	12:02	12:50	15:45	18:18				
Tuesday	8:48	10:11	12:48	15:11						
Wednesday	8:40	10:11	12:48	15:11						
Thursday	8:10	10:11	12:48	15:11						
Friday										
CADILE, DOLLY										
Monday	12:50									
Tuesday	8:00									
Wednesday	8:00									
Thursday	8:00									
Friday										
ESPIRITU, MARIA										
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										
HANAMONDO, VICTORIA										
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										
JOHNSON, JASON										
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										

24.5 Press 'Tab'

Est. time: 0.2 sec.

Action: Special Key
**Select next cell for 'Gap
2' and paste next time
gap start value: 12:50**

Employee	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10
ANDRIYUK, VIKTORIYA										
Monday	8:11	9:40	12:02	12:50	15:45	18:18				
Tuesday	8:48	10:11	12:48	15:11						
Wednesday	8:40	10:11	12:48	15:11						
Thursday	8:10	10:11	12:48	15:11						
Friday										
CADILE, DOLLY										
Monday	12:50									
Tuesday	8:00									
Wednesday	8:00									
Thursday	8:00									
Friday										
ESPIRITU, MARIA										
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										
HANAMONDO, VICTORIA										
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										
JOHNSON, JASON										
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										

24.6

Est. time: 0.4 sec.

Action: Keyboard Input
Select next cell in 'Gap 2'

The screenshot shows an Excel spreadsheet titled 'FIS Productivity Scorecard Platform'. The spreadsheet has columns for 'Employee', 'Step 1', 'Step 2', 'Step 3', 'Step 4', 'Step 5', 'Step 6', 'Step 7', 'Step 8', 'Step 9', and 'Step 10'. The 'Gap 2' column is highlighted, and the next cell in the sequence is selected.

24.7 Press 'Tab'

Est. time: 0.1 sec.

Action: Special Key
Paste Time Gap End value: 1:30 (Values should be converted to military time: 13:30)

The screenshot shows the same Excel spreadsheet as in 24.6, but with the 'Gap 2' column now containing the value 1:30. The value 1:30 is highlighted in red.

25 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 19.5 sec.

25.1

Est. time: 19.5 sec.

EB Time Log Report (11/27/2023 - 12/1/2023)

Selected Options
 CACILE, DOLORES D [1506200]
 Monday November 27, 2023
 Grouping by Time

Available Dates
 By Count By Unique Hosp Accts By Unique Guarantors By Unique Inc Rpts By Gaps
 Nov 2023
 27 Nov 227
 28 Nov 188
 29 Nov 6
 30 Nov 251
 Dec 2023

Summary for CACILE, DOLORES D [1506200]
 Metric Time in System Gaps of 20+ Minutes Gap Time Count Unique Hosp Accts Unique Guarantors Unique Inc Rpts Recovered Amt Transaction Amt WQ Activity Amt
 Total for 11/27/2023 9h 40m 4 2h 17m 227 67 58 38,033.82 22,599.35 105,656.79
 Total between 11/27/2023 and 12/1/2023 33h 40m 16 8h 49m 775 266 193 155 36,357.12 54,414.28 259,448.19
 Avg between 11/27/2023 and 12/1/2023 8h 25m 4.0 2h 12m 193.8 67.0 48.3 38.6 7,274.42 10,882.86 51,889.62

Details for CACILE, DOLORES D [1506200] on 11/27/2023, grouped by Time
 Time Activity Summary Guarantor Hospital Account Bucket Player Amount Hosp Acct Bal
 6:04 AM PFS Contacted Payer Pending Summary: VQ URM - MCD AND LBI FOLLOW UP 24999 AAA - BUR [8494] Defect occurred Reason: Pending Insurance Duration: 204 BENNETT, JANELLE CHRISTINE [4774847] BENNETT, JANELLE CHRISTINE [1998505] COMMUNITY HEALTH PLAN OF WA MEDICAD 6,517.62 22,553.67
 6:15 AM PFS Contacted Payer Payment Promised Summary: VQ URM - MCD AND LBI FOLLOW UP 24999 AAA - BUR [8494] Defect occurred Reason: Processed Payment Not Posted, Duration: 204 BENNETT, MICHAEL [8451442] BENNETT, MICHAEL [2675938] AMBSGROUP MEDICAD 6,517.62 24,626.57

Action: Click
Once the time gaps for the first day are complete, click the next date worked under 'Available Dates' and continue steps.

26 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 0.0 sec.

26.1 Press 'Alt+Tab'

Est. time: 0.0 sec.

PFS Productivity Scorecard Pilot.xlsx

Employee: ANDRIYAR, VIKTORIYA

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Monday	9:11	9:41	11:03	12:56	15:49	14:38	
Tuesday	9:40	10:21	11:46	13:17			
Wednesday	10:05	11:35	13:05	14:34	15:30	16:30	
Thursday							
Friday							

Employee: CACILE, DOLORES

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Monday	11:05	12:50	12:50	13:50			
Tuesday	11:56	13:18					
Wednesday	11:54	12:45	13:54	14:51			
Thursday							
Friday							

Employee: BENNETT, JANELLE

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							

Employee: BENNETT, MICHAEL

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							

Action: Special Key
Once all days worked are reviewed and time gaps logged, follow the steps to continue to the next employee.

27 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 2.1 sec.

Est. time: 2.0 sec.

Action: Click
Click 'X' to close out of the selected employee's time log in order to continue to the next candidate.

The screenshot displays the EpicCare EMR interface with a 'User Productivity - Time Log Drilldown' report. The report title is 'User Productivity - Time Log Drilldown [23877362] as of Thu 12/17/2023 10:29 AM'. The interface includes a top navigation bar with tabs for Reports, Home Assistant, My Resources, Media Manager, All Phone Book, and QuickView | Review. A left sidebar shows navigation options like Home Prod, User Productivity, and Specimen Orders. The main area contains a table of activity logs with columns for time, activity type, user, and duration. Below the table, there is an 'Explanation of Terms' section detailing system login times, gaps between actions, recovered and transaction amounts, activity sum, amount, and stop bill balance.

Time	Activity	User	Duration
[10:30 AM]	Manual Completed Act	WQ UTM - COVERAGE MANAGER STOP BILL REVIEW [107086]	
[10:35 AM]	PFS Coverage Update No change to billed claim	BLANCHARD MARY E [1942666]	1:00:00
[10:35 AM]	Rev'd Stop Bill	BONNELL VIRGINIA [19028522]	0:00:00
[10:35 AM]	Manual Completed Act	WQ UTM - COVERAGE MANAGER STOP BILL REVIEW [107086]	
[10:45 AM]	PFS Coverage Update No change to billed claim	BONNELL VIRGINIA [19028522]	0:00:00
[10:45 AM]	Rev'd Stop Bill	BONNELL VIRGINIA [19028522]	0:00:00
[10:45 AM]	PFS Coverage Update No change to billed claim	BONNELL VIRGINIA [19028522]	0:00:00
[10:45 AM]	Rev'd Stop Bill	BONNELL VIRGINIA [19028522]	0:00:00
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[10:45 AM]	PFS Coverage Update No change to billed claim	BONNELL VIRGINIA [19028522]	0:00:00
[10:45 AM]	Rev'd Stop Bill	BONNELL VIRGINIA [19028522]	0:00:00
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[10:45 AM]	Manual Completed Act	WQ UTM - COVERAGE MANAGER STOP BILL REVIEW [107086]	
[10:45 AM]	PFS Coverage Update No change to billed claim	BONNELL VIRGINIA [19028522]	0:00:00
[10:45 AM]	Rev'd Stop Bill	BONNELL VIRGINIA [19028522]	0:00:00
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[10:45 AM]	PFS Coverage Update No change to billed claim	BONNELL VIRGINIA [19028522]	0:00:00
[10:45 AM]	Rev'd Stop Bill	BONNELL VIRGINIA [1	

27.2 Press 'Alt+Tab'

Est. time: 0.1 sec.

