

Chapter 1 : How to Solve Audit Challenges during Premium Reconciliation | Infogix

Challenges & Best Practices in Managing the Account Reconciliation Process Account reconciliations are one of the most critical, yet often neglected, internal accounting controls within any business, regardless of industry.

By Asanga Abeyagoonasekera – Asanga Abeyagoonasekera President Sirisena who survived an assassination attempt several years ago, created the first sign towards true reconciliation by forgiving the LTTE rebel who was a key suspect. He even got the National Anthem to be sung in both languages Sinhalese and Tamil. These are positive signs of reconciliation. Prime Minister Wickremesinghe setup an advisory council for Young Global Leaders to advise him recently. From a close administration we have moved into an administration more outward and now we have media freedom restored fully, there are no blocked media sites. I see five challenges as a nation we need to overcome. I am certain we will have more academics and scholars who will visit in the years to come from Sri Lanka. Matteo Legrenzi and the University for the kind invitation. Venice has been one of my favorite places since I was a child and I enjoy your hospitality and the beautiful city. This is the third attack in the Turkish capital in less than six months which shows the multiple security threats that Turkey now faces. This was the situation Sri Lanka faced for three decades and our streets were bombed by suicide attacks and we lost many lives. With the right political and military leadership with the courageous Sri Lankan military officers we crushed the rebels in From this day all Sri Lankans has enjoyed peace and we have not witnessed the ugly side of horror of war which I have witnessed since my birth and also became a victim due to the assassination of my father in Let me begin by giving you a snapshot of Sri Lankan history, political system and demography of the Island. Recorded history speaks of emissaries between Sri Lanka and Rome in the 1st century. This was during the reign of King Mahanama of Sri Lanka. Marco Polo visited our Island according to his book of Travels and saw a huge sapphire which belongs to the King, even now Sri Lankan Blue Sapphire is known as the best in the world. The country was colonized by Portuguese followed by Dutch and finally the British in The country gained independence in from the British rule. The country has little above 20million population, with 12 million working age population. There are smaller minority of Malays and Burghers. Religious statistics are Buddhists make up We have an Executive President our constitution similar to French constitution six years term for President and five years to the Parliament. Both parties ruled the nation since independence and at the moment we have for the first time a bipartisan government the blend of green and blue. Geopolitics of Indian Ocean With this brief introduction I will take you to the first part of the lecture geopolitics of Indian Ocean. From the ancient time Sri Lanka has been a geo-strategic hot spot due to its geographical positioning 6 degrees North and 79 degrees East at the center of the ancient maritime silk route. To maintain this and the future demand China requires a continuous supply of its energy resource. The recent South China sea turmoils are all to secure the sea around them which will unlock to the Indian Ocean a priority for China. Previous Sri Lankan regime of President Rajapaksa had a clear Beijing Centric Foreign Policy this was due to the great assistance given by China to defeat the terrorist group and for infrastructure development aid. A small nation like Sri Lanka has tilted its foreign policy from non-aligned to Washington centric, New Delhi Centric and Beijing Centric directions in the past due to the interest of many key players in the Indian Ocean. Therefore Hambanthota is the diamond in the string of pearl theory due to the position at the center of string of pearls. Hambanthota port was seen at the southern tip of Sri Lanka which is closer to the busiest shipping lanes of the world few nautical miles just outside the port. This is seen by some experts as a Chinese strategy for military presence in the Indian Ocean which China denies clearly stating as this is only for economic and trade benefit only. The Rajapaksa foreign relationship with Chinese elevated to strategic relationship with the visit of Chinese President Xi to the Island. However, the Indian strategic community warned that China was testing the Modi government to resolve not only on land but also at sea Times of India, September 28, This was seen as a strategy to remove the former President Rajapaksa and restore the balance with India and the West. But as I said the Island is a hot spot which can get heated really fast and reset really fast too as many key global players has interest in this place, only for its geographical position. I have visited China twice to speak of the importance of this initiative as Sri Lanka is at