Action: Special Key
Here is where the
remaining employees
names will be for
selection

[illegible]

28 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 22.0 sec.

28.1

Est. time: 5.5 sec.

Action: Click
Once the 'Gaps in Time' worksheet is filled out with the time gaps from EPIC, select 'Adjustment Time' worksheet

29 Sequence

Est. time: 2.3 sec.

29.1 Click Network Folder

Est. time: 2.3 sec.

Action: Click

30 RPA Folder in Network Drive

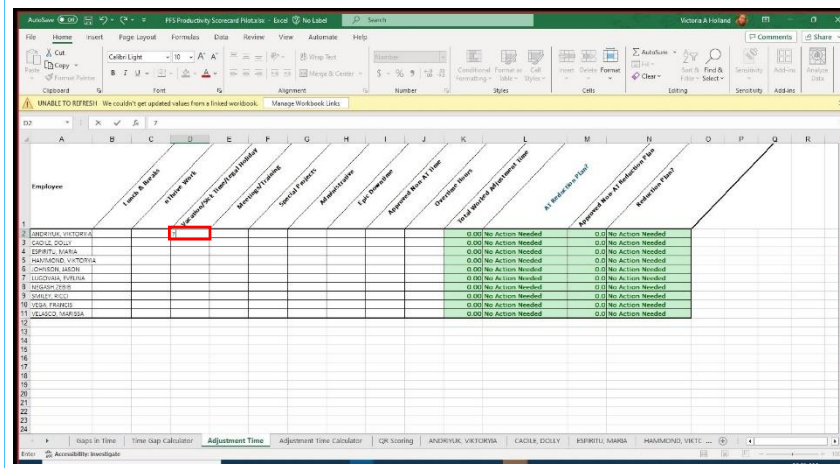
Est. time: 12.1 sec.

30.1

Est. time: 12.1 sec.

Action: Double Click
Each Employee will have a file referred to as an 'Adjustment Calculator' - in current state, supervisors save in separate places.
Call out to create centralized drive where files can be saved and streamline naming conventions.
In our session we captured Viktorya, her 'Adjustment Calculator' is saved under VIK_A_12.01.2023 PFS Performance Adjustment Tracker.xlsx

32.2 Press 'Tab'



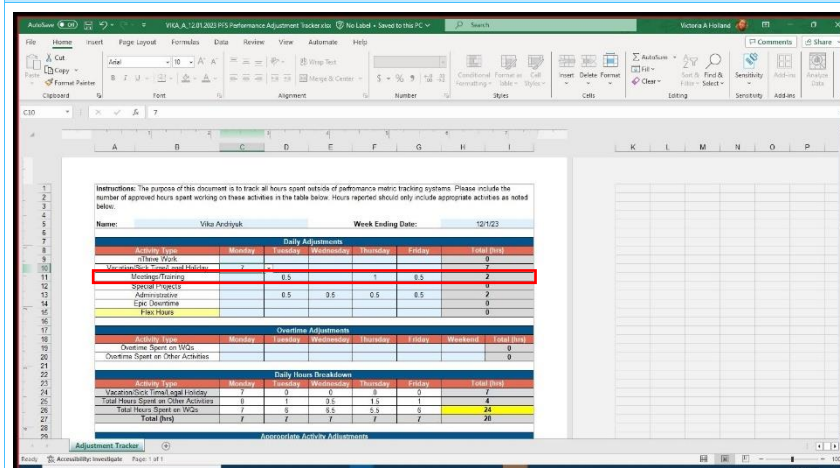
Est. time: 0.2 sec.

Action: Special Key
Paste: 7

33 VIK_A_12.01.2023 PFS Performance Adjustment Tracker.xlsx - Excel

Est. time: 0.1 sec.

33.1 Press 'Alt+Tab'



Est. time: 0.1 sec.

Action: Special Key
The next category with assigned values is 'Meeting/Training' with a total of 2 hours for the week.

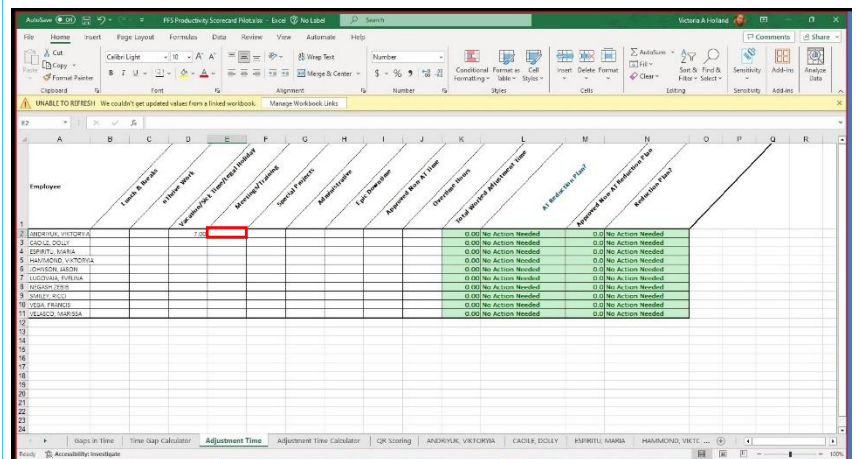
Copy Value: 2

34 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 5.9 sec.

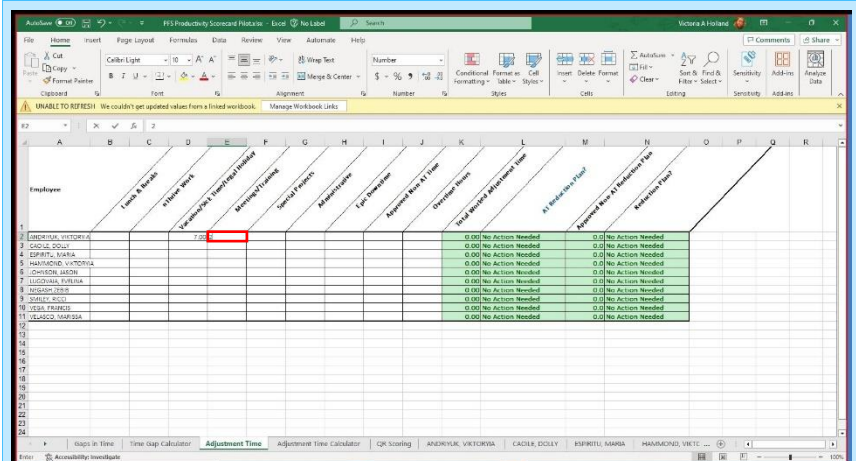
Est. time: 4.5 sec.

Action: Keyboard Input
Select corresponding category for the employee being reviewed



Est. time: 0.0 sec.