the center of Maritime Silk Road. Revival of the ancient MSR will benefit many developing countries like Sri Lanka to bolster trade, tourism and perhaps security. The six economic corridors and MSR is all sitting on the classical theories of Rimland and Heartland. I call this a re-visit to Mackinder and Spykman. A paper I have written recently. Classical Geopolitics explains whoever controls the Heartland or Rimland will be the power of the world. OBAR will connect 4. US " India relations which has become very strong with Civil Nuclear Agreement signed in and Modi-Obama relationship showing very positive signs. Sri Lanka needs to navigate its political economy in this environment. China which has given so much of aid and assistance to Sri Lanka is a factor that needs to be managed and impossible to disconnect due to the recent relationship and the historical friendship. Suspension of Chinese projects by the present Government during election and commencement is a clear sign. Sri Lankan politics will be affected time to time by the geopolitics of the Indian Ocean due to its positioning closer to India and closer to Maritime route. It is important the nation invest in Defence research, a research think tank on Defence is essential and I am happy our Secretary Defence is in the process of developing the first Defence related think tank. Without investing in research Sri Lankan policy makers could make ad hoc decisions and get into real trouble. This is the reason I have been requesting the Government to look into this important area and invest in research. Presidents, Prime Ministers, Ministers can come and go but publications and research developed will remain in the libraries for the future leaders to refer. Sri Lanka postwar challenges in reconciliation My second part of the lecture will be on Sri Lanka postwar challenges in reconciliation; if you look at the brief history of the insurgency which became a civil war, triggered by several incidents which threatened the rights of the minority Tamil community; which became a civil war demanding for a separate state. Further LTTE transformed into a violent terrorist entity killing innocent civilians which had to be eliminated militarily since many negotiations failed for a political solution. This is the part I need to bring in my late father Ossie Abeyagoonasekera a national political leader who negotiated for a political solution in and failed then assassinated by the LTTE along with Presidential candidate Gamini Dissanayake in And he clearly states what the LTTE is doing at that time, by killing innocent civilians and children is not the way forward and Prabakaran the leader of the rebel group is not willing to come to a political solution. I have reconciled with the perpetrators and ready to work towards reconciliation thinking of a better future for the children and the next generation. When I conducted eight National conferences in Reconciliation at the Government think tank in various themes, the public was well engaged and gave important input to the process. We even got a team of experts who was involved during the TRC of South Africa to speak at the think tank along with Sri Lankan experts and military personal. Unfortunately all this is reset after the new administration. I hope they will commence from the place we stopped all this important work. During the role of religion in reconciliation Reverend Father Emmanuel who is part of Global Tamil Forum contacted me and wanted to participate which I was very happy to bring him in to listen to his presentation, but the former government declined. This was difficult task. Victory parade transform to a reconciliation day. LLRC report we should have fully implemented with assistance and expertise from international community. Now we have them discussing with Sri Lankan Government a positive sign. I even got the remarkable Sri Lankan, Justice Weeramantry who introduced peace education to the world but failed to introduce to his own country to speak at the think tank. All this were not given priority and implemented and that was the reason previous Government failed to win the North Eastern community vote. My article I wrote train to Jaffna clearly questions the former President if the train can actually get votes for him. It was too late when he realized train to Jaffna never got him his expected votes since he underinvested in reconciliation which was a priority. When you are in power sometimes you are frozen in your own world and if you have ill advisers you will be in deep trouble. He had a foreign policy adviser a Monitoring MP who used foreign ministry money for gambling and claimed the bills signed by the former foreign secretary very sad situation for a nation. A person like him will be a great asset for another nation. With all this we see positive signs of reconciliation with the present regime. President Sirisena who survived an assassination attempt several years ago, created the first sign towards true reconciliation by forgiving the LTTE rebel who was a key suspect. The first challenge we face is internal the political culture needs to change. Close to Ministers, even few weeks ago another Minister was sworn in, the wives and family members working at Ministries should be chased away. All appointments should be on

meritocracy only. Without meritocracy you will not have the suitable people to run the institutes of the country. Since there are so many institutions they are reset regularly today you could be a Minister with one profile and tomorrow another Minister with a very different profile. Give you an example the electorate I contested Kelaniya, the organizer has lost so many times and he is still the organizer even after losing this time. Everyone wait until someone dies to get a position. Second, to make reconciliation as a National priority and Declare national reconciliation day and work towards reform with the public including the overseas Tamil diaspora, a diaspora re-engagement strategy should be worked out by the Government not NGOs; Constitutional reforms to bring in essence of reconciliation, devolution of power all this with public discussion and debate a priority. Third, to provide economic benefit especially to the deprived victims such as the 40, war widows and all others in the war zone area of North-East, to create a better economic condition with resettlement and rehabilitation which is in much progress now. Fourth, International assistance and support for the process. International Hybrid court with mix set of local and international judges which was suggested by UNHRC could be looked at but this is not the only way as many nations developed their own process. When developing the process youth engagement in reconciliation process and policy making is essential, as the whole process is about creating a better environment for the next generation. Fifth and my final point is reconciliation should have a genuine effort with all stakeholders including the Tamil Diaspora. The nationalistic group BBS was invited to participate and also raise questions at the national reconciliation conference, some said to keep them away but I made sure we invited them at our reconciliation conference.

Chapter 2 : Geopolitics Of Indian Ocean: Sri Lanka Postwar Challenges In Reconciliation – Colombo Tel

The challenges of implementation Roundtable participants' discussion: Possibilities and constraints of structural, institutional and political and economic realities, including international and domestic laws, policies, institutions, and cultural and religious issues.

Accuracy at Every Step: This requires specific steps as well as clear roles and responsibilities. But the first challenge – and it can be a significant one – is getting the initial list of medications right. Consider the following scenario: You are an emergency department nurse. An elderly patient has arrived by ambulance, pale and short of breath. The five prescriptions she was discharged with and the bottles in front of you are only a partial match. When the information is incomplete or inaccurate, there can be discontinuities in care. Without well-designed steps to share medication information and treatment decisions at transition points – when patients are admitted to the hospital, transferred from one unit to another, or discharged – quality and safety are both compromised. In fact, studies show that inconsistent knowledge and record keeping about medications directly threaten patient safety, causing up to 50 percent of all medication errors in the hospital and up to 20 percent of adverse drug events ADEs. Medication reconciliation has been shown to reduce adverse drug events ADEs. Medication reconciliation is designed to avoid the most common medication errors: Medication reconciliation involves a three-step process: These steps are more difficult than they might appear. The challenge is exacerbated by the fragmented nature of the US health care system. Federico also co-chaired a statewide patient safety initiative to reduce medication errors sponsored by the Massachusetts Coalition for the Prevention of Medical Errors. The hospital medical record may be incomplete, considering that most care is administered in the ambulatory setting. Moreover, for patients who are admitted to the hospital through the ED, incomplete information can perpetuate mistakes. How will other caregivers know if the medication was intentionally omitted or simply missed? Hospitals need good processes for deciding and documenting what meds to continue or discontinue during hospitalization, and which ones to restart on discharge. Many hospitals are not waiting for it either, but are creating paper-based systems that are achieving great results. Not Just Another Project Eric Alper, MD, Patient Safety Officer at UMass Memorial Medical Center in Worcester, Massachusetts, a participant in the statewide medication safety initiative, says that implementing medication reconciliation is not just another project, because it changes the fabric of the organization, including processes, roles and responsibilities. Nurses are often the ones who start the reconciling process by gathering medication information, but physicians write the medication orders. The tasks are interdependent, and both parties must accept accountability for their part of the job. At UMass Memorial, a large academic medical center, Alper says that residents perform most of the medication reconciliation. It made sense to give them primary responsibility for med rec. Subsequently, nurses verify the list with patients and address any questions that arise. The process at UMass Memorial was streamlined through the introduction of a new medication reconciliation form – tested and tweaked many times – that combines the medication list and the order sheet, eliminating the need to copy information from one to the other, as had long been the practice. Alper says they tested the new form on a small population – those coming in for pre-operative testing – and once the kinks were sufficiently worked out, they spread it more broadly. In Top Form Health care is rife with forms, and the tedium involved in designing them is not why people go into medicine. The work to improve medication reconciliation was done jointly with another SSM facility, St. Reconciliation upon discharge has improved dramatically as well, he says. Several elements are essential for the effort to succeed. Second, it has to help physicians in their work, as well as being good for patient care. And third, floor staff have to be empowered and willing to hold physicians to the new process. That can be very hard for some employees. When the pharmacy reviews and enters those orders, the computer automatically updates the medication list. Downstream at discharge, I now have a form that helps me address all the medications the patient came in on, which helps me discharge them on the proper meds. This is where information technology can help. So a patient on cholesterol medication at home may get an equivalent medication in the hospital, but with a different name. But of course streamlined processes, effective forms, and

efficient technology are only as good as the information they are designed to accommodate. In many communities, EMTs participate in programs such as Vial of Life distributing forms and often special containers or magnets that encourage people to record and keep easily accessible information about their medications. This way an EMT will know where to find the information if a patient is unable to communicate and bring it to the hospital along with the patient. Lynch is Pharmacy Services Manager at St. Francis, Lynch says they are always looking for ways to make it easier for everyone to get accurate information about medications. Her colleague Dan Hoffman concurs. We need to educate our patients at every opportunity about the importance of being forthright. The signs are encouraging. IHI Director Frank Federico commends organizations that are embracing this challenge, because he understands the commitment it requires. He also understands what motivates them. It is part of delivering good patient care.

Chapter 3 : National Reconciliation in Iraq: Opportunities and Challenges - The New Turkey

Using Machine Learning to Solve Data Reconciliation Challenges in Financial Services. Winning in financial services is increasingly about the speed and accuracy of data normalization and.