Action: Special Key
Paste: 2

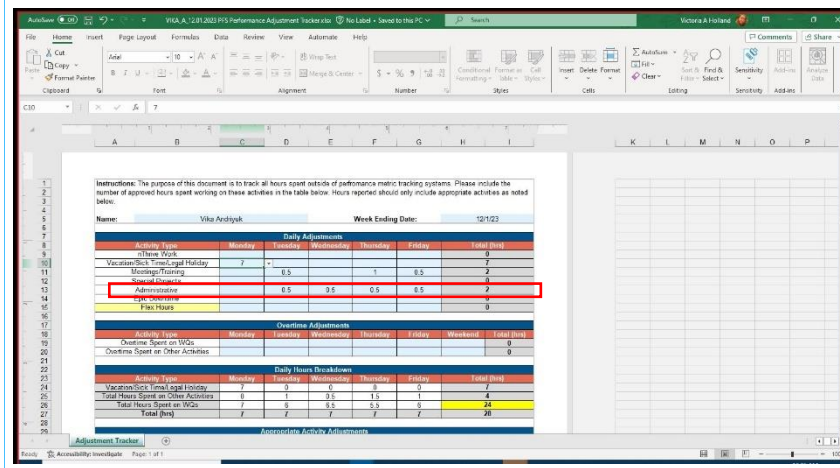


35 VIKA_A_12.01.2023 PFS Performance Adjustment Tracker.xlsx - Excel

Est. time: 0.0 sec.

35.1 Press 'Alt+Tab'

Est. time: 0.0 sec.



Action: Special Key
The next category with an assigned time value is 'Administrative' for 2 total hours throughout the week.

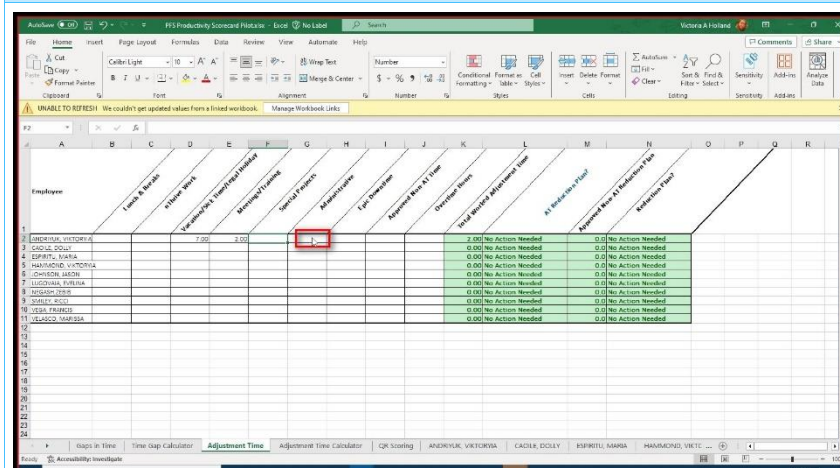
Copy: 2

36 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 2.6 sec.

36.1

Est. time: 1.3 sec.

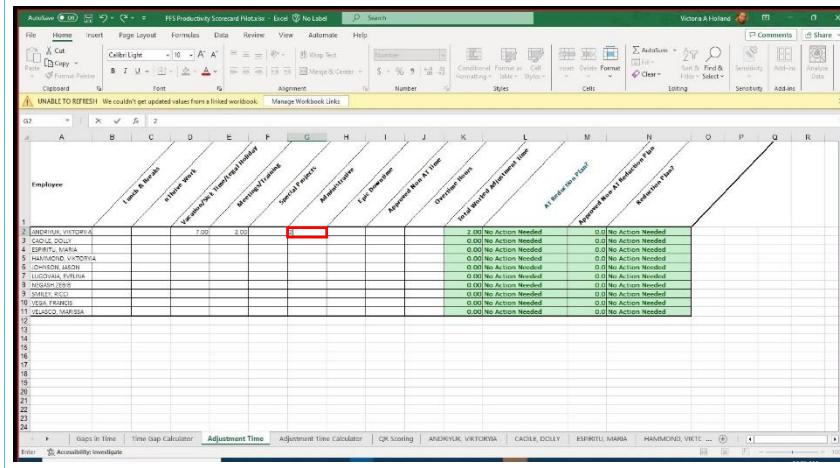


Action: Click
Select cell for associated employee and time category 'Administrative'

36.2 Press 'Tab'

Est. time: 0.1 sec.

Action: Special Key
Paste: 2



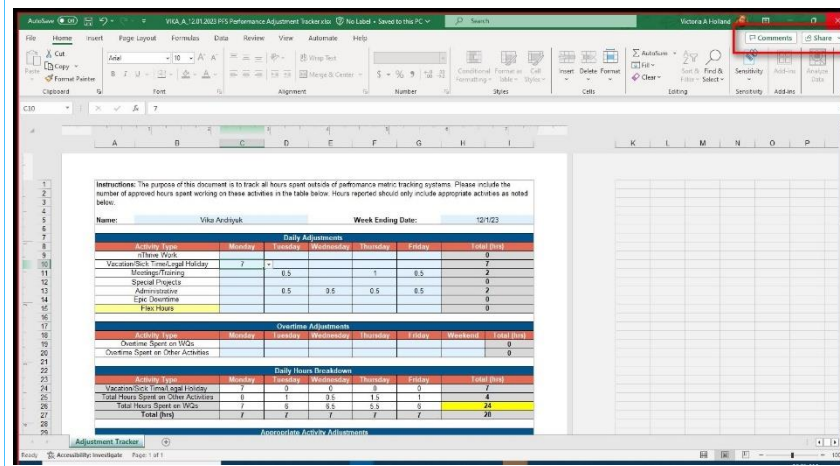
37 VIK_A_12.01.2023 PFS Performance Adjustment Tracker.xlsx - Excel

Est. time: 9.4 sec.

37.1

Est. time: 9.4 sec.

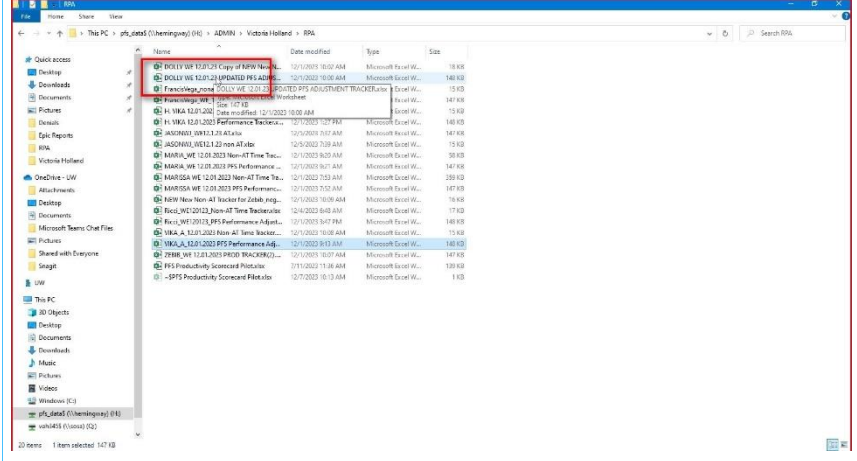
Action: Click
Once the time category values have been transferred from the individual PFS Performance Adjustment Trackers, you can exit out and continue to the next employee file.



38 RPA Folder

Est. time: 3.7 sec.

Est. time: 3.7 sec.