The document is to addresses key issues, including power and wealth distribution between the Federal government and the Kurdistan Regional Government KRG , and the grievances of Sunni Arab provinces. The implementation of the Historical Settlement has many opportunities as well as insurmountable challenges, and to succeed Iraq needs to avail itself from the experience of other countries who have dealt with the same kind of divisions. Road to Historical Settlement Iraq, like other countries which have witnessed dictatorship and civil war, is in need of a national reconciliation. Though Iraqi governments in the past have officially committed themselves to the achievement of national reconciliation, very few tangible steps have been taken so far. In , the government of Ayah al-Alawi, the leader of Iraqiyah Bloc, and Nouri al-Maliki, who would serve as Prime Minister, officially committed their governments to the process, but no concrete steps were taken. In July , Haider al-Abadi came to power as prime minister with a promise to curb corruption and broker national reconciliation. However, his efforts were hindered by the pro-al-Maliki group and the rising power of al-Hashd Shaabi, Shiite militias which have Iranian backing. Those Shiite militias have taken very uncompromising steps. Besides, pro-Iranian political circles used their best to prevent the formation of a National Guard in Sunni Arab majority provinces, and they made the long awaited Amnesty Law, which was passed in the parliament on August , toothless and too late. Unlike many other countries, where Shiites and Sunnis live apart, before the effects of the Iranian Revolution, Shiite and Sunni Iraqis lived in integrated communities in many mixed regions, especially in Baghdad. There are several powerful tribal confederations which have a mixed Shiite and Sunni membership. These are potential resources, which need to be tapped in for reconciliation. This experience needs to be generalized to other regions in Iraq. These will give national reconciliation internally a great momentum. Challenges The most serious challenges to national reconciliation are the lack of trust among various Iraqi groups, the exclusiveness in the nature of some influential elements on both sides, structural flaws in the post government, Iranian interference in Iraq, and the lack of a determined will to have reconciliation. After the US invasion, Iraqis agreed to form governments of communities, instead of government of citizens, as a power-sharing formula. These and other challenges have been spelled out in a well-written piece by Nazli Tarzi in the Middle East Eye. Tarzi rightly points that there is a lot of vagueness in the project and it has been drafted in the dark unilaterally by Shiite groups. It is not so inclusive either. Joost Hiltermann of the International Crisis Group in a report , and more recently the al-Bayan Center for Study and Planning, an Iraqi think tank based in Baghdad, have prepared projects for national reconciliation which reiterate the same points: The US also needs to use its influence and leverage among all communities in Iraq for this purpose. Turkey, Saudi Arabia, and Jordan must put pressure on Sunnis Arabs and Kurds to show a readiness for a historical compromise to achieve a durable and lasting peace. Except for a few extremist groups, the war-weary majority of Iraqi groups are now ready to accept this. And the Iraqis need to benefit from other countries which had experienced civil wars. The formation of a body in Iraq similar to the Committee of Truth and Reconciliation, which was established in in South Africa, for example, is noteworthy. This Committee addressed the needs of the victims of the Apartheid regime by recognition and remedies instead of revenge and punishment. It convinced the perpetrators of the crimes to admit and apologize for their deeds. The new constitution of guaranteed the rights of black majorities and safeguarded that of white Afrikaners. Traditional and tribal institutions were utilized to bring harmony to the conflict-torn country. The hastily drawn Iraqi constitution of needs to be amended to address the needs of Sunni Arabs. The controversial practice of de-Baathification should be reversed and de-politicized and be left to the judicial authorities. The controversial current Iraqi laws and regulations on terrorism have to be either eliminated or amended to exclude its future abuse. The high-ranking Iraqi religious authorities among Sunnis and Shiites need to act as peace-makers similar to the role South-African Archbishop Desmond Tutu played. Furthermore, the issue of disputed territories and control over oil and gas revenues with the KRG needs to be

addressed by resorting to a third-party for mediation, as well as the Supreme Court of Iraq. Iraq has a chance to achieve a much needed national reconciliation, if political groups exhibit a true will to do so and receive the needed external support.

Chapter 4 : Challenges & Best Practices in Managing the Account Reconciliation Process

The government of Balochistan has welcomed the exiled Baloch nationalist leader Brahamdagh Bugti's unanticipated reconciliatory gesture. Dr. Malik Baloch, the head of the provincial government.

Beyond the Debits and Credits Recorded: This webinar will provide a high-level summary of the new revenue recognition standard focusing on implementation considerations including tax and internal control documentation and procedures, as well as disclosure requirements and examples of the new significant footnote disclosures. This webinar will go beyond the debits and credits and into specific areas that companies should focus on as they move toward the adoption date. The presenters will share their perspectives gained and other issues noted when advising clients on their assessment and implementations as well as noted within industry guidance. Jan 17 60 mins Experis and Right Management IT leaders are increasingly uncovering the value of soft skills within their workforce. What is causing increasing demands for soft skills in IT talent? How do IT leaders assess the soft skills of new recruits? Can these skills be developed in existing employees? By participating in this webinar, you will: This event qualifies for 1 CPE credit. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: Should this course need to be cancelled or rescheduled by Experis, a hour notice will be provided. Year End Tax Update: Dec 7 58 mins Experis Finance Tax Directors: Myron Vansickel, Raj Basi, and Saleem Siddiqi Year-end tax activities can be overwhelming and put extra stress on you and your tax team. Corporations are often challenged to clarify what their priorities need to be when planning for year-end tax activities. As comes to a close, there are a number of important items that should be taken into consideration as part of your planning efforts. This minute webinar will update participants on the latest federal, state and international tax developments. By attending this session, participants will: Consequently, vendor management is currently at the forefront of organizational risk management priorities and Internal Audit needs to address vendor management and third party risk in their audit planning and execution. In this presentation, you will: Oct 26 61 mins Alec Arons, National Practice Leader, Risk Advisory Services, Experis Finance The subject of auditing Corporate Culture is gaining a higher level of visibility among board and audit committee members in response to increased concern among regulators and investors. There is a clear "Expectation Gap" that exists between management, boards and third parties as it relates to management ownership of internal controls. The presenter will share his perspectives gained over a 30 year career on the topic of educating management as to its responsibilities regarding promoting an effective system of internal controls. BCM is most relevant to organizations seeking to mitigate exposure to emerging global risk and trends. Learn the "value added" role of Internal Audit. After attending this webinar, you will be able to: So, too, is the expanding landscape of anti-corruption regulations, enforcement and media scrutiny around the world. Today, more than ever, companies operating domestically and internationally should understand their corruption risks and have effective programs in place to mitigate those risks. This webinar goes beyond an overview of the FCPA to a practice discussion of what your organization can do to help provide senior leadership, the Board, investors, customers and other stakeholders assurance your company is operating ethically and corruption-free across the globe. Management, Selection and Security Recorded: Jul 19 58 mins Robert Colatarci, Peter D. Wild, Rebecca Schauer Robertson, and Shannon Cox Join Experis Finance for a complimentary, virtual panel webinar focused on whether or not your AML models for transaction monitoring perform according to regulatory expectations. Regulatory guidance requires independent validation of models used for risk management purposes, including AML systems. Greater emphasis is being placed on institutions to identify suspicious activity and ensure that the models used are effective. This panel, which includes both community bank and large bank perspectives, will discuss the independent validation of transaction monitoring systems, examples of typical validation findings, and the development of an action plan to address the results of a validation. The greatest security challenge of our time Recorded: Apr 14 60 mins Jill Harlamert and Debra Banning with Experis and expert panelists Join Experis for a complimentary, virtual panel webinar focused on

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the current information security talent climate and steps organizations can take to better protect themselves. In this engaging webinar, host and moderator Jill Harlamert, Vice President of Experis Project Solutions, will engage panelists in discussion on key topics related to protecting your organization in a talent-scarce market. No advanced preparation or prerequisites are needed to attend this live session. This event applies to the Management Advisory Services field of study.

Chapter 5 : Challenges of Reconciliation for Payments Businesses

Account Reconciliation How can you overcome key challenges in your account reconciliation process? As one of the first steps in ensuring balance sheet integrity, your account reconciliation process must be both accurate and consistent.

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Abstract Background Medication reconciliation at admission, transfer and discharge has been designated as a required hospital practice to reduce adverse drug events. However, implementation challenges have resulted in poor hospital adherence. The aim of this study was to assess the processes required to carry out medication reconciliation: **Methods** A time-and-motion study design was used. Using a systematic sample of patients admitted and discharged from geriatric, medical and surgical units in two academic centers, health professionals involved in medication reconciliation were observed and timed. Descriptive statistics were used to summarize the number of professionals involved, tasks performed, and mean time devoted. **Results** Up to 3 professionals from 2 disciplines medicine and pharmacy were involved in the medication reconciliation process. Geriatric reconciliations took the most time to complete at admission mean: Considerable differences in order, type and number of tasks performed were noted between and within units. Tasks independent of direct patient interaction took more than twice the time required to complete than tasks requiring patient interaction. **Conclusion** Lack of coordination, specialized training and agreement on the roles and responsibilities of professionals are among the most probable reasons for work-flow inefficiencies, possibly variability in quality, and time required for the current medication reconciliation process. A better understanding of the admission processes in general surgery is required. Standardization and use of electronic tools could improve efficiency and hospital adherence. Approximately one-quarter of patients experience an ADE after hospital discharge [3]. The most commonly omitted medications are cardiovascular drugs, pain medications, anti-infectious medications, and central nervous system medications, such as anti-depressants and sleeping pills [8]. Failure to obtain a complete and accurate pre-admission medication history is also responsible for most ADEs after discharge [4 , 9]. Medication reconciliation has been recommended to reduce adverse drug events. Based on evidence for its positive impact, medication reconciliation has recently been designated as a required organizational practice by hospital accreditation authorities in Canada [15] and the United States [16]. Although nurses and physicians believe that medication reconciliation is associated with significant improvements in patient safety [11], resource-intensiveness cited as the main reasons for the current low rates of adherence [8 , 17 , 18 , 21 - 27]. There is limited empirical information about the process and time required by various health care professionals to implement medication reconciliation [28]. The availability of such information could allow for the development of more efficient planning and allocation of resources to medication reconciliation protocols, which could ultimately improve hospital adherence. The purpose of this study was to assess the processes required to carry out medication reconciliation in the geriatrics, internal medicine and general surgery units of two Canadian Hospitals by observing the health professionals involved, tasks and time devoted **Methods Setting** This study took place between January 1st and August 31st, at two urban, tertiary care academic hospitals affiliated with the McGill University Health Centre MUHC in Montreal, Canada: **Design and study population** A time and motion study [30] design was used to assess the processes and time required for medication reconciliation in three hospital units: These units were selected for their clinical significance in treating patients at high-risk of ADEs due to case complexity and vulnerability to medication errors. In each unit, we selected the first 10 admissions and first 10 discharges for assessment who: Admission medication reconciliations on the general surgery unit were excluded due to challenges, specific to this unit. Finally, we excluded patients without active prior prescriptions, or patients coming from, or being discharged to another acute or chronic care facility, as these patients also differed too much from the typical acute care cases. The following tasks were defined for medication reconciliation at admission: Only one major task, preparing the discharge prescription, was selected for timing during medication reconciliation at discharge. **Calculations** Calculating and recording creatinine clearance, phenytoin, and other clinical values. It