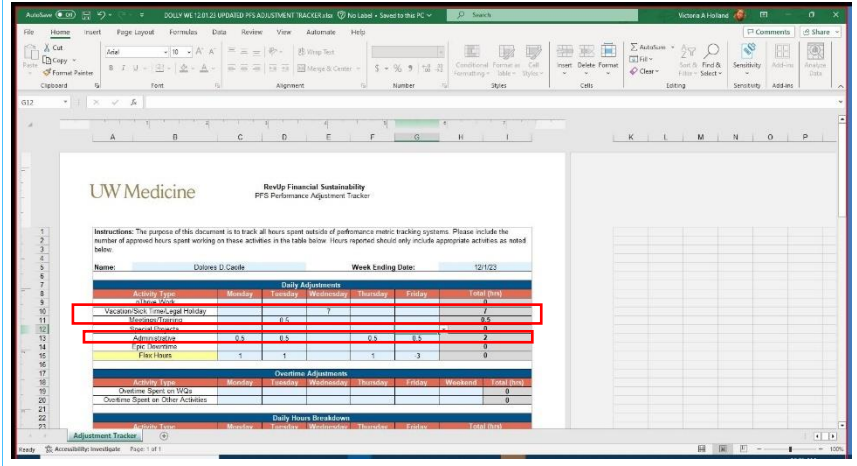
Action: Double Click
**Open next employee
file:**
DOLLY WE 12.01.23
UPDATED PFS
ADJUSTMENT
TRACKER.xlsx - Excel

39 DOLLY WE 12.01.23 UPDATED PFS ADJUSTMENT TRACKER.xlsx - Excel

	Est. time: 0.1 sec.
--	---------------------

39.1 Press 'Alt+Tab'

	Est. time: 0.1 sec.
--	---------------------



Action: Special Key

Assigned time categories to retrieve values:

**Vacation/Sick
Time/Legal Holiday: 7
Meetings/Training: .5
Administrative: 2**

40 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 3.3 sec.

40.1

Est. time: 1.7 sec.

Action: Click
Select associated employee and time category to input retrieved values

Employee	Leave & Break	Vacation	Sick Leave	Unpaid Leave	Other	Total	Comments
ANDRIYUK, VIKTORIYA		7.00	2.00			9.00	4.00 Reduction Plan Required
CACILIA, DOLY						0.00	No Action Needed
ESPIRITU, NABIA						0.00	No Action Needed
HAMMAD, VIKTORIYA						0.00	No Action Needed
CHORINA, ANTON						0.00	No Action Needed
LUCIANA, EVELINA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed

40.2 Press 'Tab'

Est. time: 0.1 sec.

Action: Special Key
Vacation/Sick Time/Legal Holiday Paste: 7

Employee	Leave & Break	Vacation	Sick Leave	Unpaid Leave	Other	Total	Comments
ANDRIYUK, VIKTORIYA		7.00	2.00			9.00	4.00 Reduction Plan Required
CACILIA, DOLY						0.00	No Action Needed
ESPIRITU, NABIA						0.00	No Action Needed
HAMMAD, VIKTORIYA						0.00	No Action Needed
CHORINA, ANTON						0.00	No Action Needed
LUCIANA, EVELINA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed
ANDRIYUK, VIKTORIYA						0.00	No Action Needed

40.3 Press 'Tab'

Est. time: 0.2 sec.

Action: Special Key
Meetings/Training
Paste: .5

Employee	Leave & Break	Administrative Work	Meetings/Training	Special Projects	Administrative	Self-Improvement	Approved Work at Time	Overhead Work	Total Adjusted Adjustment Time	At Production Point	Approved Work at Production Time	Reduction Factor
ANDRIYUK, VICTORIA	7.00	2.00	2.00						4.00 Reduction Plan Required	0.00 No Action Needed	0.00 No Action Needed	
CACILIA, DOLLY	7.00	2.00	2.00						0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
ESPIRITU, MARIA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
HARMONIO, VICTORIA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
CHORONA, JACOB									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
LUCONIA, EVELINA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
ANDRISON, JESUS									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
DAVID, JESUS									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
YESSA, FRANCIS									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
LUISACCO, MARCELA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	

40.4 Press 'Tab'

Est. time: 0.1 sec.

Action: Special Key
Administrative
Paste: 2

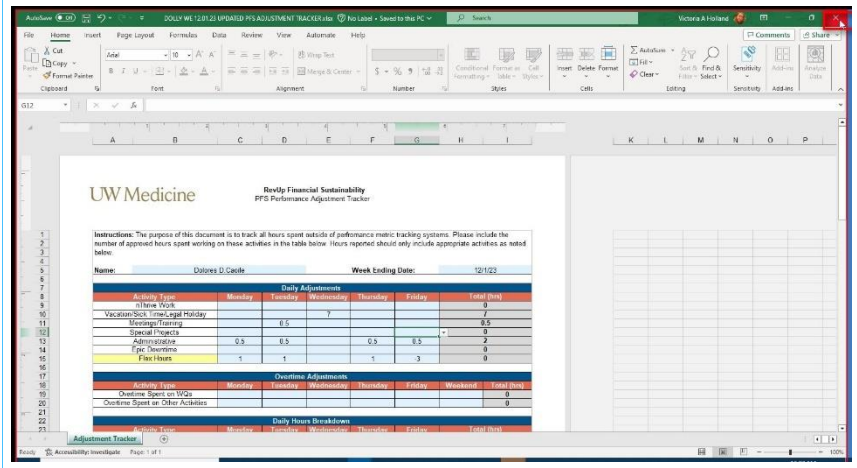
Employee	Leave & Break	Administrative Work	Meetings/Training	Special Projects	Administrative	Self-Improvement	Approved Work at Time	Overhead Work	Total Adjusted Adjustment Time	At Production Point	Approved Work at Production Time	Reduction Factor
ANDRIYUK, VICTORIA	7.00	2.00	2.00						4.00 Reduction Plan Required	0.00 No Action Needed	0.00 No Action Needed	
CACILIA, DOLLY	7.00	2.00	2.00						0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
ESPIRITU, MARIA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
HARMONIO, VICTORIA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
CHORONA, JACOB									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
LUCONIA, EVELINA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
ANDRISON, JESUS									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
DAVID, JESUS									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
YESSA, FRANCIS									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	
LUISACCO, MARCELA									0.00 No Action Needed	0.00 No Action Needed	0.00 No Action Needed	

41 DOLLY WE 12.01.23 UPDATED PFS ADJUSTMENT TRACKER.xlsx - Excel

Est. time: 3.4 sec.

41.1	
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	Est. time: 3.4 sec.
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The screenshot shows the Microsoft Excel interface. The 'Formulas' tab is active on the ribbon, and the 'Paste' button is highlighted. The worksheet contains the 'UW Medicine' logo and the title 'RevUp Financial Sustainability PFS Performance Adjustment Tracker'. Below the title, there is a section for 'Instructions' and a table with columns for 'Month' and 'Hours'.