also may include asking patients who gets their medication from the pharmacy. Community drug list Interviewing the patient about his or her prescription medications at home. Medication knowledge Interviewing patients to determine if they know why they are taking the drugs they have prescriptions for therapeutic intention. Most of the time this question is not asked directly or the patient initiates this discussion on his or her own. Medication posology Interviewing patients about the frequency at which they take their drugs. Adherence to medication Asking patients if they actively take their medications as prescribed and if not, why not. Over-the-counter medication Asking patients if they take any over the counter medications such as acetaminophen, vitamins, or herbal remedies. Allergies Asking patients about any allergies they may have to medication. Pharmacy coordinates Asking patients for the phone number or exact address of their community pharmacy. Permission to exchange medication information Informing patients that their pharmacy will be contacted in order to get information on their community medications. Discussing in-hospital medications with patient Discussing in-hospital medications with the patient. Discussing community medications with patient Discussing medications the patient was taking in the community prior to his or her hospital admission with the patient. Writing the discharge prescription Writing or reviewing the discharge prescription, if both were done at the same time. Other actions timed under this heading included: Reviewing the discharge prescription Reviewing the prescription by the prescribing physician, resident or pharmacist before signing it. When the discharge prescription was written by a physician or resident, this task included time spent by the pharmacist reviewing it before the physician or resident signed it. It may also include documenting explanations about the discharge prescription for the patient. Revising the discharge prescription after consulting other clinicians Editing the discharge prescription after having consulted other clinicians about it. Revising the discharge prescription after consulting the patient Editing the discharge prescription after having discussed it with the patient. Faxing discharge information to community pharmacy Faxing a summary of medication changes or the discharge prescription to the community pharmacy. Self-reported time Any additional time spent on discharge medication reconciliation by the health professional before the research assistant arrived to start timing. Open in a separate window Data was collected by two trained research assistants using portable laptops. This allowed the research assistants to follow the patient when visits to different health professionals were required to complete the medication reconciliation process. Health professionals were shadowed on the units. Timing software was created in Microsoft Access Microsoft Corporation, Redmond, WA to collect information on the time required for each task. For each pair of clicks the following information was logged in the database: No patient information such as clinical or demographic characteristics was recorded. If multiple health care professionals were involved in performing the medication reconciliation tasks for the same patient, each professional was timed for their respective contribution. Data collection was done between Monday and Friday, from 7: We specifically limited our study to these time periods to characterize the medication reconciliation process during optimal staffing conditions. Statistical analysis Descriptive statistics were produced, summarizing the number and types of health care professionals involved as well as the tasks and time devoted to medication reconciliation at admission and discharge in each unit. To determine the number and types of different health care professionals involved, the health care professionals who participated in one or more tasks were counted per medication reconciliation, separately for admission and discharge. The frequency of having one, two or three health care professionals involved in the reconciliations was then calculated by type of health care professional and by unit. To determine the mean overall time devoted per type of reconciliation admission or discharge , the total time spent by health care professionals was first added per task, then for all tasks, and then divided by the total number of reconciliations in that unit. These professionals consisted of 11 pharmacists, 4 pharmacy students, 7 physicians, 12 residents, and 6 medical students. In total, medication reconciliations were observed: The number and type of health care professionals who participated in the medication reconciliation process varied according to type admission or discharge and hospital unit. At admission, one health care professional pharmacist or pharmacy student was involved in At discharge, a single resident or medical student was involved in medication reconciliation in surgery, whereas two or three health professionals were involved in the majority of discharge reconciliations in geriatrics and internal medicine. The process involved one health

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care professional pharmacist, physician or resident in only Table 2 Number and type of health care professionals participating in medication reconciliations per hospital unit Medication reconciliation type a.

Chapter 6 : Abolition of Peremptory Challenges: A Step Towards Reconciliation – Legal Roll

THE RECONCILIATION CHALLENGES OF THE BANKING INDUSTRY How ReconArt addresses these challenges
The ReconArt's Total Reconciliation Lifecycle platform has the ability to bring significant operational efficiency and risk management to the diverse range activities and practices described above.

We should not anticipate any quick dramatic changes. If the reconciliation ever takes place, it is not going to be an easy process. It will require adjusting and readjusting to a lot of new realities that have emerged in the past one decade since the Baloch insurgency kicked off in its latest phase in . That means, some people will have to be unseated from key positions of power and with some others power would have to be shared. He is an accidental politician. He was in fact pushed by hard circumstances to lead the wounded Baloch people in when his grandfather, the illustrious tribal chief and former governor Nawab Akbar Bugti ,79, was killed by General Musharraf. Then only 24, the young Brahamdagh was on the run to save his own life because he was among the most trusted confidants of his grandfather and he genuinely feared for his life. According to the Pakistani government, Brahamdagh fled the military operation in Balochistan and took shelter in neighboring Afghanistan. However, when the Afghan authorities felt overburdened and deeply pressurized by the Pakistanis for hosting Brahamdagh, they gave him a safe passage to escape to Switzerland where he applied for political asylum. The Swiss authorities have not accepted his request for asylum yet. While on run, Brahamdagh formed his own Baloch Republican Party BRP that gained enormous popularity among the Baloch youth who romanticized the promise of an independent Balochistan. But the government insisted that Brahamdagh also headed an armed insurgent group with a similar name, the Baloch Republican Army. Brahamdagh, on his part, has repeatedly denied any links with the BRA insisting that he solely engages in peaceful political struggle. The real challenges for Brahamdagh will begin if he ever returns to Balochistan. How is the Pakistani military, which holds de facto powers in Balochistan, going to accommodate him in the provincial political arena? Will his passionate young followers still admire him even if he drops the demand for a free Balochistan? After all, his popularity soared because of his populist demand for freedom. If Brahamdagh decides to struggle for the Baloch rights while staying within the Pakistani framework, he will be required to contest elections against local political parties. He will require several years of active yet submissive politics to prove his patriotism to the army to land in a position of authority. There are at least two more fronts where Brahamdagh should prepare for encounter stiff resistance. He justified these mass killings by alleging that that the victims were actually Indian agents. It was a classic case of pitting one cousin against the other, a plot orchestrated from Islamabad. There is no easy tribal position awaiting him either. He will have to reassemble hundreds and thousands of his people who were and still are internally displaced across Pakistan because of the military operation Musharraf started in the Bugti tribal area. If Brahamdagh returns to Balochistan, he will have to fight for his physical survival and political as well as tribal space. He is going to face resistance from all sides. In complicated tribal societies like that of Balochistan, political assassination is one likely outcome when chaos dominates the landscape. In , Brahamdagh had expressed similar fears that he would be killed if he returned to Pakistan.

Chapter 7 : Peacemakers Trust - The Challenges of Reconciliation: Basic Concepts

More importantly, there is a need to focus on unique or specific challenges of reconciliation that are inherent to different conflict-affected groups such as women, displaced communities, combatants and youth.

Contact Abolition of Peremptory Challenges: Bill C intends to completely abolish section 684, the provision that allows for peremptory challenges to potential jurors. Currently in Canada, there are two ways to challenge a juror: Challenges for cause requires the challenger to give reasons for the challenge, and the potential juror is then asked pre-approved questions by the judge. Conversely, peremptory challenges allow the Crown or defense to challenge a potential juror without explanation. Under the current provision, both the Crown and defense are entitled to between 4 and 20 peremptory challenges each, depending on the charge. Peremptory challenges are problematic because they lawfully allow a challenge against a juror for superficial and potentially discriminatory reasons. A peremptory challenge can be raised without the juror answering any questions. Despite the apparent good intentions of ensuring that a jury is representative by use of peremptory challenges, the practice still ultimately boils down to each side being able to challenge a juror for impressionistic discriminatory reasons. Abolition of peremptory challenges comes in the wake of the acquittal of Gerald Stanley of murder of Colten Boushie by an all-white jury. Many critics blamed peremptory challenges for the creation of the non-inclusive jury that intensified the tensions surrounding the trial, and ultimately the feelings of injustice after the verdict. Outside of the recent Stanley case, peremptory challenges have also been used to challenge jurors that look like they may be more sympathetic to the accused in cases of sexual assault. The process allows the defense to tailor juries to their client; it can be positive in cases where it ensures that juries are representative, but it is problematic in almost every other circumstance. Simply put, the potential benefit to minorities that the peremptory challenges may sometimes confer is not a good trade for the disservice to the reputation of the justice system in the long-term. Prevention of the use of peremptory challenges for discriminatory reasons is not a new concept; *R v Gayle* confirmed that the Crown cannot use them to discriminate based on sex. Abolition of peremptory challenges will not automatically ensure that juries will subsequently be representative of minority populations. There is much more reconciliation work needed to ensure that Indigenous people are properly and fairly represented. However, abolition will allow us to be sure that lack of representation was not due to unjust racial discrimination. Under Bill C, challenges for cause will remain a valid way for both the Crown and defense to challenge a juror for articulated reasons. While Bill C may provide the first step in attempting to ensure a fair, representative jury for criminal trials, the heart of the issue of Indigenous representation in juries is Indigenous representation in jury selection pools. The current methods used to source potential jurors are not effectively producing representative samples of the population. The questionnaires sent out should be in simple language, as well as translated into the appropriate Indigenous language. Iacobucci also recommended adopting a practice from the US where if a summons is not returned, another one is sent to the same postal code. The most important thing that Canada can do going forward is to work with Indigenous communities and band councils to develop a fair and collaborative database that potential jurors can be drawn from, as reliance on the methods to form jury pools in urban areas has been shown to be ineffective in rural reserves. Another interesting addition to the Criminal Code if Bill C does come into force is to section 684, the provision that allows the judge to place a juror on stand-by. Section 684 will replace the current section 684 and section 685 peremptory challenges. The judge may direct a juror who has been called under subsection 3 or 3. This particularly vague term is very similar to the language used in the last arm of the Grant test for exclusion of evidence under section 24 2 of the Charter. Would inclusion of this language open up judicial discretion to ensure that juries are representative of minority populations if that is found to maintain public confidence? Placing potential jurors on stand-by allows for a pool of potential jurors to be available if the 12 spots are not filled at the end of the initial selection process. The abolition of peremptory challenges is a positive step in the reconciliation process, and in the preservation of the reputation of the justice system as a whole. The practice is problematic for many reasons, most notably for the continuation of systemic discriminatory exclusion of minority populations on criminal juries. The abolition of the practice will