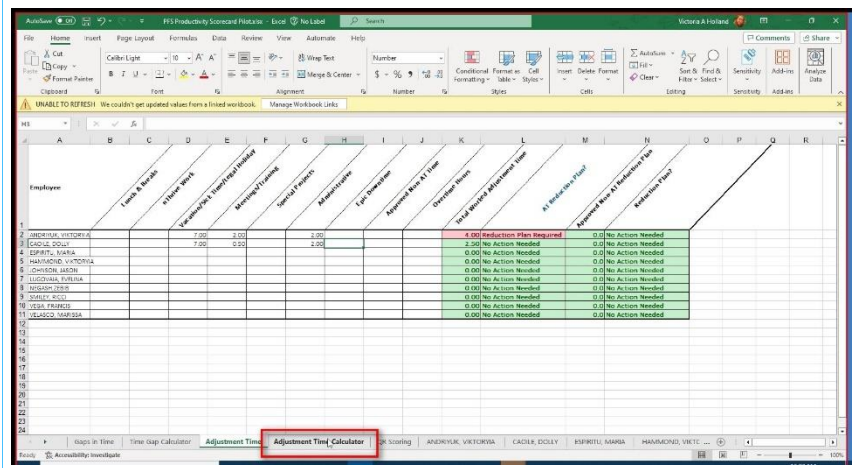
Date	General or Special	Week Ending Date					Totals
		Monday	Tuesday	Wednesday	Thursday	Friday	
8	Activity Type	Daily Adjustments					Total (Std)
9	Illness/Vacation						0
10	Vacation/Spill Time and Holiday		7				7
11	Meals/Training	0.5					0.5
12	Special Topics					1	1
13	Administration	0.5	0.5		0.5	0.5	2
14	Exp. Dev./ment						0
15	File/Injury	1	1		1	3	6
16							
17		Overtime Adjustments					Total (Std)
18	Overtime Hours						0
19	Overtime Spent on Work						0
20	Overtime Spent on Other Activities						0
21							
22		Daily Hours Breakdown					Total (Std)
23	Activity Type	Monday	Tuesday	Wednesday	Thursday	Friday	
24	Adjustment Teacher						

42 PFS Productivity Scorecard Pilot.xlsx - Excel

	Est. time: 42.5 sec.
--	----------------------

42.1

	Est. time: 10.1 sec.
--	----------------------

[illegible]

42.2 Press 'Del'

Est. time: 1.9 sec.

Action: Special Key
The spreadsheet is configured to pull the Adjustment Time values that were input in the "adjustment time" worksheet previously.

The purple area should be blank or programmed for existing values to be overwritten.

43 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 1.4 sec.

43.1

Est. time: 1.3 sec.

Action: Click
Fill in Unique Accounts Worked for each employee.

Using the same time log report loaded in EPIC, you can find the "Unique Accounts Worked"

44 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 0.0 sec.

44.1 Press 'Alt+Tab'

Est. time: 0.0 sec.

HyperSpace - UW MED BILLING DEPARTMENT 20 - Production

HB User Productivity - Scorecard Pilot [23877131] as of Thu 12/7/2023 10:21 AM

Date Range: 11/27/2023 - 12/1/2023
Service Area: UW MEDICINE - HARBORVIEW MEDICAL CENTER

Additional Report Settings
Billing System: Hospital Billing
Users: ANDRIYUK, VICTORIA (BU00000590); CADOL, EDDIE (BU00000590); ESPRITU, MARIA (BU00000590); JONHON, WENDY (BU00000590); LUCASIA, KYRINA (BU00000590); MADAM, ZORR (BU00000590); SATEY, RICK (BU00000590); VANDER, HANIMOND (BU00000590); VEGA, FRANCISCO VALDES (BU00000590); VELASCO, MARCELA (BU00000590)

The unique count column values may not sum to the column total value as the same record may have been acted-on by multiple users.

Time Log For All Users

11/27/2023 - 12/1/2023

User	Daily Time in System		Daily Log Time		Action Cnt	Avg 2024	Unique Hosp Acct Count	Unique Quarters		Unique In Bk Count
	Avg Time	Avg 7h 30m	Avg Time	Avg 7h 30m				Count	Avg 12/1/23	
ANDRIYUK, VICTORIA (BU00000590)	8h 22m	+0h 10m	3h 12m	+0h 10m	305	+27.4	322	-48.8	95	-36.9
CADOL, EDDIE (BU00000590)	8h 25m	+0h 10m	2h 12m	+0h 10m	958	+10.6	299	+11.2	185	+55.1
ESPRITU, MARIA (BU00000590)	8h 28m	+0h 10m	2h 10m	+0h 10m	911	+27.8	294	-88.2	142	+50.1
JONHON, WENDY (BU00000590)	8h 1m	+0h 40m	6h 12m	+0h 21m	851	+31.6	221	+43.2	178	+48.1
LUCASIA, KYRINA (BU00000590)	8h 40m	+0h 10m	2h 40m	+0h 40m	6	-483.4	0	-167.8	0	-151.9
MADAM, ZORR (BU00000590)	8h 18m	+0h 40m	2h 06m	+0h 20m	1,609	+37.6	225	-68.2	205	+72.1
SATEY, RICK (BU00000590)	8h 24m	+0h 10m	6h 28m	+0h 16m	360	+37.1	99	-68.8	77	-58.8
VANDER, HANIMOND (BU00000590)	7h 18m	+0h 20m	4h 40m	+0h 48m	678	+4.8	215	-48.7	179	+47.1
VEGA, FRANCISCO VALDES (BU00000590)	8h 27m	+0h 50m	6h 05m	+0h 23m	286	-286.4	129	-38.6	115	-16.9
VELASCO, MARCELA (BU00000590)	7h 46m	+0h 10m	2h 15m	+0h 27m	881	+30.6	183	+34.2	154	+22.1
Total					6,524		1,678		1,119	1,199

HB Performance Activities

Action: Special Key
Unique Hosp Acct Count: 107

45 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 2.4 sec.

45.1 Press 'Enter'

Est. time: 1.4 sec.

Microsoft Excel - PFS Productivity Scorecard Pilot.xlsx

UNABLE TO REFRESH: We couldn't get updated values from a linked workbook. Manage Workbook Links

Representative	Team	Hours Off (Holiday, Vacation, Sick)	Months/Time Using/Outside	Overtime Hours	Approved Adjustment Time	Reported Hours in a Week	Worked Hours	Adjusted Standard	Actual Standard	Unique Accounts	Follow-up Unique Accounts	Follow-up Unique Accounts	Total HB Performance Activities	Productivity %	Par Index
ANDRIYUK, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	475
CADOL, EDDIE	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	225
ESPRITU, MARIA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	200
HANIMOND, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	475
JONHON, WENDY	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	400
LUCASIA, KYRINA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	350
MADAM, ZORR	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	350
SATEY, RICK	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	350
VEGA, FRANCISCO	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	350
VELASCO, MARCELA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	222	222	107	0	0	107	100%	350

Report in Time Time cap calculator Adjustment Time Adjustment Time Calculator QR Scoring ANDRIYUK, VICTORIA CADOL, EDDIE ESPRITU, MARIA HANIMOND, VICT JONHON, WENDY LUCASIA, KYRINA MADAM, ZORR SATEY, RICK VEGA, FRANCISCO VELASCO, MARCELA

Action: Special Key Paste

46 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 0.0 sec.

46.1 Press 'Alt+Tab'

Est. time: 0.0 sec.

Action: Special Key
Unique Hosp Acct Count: 259

Hyperspace - UW MED BILLING DEPARTMENT 20 - Production

HB User Productivity - Scorecard Pilot [23877131] as of Thu 12/7/2023 10:21 AM

Date range: 11/27/2023 - 12/7/2023
Service area: UW MEDICINE - HARBORVIEW MEDICAL CENTER

Avg Time: 7h 33m, Avg Day Time: 3h 42m, Action Cnt: 6,324, Unique Hosp Accts: 1,678, Unique Quarters: 1,319, Unique In Bkts: 1,199

Additional Report Settings

Billing systems: Hospital Billing
Users: ANDRIYAK, VICTORIA (BU00000593), CACKE, DOLORES D (100000), ESPRITU, MARIALUZ (100489), JOHNSON, JASON W (100771), LUCOWIA, EVELINA (BU00003746), MARIKSH, ZBIB (100870), SARKIS, RICO (BU00000019), VELA, FRANCISCO VALDES (BU00000000), VELA, MARISSA S (BU00004870)

The unique count column values may not sum to the column's total value as the same record may have been acted-on by multiple users.

Time Log For All Users

11/27/2023 - 12/7/2023

User	Daily Time in System		Daily Day Time		Action Cnt		Unique Hosp Accts		Unique Quarters		Unique In Bkts	
	Avg Time	Avg 7h 33m	Avg Time	Avg 3h 42m	Count	Avg 6324	Count	Avg 1678	Count	Avg 1319	Count	Avg 1199
ANDRIYAK, VICTORIA (BU00000593)	0h 23m	+0h 48m	2h 52m	+0h 10m	355	+327.4	17	-61	85	+58.9	79	
CACKE, DOLORES D (100000)	0h 25m	+0h 10m	2h 17m	-1h 10m	958	+171.6	242	-99	185	+131.1	192	
ESPRITU, MARIALUZ (100489)	0h 26m	+0h 35m	2h 26m	-0h 32m	811	+218.4	234	-182	142	+107	140	
JOHNSON, JASON W (100771)	0h 15m	+1h 42m	6h 13m	+2h 31m	831	+218.4	231	-452	178	+61.1	137	
LUCOWIA, EVELINA (BU00003746)	0h 40m	-7h 35m	2h 50m	-1h 43m	0	-492.4	0	-167.8	0	-131.9	0	
MARIKSH, ZBIB (100870)	0h 16m	+0h 44m	2h 46m	-1h 36m	1,006	+171.6	218	-462.2	208	+71.1	253	
SARKIS, RICO (BU00000019)	0h 24m	+0h 11m	6h 58m	+2h 55m	365	+327.4	89	-48.0	77	-54.9	73	
VELA, FRANCISCO VALDES (BU00000000)	2h 18m	+0h 20m	4h 50m	+0h 48m	638	+41.4	216	-48.2	179	+47.1	98	
VELA, MARISSA S (BU00004870)	0h 21m	+1h 54m	6h 05m	+2h 22m	286	-266.4	123	-39.0	115	-16.8	65	
Total	7h 48m	+0h 15m	2h 15m	-1h 22m	6,324	+1,656	1,678	-432	1,319	+221	1,199	

HB Performance Activities

47 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 1.2 sec.

47.1 Press 'Up'

Est. time: 0.4 sec.

Action: Special Key
Unique Hosp Acct Count: 259

PFS Productivity Scorecard Pilot.xlsx - Excel

UNABLE TO REFRESH: We couldn't get updated values from a linked workbook.

Representative	Team	Hours Off (Holiday, Vacation, Sick)	Meetings/TIME (Work/Off-duty)	Overtime Hours	Approved Adjusted Time	Requested Work Hours	Worked Hours	Adjusted Standard	Actual Standard	Unique Accounts	Follow-up 365 Unique Accounts	Follow-up 911 Unique Accounts	Total IDB Performance Activities	Productivity %	For Week
ANDRIYAK, VICTORIA	Standard Follow-up	7.00	2.00	0.00	0.00	35	26.50	167	167	259			0	0%	875
CACKE, DOLORES	Standard Follow-up	7.00	0.00	0.00	0.00	35	27.50	177	177				0	0%	223
ESPRITU, MARIALUZ	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.00	225	225				0	0%	200
JOHNSON, JASON	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	235	235				0	0%	275
LUCOWIA, EVELINA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	235	235				0	0%	880
MARIKSH, ZBIB	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	235	235				0	0%	
SARKIS, RICO	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	235	235				0	0%	
VELA, FRANCISCO	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	235	235				0	0%	
VELA, MARISSA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	235	235				0	0%	

Steps in Time: Time exp Calculator, Adjustment Time, Adjustment Time Calculator, CR Scoring, ANDRIYAK, VICTORIA, CACKE, DOLORES, ESPRITU, MARIALUZ, MARIKSH, ZBIB, LUCOWIA, EVELINA, SARKIS, RICO, VELA, FRANCISCO, VELA, MARISSA

48 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 0.1 sec.

48.1 Press 'Alt+Tab'

Est. time: 0.1 sec.

Action: Special Key
The next category is "Follow up SRG Unique Accounts" which can be found by scrolling down under HB Performance Activities.

Ex Copy Value: 74

49 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 2.8 sec.

49.1

Est. time: 1.0 sec.

PFS Productivity Scorecard Pilot.xlsx - Excel

Representative	Team	Hours Off (Holiday, Vacation, Sick)	Meetings/TIME Using/Outgoing	Overseer Hours	Approved Adjusted Time	Requested Hours in a Week	Adjusted Standard	Actual Standard	Unique Accounts	Follow-up SRG Unique Accounts	Follow-up BSI Unique Accounts	Total HB Performance Activities	Productivity %
ANDRIYUK, VIKTORIYA	Standard Follow-up	7.00	0.00	0.00	0.00	35	25.50	167	377	228	0	0%	87%
CACILLO, DOLORES	Standard Follow-up	7.00	0.00	0.00	0.00	35	27.50	177	228	228	0	0%	22%
ESPINOSA, MARIALEZ	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	200
JONHSON, JASON W	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	275
LUCOVALL, EVELINA	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	400
MASARIK, ZHEK	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	880
SHIRLEY, RICO	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	0
WILLIAMS, HARMONIC, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	0
VELAZO, FRANCISCO VALDES	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	0
VELASCO, MARISSA B	Standard Follow-up	0.00	0.00	0.00	0.00	35	25.50	225	225	0	0%	0%	0

Action: Keyboard Input

49.2 Press 'Enter'

Representative	Team	Hours Off	Meetings/Tra	Overtime	Approved	Required	Worked	Adjusted	Actual	Unique	Follow-up SRG	Follow-up RFI	Total RFI	Performance	Productivity	Error
ANDRIYUK, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CADILE, DOLEY	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ESPIRITU, MARIA	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HAIRMAN, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
JOHNSON, JASON	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
LUCCHIA, EMILIA	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MARISA, MARIA	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NASIRAN, ZHEE	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SHAW, RICO	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
VELASCO, MARISSA	Standard Follow-up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Est. time: 1.7 sec.

Action: Special Key
Paste: 74

50 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 0.0 sec.

50.1 Press 'Alt+Tab'

User	Daily Time in System	Daily Cap Time	Action Cnt	Unique Hosp Accts	Unique Quarters	Unique Ins Dis
ANDRIYUK, VICTORIA (BU03003593)	Aug 22m	Aug 2h 32m	325	107	68.8	95
CADILE, DOLEY (1108230)	Aug 22m	Aug 2h 32m	950	239	81.2	185
ESPIRITU, MARIA (1102493)	Aug 26m	Aug 1h 30m	811	276.6	254	182
JOHNSON, JASON W (1109711)	Aug 17m	Aug 1h 42m	851	216.6	221	178
LUCCHIA, EMILIA (BU0300714)	Aug 60m	Aug 0h 42m	6	432.4	9	167.8
NASIRAN, ZHEE (1106712)	Aug 18m	Aug 1h 45m	24 36m	1609	176.6	288
SHAW, RICO (BU0300316)	Aug 24m	Aug 0h 31m	64 28m	240	287.4	99
VELASCO, MARISSA (BU0300406)	Aug 13m	Aug 0h 30m	48 30m	670	216	179
VELASCO, MARISSA (BU0300406)	Aug 17m	Aug 1h 04m	64 05m	296	296.4	129
VELASCO, MARISSA (BU0300406)	Aug 42m	Aug 1h 18m	24 15m	207	240.6	182
Total			6,324	1,678	1,319	1,199

Est. time: 0.0 sec.

Action: Special Key
Copy "Follow up SRG
Unique Accounts" Value
for each employee

Ex: Copy 189

51 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 1.3 sec.

51.1 Press 'Up'

Est. time: 0.5 sec.

Action: Special Key
Paste:189

Representative	Team	Hours Off (Holidays, Vacation, Sick)	Meetings/Tra ning/Oncol og	Overtime Hours	Approved Adjustment Time	Required Hours in a Work Week	Worked Hours	Adjusted Standard	Actual Standard	Unique Accounts	Follow-up SMB Unique Accounts	Follow-up RF1 Unique Accounts	Total RF1 Performance Activities	Productivity %	Per Week
ANDRIYUK, VICTORIA A.	Standard Follow-up	0.00	0.00	0.00	0.00	16.00	16.00	16.00	16.00	187	187	187	187	100%	187
CADOL, DOLLY	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
ESPIRITU, MARIA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
HARMON, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
JOHNSON, JACOB	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
LUCCHIA, EVELINA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
MAGUIRE, SARA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
SALES, JESSIE	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
VEILA, FRANCES	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
WILSON, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229

51.2 Press 'Alt+Tab'

Est. time: 0.0 sec.

Action: Special Key
Lastly, the "Follow Up
RF1 Unique Accounts"
category will need to be
filled out in the same
fashion, by retrieving
the values from EPIC
under the HB
Performance Activity
section.

Representative	Team	Hours Off (Holidays, Vacation, Sick)	Meetings/Tra ning/Oncol og	Overtime Hours	Approved Adjustment Time	Required Hours in a Work Week	Worked Hours	Adjusted Standard	Actual Standard	Unique Accounts	Follow-up SMB Unique Accounts	Follow-up RF1 Unique Accounts	Total RF1 Performance Activities	Productivity %	Per Week
ANDRIYUK, VICTORIA A.	Standard Follow-up	0.00	0.00	0.00	0.00	16.00	16.00	16.00	16.00	187	187	187	187	100%	187
CADOL, DOLLY	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
ESPIRITU, MARIA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
HARMON, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
JOHNSON, JACOB	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
LUCCHIA, EVELINA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
MAGUIRE, SARA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
SALES, JESSIE	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
VEILA, FRANCES	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229
WILSON, VICTORIA	Standard Follow-up	0.00	0.00	0.00	0.00	20.00	20.00	20.00	20.00	229	229	229	229	100%	229

52 Hyperspace - UW MED BILLING DEPARTMENT 20 - Production - \\Remote

Est. time: 0.0 sec.

52.1 Press 'Alt+Tab'

Est. time: 0.0 sec.

Action: Special Key
**Retrieve Follow Up RF1
Unique Account values
for each employee.**

Ex: Viktorya - 21
Ex: Dolores - 47

Hyperbase - US MED BILLING DEPARTMENT 20 - Production

EPIC

Hyperbase Analytics

Reports

UMH CO Menu

▼

Reselect

Media Manager

Phone Book

Discard

Review

Reports

Hyperbase Analytics

Reports

UMH CO Menu

▼

Reselect

Media Manager

Phone Book

Discard

Review

Print

Log Out

EPICare

HB User Productivity - Scorecard Pilot [23877131] as of Thu 12/7/2023 10:21 AM

HB User Prod.

Report

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53 PFS Productivity Scorecard Pilot.xlsx - Excel

Est. time: 1.2 sec.

Est. time: 0.6 sec.

Action: Special Key
Paste retrieved values

UNABLE TO REFRESH: We couldn't get updated values from a linked workbook. Manage Workbook Links

Representative	Team	Hours Off (Holiday, Vacation, Sick)	Meetings/Tra Training/Outgoing	Overtime Hours	Approved Adjustment Time	Requested Hours in a Work Week	Actual Standard	Actual	Unique Accounts	Follow-up Sit. Unique Accounts	Follow-up RF1 Unique Accounts	Total HB Performance Activities	Productivity %	Per Week
ANDRIYUK, VIKTORIYA	Standard Follow-up	7.00	0.00	0.00	0.00	35	24.00	167	167	217	74	21	95%	87%
CACILE, DOLORES	Standard Follow-up	7.00	0.00	0.00	0.00	39	27.50	177	177	228	109	47	109%	103%
ESPIRITU, MARIALEU	Standard Follow-up	0.00	0.00	0.00	0.00	35	22.00	225	225	225	0	0	0%	200
HARMONIC, VIKTORIYA	Standard Follow-up	0.00	0.00	0.00	0.00	39	38.00	225	225	225	0	0	0%	270
JOHNSON, JASON W	Standard Follow-up	0.00	0.00	0.00	0.00	35	38.00	225	225	225	0	0	0%	400
LUCASIA, EVELINA	Standard Follow-up	0.00	0.00	0.00	0.00	35	38.00	225	225	225	0	0	0%	880
MASARIK, ZBEN	Standard Follow-up	0.00	0.00	0.00	0.00	35	38.00	225	225	225	0	0	0%	
SHIRLEY, RICO	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	225	225	225	0	0	0%	
WILLIAM, HARMONIC, VIKTORIYA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	225	225	225	0	0	0%	
VELAZCO, FRANCISCO VALERIA	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	225	225	225	0	0	0%	
VELASCO, MARISSA B	Standard Follow-up	0.00	0.00	0.00	0.00	35	35.00	225	225	225	0	0	0%	

days in Time Time Cap Calculator Adjustment Time Adjustment Time Calculator CR Scoring ANDRIYUK, VIKTORIYA CACILE, DOLORES ESPIRITU, MARIALEU HARMONIC, VIKTORIYA

53.2

Est. time: 3.9 sec.

Action: Click
Call out:
The QR Scoring tab will need to be filled out manually by supervisors. There may be a need for an input file, or next steps dependent on supervisors work.

53.3

Est. time: 53.9 sec.

Action: Click
These QR scores have historical data and are updated by supervisors. They can click into each individual employee, where a scorecard is generated/calculated based off all previous work/inputs done via this process. The supervisors will continue from here to review calculations and provide individualized comments/feedback and export to PDF.

2.5 Input Data Description

The following table contains details regarding the inputs that every action of the process takes.

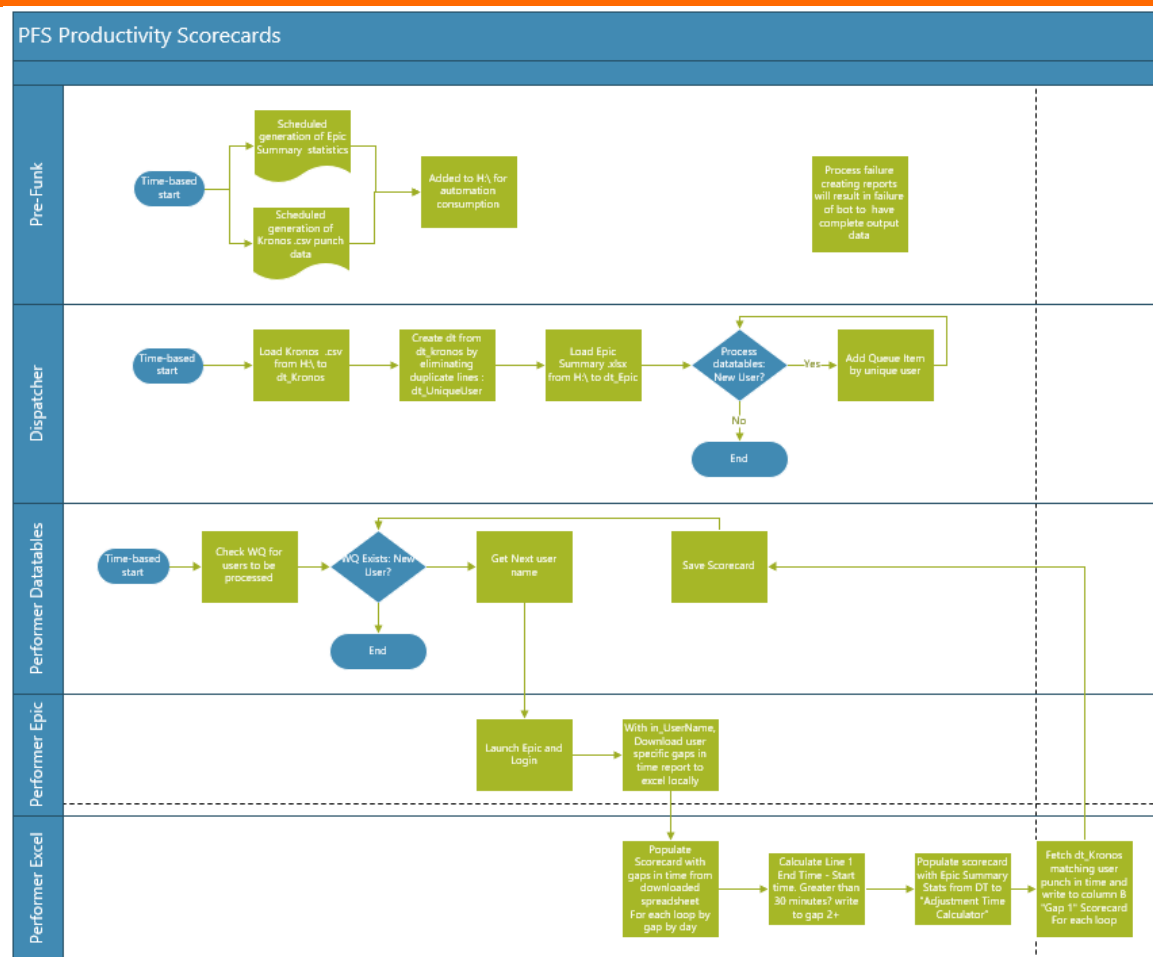
#Action	Sample	Input Type	Location	Are inputs Natively Digital*?	Are the Inputs Structured*?
1		Kronos weekly punch	Pfs_data\$ (\\hemingway) (H:)	Yes	Yes

2		Epic HB Time Log	Pfs_data\$ (\\hemingway) (H:)	Yes	Yes
3		Adjusted Time Log by user	Pfs_data\$ (\\hemingway) (H:)	Yes	Yes

* **Native Digital:** This is data that was originally created digitally e.g. excel, database or application reports etc. The non-native digital inputs are usually scanned images.

* **Structured Data:** has a predictable format and exists in fixed fields (e.g. an excel cell or a field in a form) and is easily detectable via search algorithms.

III. TO BE PROCESS DESCRIPTION



3.1. Parallel Initiatives

Initiative Name	Process Action(s) where it is identified	Impact on current Automation Request	Expected Completion Date	Contact Person
Adoption of Epic based PFS Performance Scorecards	Using new data for scorecards and process change for supervisors	High/New	With robot completion	Victoria Holland

3.2. In Scope For RPA

The "PFS Productivity Scorecard will be populated with the following details:

- Epic Time gaps > 30 minutes as noted in the Epic HB Time Log drilldown
- Epic first and last activity times as noted in the Epic HB Time Log drilldown
- Productivity statistics as notes in the HB Time Log Summary
 - Unique Accounts

- Follow up SRG Unique Accounts
- Follow up RFI Unique Accounts
- Follow Up Recovery Dollars
- Denial Recovery Dollars

A single scorecard spreadsheet will be handed off to all Supervisors who will be required to finalize employee scorecards with approved adjustment time, QR scores as well as comments/improvement recommendations.

3.3. Out Of Scope for RPA

Activity/Action*	Reason for out of scope	Impact on the TO BE	Possible measures to be taken into consideration for future automation
57.2-57.3	QR Scoring and individual employee scorecards to be completed by supervisor	Handoff should be seamless	N/A

Exceptions Handling

The Business Process Owner and Business Analysts are expected to document below all the business exceptions identified in the automation process. Exceptions are of 2 types and both need to be addressed:

Known exceptions = previously encountered. A scenario is defined with clear actions and workarounds for each case.

Unknown = New situation that was not encountered before. It cannot be predicted and in case it happens it needs to be flagged and communicated to an authorized person for evaluation.

3.3.1. Known Business Exceptions

Exception Name	Action	Parameters	Action to be taken

3.4.2 Unknown Business Exceptions

For all other cases which do not follow the rules defined an e-mail should be sent to: exceptions@company.com* with a screen shot and robot should proceed to next transaction.

* To be determined with automation user creation

3.4. Applications Errors & Exceptions Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here together with the action to be taken for each by the Robot. There are 2 types of exceptions/errors:

Known = Previously encountered and action plan or workaround available for it (e.g. SAP unresponsive during peak times)

Unknown = these are exceptions and errors that cannot be anticipated but for which the robot needs to have a rule so that the RPA solution is sustainable.

3.4.1. Known Applications Errors and Exceptions

Error/Exception Name	Action	Parameters	Action to be taken
Missing User in Kronos	Exception error should be sent to log however, proceed to next user		Bot will process without issue as it is the source user list however, no data will be added to the scorecard for the missing user.
Missing user data in Epic	Exception error should be sent to log however, proceed to next user		No data will be added to the scorecard for the user.
Task Capture example didn't include scenario w/ overtime, ensure values are included into RPA build	Action 35	Overtime Adjustment Values – no example	Ensure this set of values is included on build
Kronos time not finalized before Sunday	Punch time that is available will be used.		Changes to punch time may affect time gaps and adjustment time and will require manual intervention by supervisor in corresponding tabs in scorecard .
Unable to log into Epic	Retry 3 times		Fatal Error and bot aborts
Unable to log into the H drive or H:\	Retry 3 times		Fatal Error and bot aborts

3.4.2. Unknown Applications Errors and Exceptions

An umbrella rule that includes a notification needs to be designed for all other exceptions that could happen and cannot be anticipated:

Robot should attempt to access any application 3 times then it should terminate thread.

3.5. Reporting

Report Type	Update frequency	Details	Monitoring Tool to visualize the data
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PFS Productivity Scorecard Pilot.xlsx - Excel	Weekly	Report should be run weekly on Sunday	Kronos/EPIC
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