not guarantee fair representation of Indigenous people on juries in the future; much more work is needed to reconcile the current allowances for underrepresentation in the jury pool system.

Chapter 8 : Treasury Software - Bank Reconciliation Challenges and Solutions

Other challenges exist for the Payments business - again amplified when compared to other forms of business. A Payments business is a bigger target for fraud. Only when insight into reconciliation state and exceptions realized in an accurate and timely way can fraud be managed.

Read other articles by the same author We are all familiar with reconciling outgoing payments against our bank accounts. That is simple enough. For the most part these are expenses. You know who is to be paid and you know why the payment is due. Slightly more challenging is reconciling incoming payments against a bank account. Generally these are settlements made by clients. It is less apparent to what this activity is related given the scant details the transaction may carry at the bank. What organization is sending you this money? To what transaction or deal is this money associated? We may struggle, but we put two and two together and associate the client activity with the incoming payment. Both sides of this “the outgoing and the incoming payments” are key elements in a financial reconciliation. What if your product or service is moving money on behalf of clients? What if what had previously been a purely financial reconciliation is now an operational reconciliation potentially affecting the quality of client service? This is the case with businesses operating in the Payments space. While their service may seem simple, essentially sending messages that move money, their challenges are interesting to consider because all the concerns for transaction reconciliation are tremendously amplified. If reconciliations are not accurate and almost immediate, there is significant risk. What are in the balance are not just individual client transactions, but also client relationships and the financial integrity and perhaps viability of the operation. As a commodity, the relationship between the Payment business and the client may not be particularly strong. They can get their commodity from a list of trusted providers. Margins on such transactions are usually fairly small. As a result transaction volumes are needed to allow for meaningful profit. Taken all together, the flow of incoming settlements and outgoing payments must be managed to minimize risk to the business by remaining cash flow neutral. Ideally, payments should not be released until settlement is made with cleared funds. In order to achieve a balanced cash flow at the transactional level, the incoming settlement leg must be reconciled and attributed to the client and transaction in flight. Tools to recognize incoming funds and management their application to open transactions are essential. Any inefficiency or inaccuracy in that process can delay product and service delivery and impact the client relationship. In a Payments business, ensuring a quality client experience is tremendously important given the commodity dynamic. A transaction gone wrong is probably a lost client! When Money Is Inventory Of course any inventory is money in the valuation sense. Those widgets in the warehouse are worth something; there is so much money wrapped up in those widgets. For Payments businesses, money is inventory in the literal sense. The raw product is the purest form of liquid asset: Depending on how quickly the relationship can be made, the realization of settlement payment to inventory can be extremely quick. As a curiosity, imagine the widgets again. What does it take to convert settlement assets back into physical widgets on a shelf? In the Payments world this transition should be very short. Only timely insight allows for prevents this transition. Cash Management to satisfy the Payments business can only be conducted properly when both incoming and outgoing transactions are fully reconciled and activities against those accounts are legitimized. Timely reconciliation is demanded to the intraday level to allow insight that drives inventory management for the Payments-based business. Dependent Partners in Service Delivery Payments businesses usually operate globally and, believe it or not, they are directing payments out of and receiving settlements into bank account accounts like any business would. They just do this by factors over and above the typical organization. They cultivate a network of banking partners to deliver payments to markets and corridors around the globe. This requires hundreds or thousands of bank accounts globally. Now consider the earlier problems previously mentioned in terms of cash management and balanced cash flows. Money comes in here. Money is directed there. Money needs to be moved to satisfy inventory demands. There must be both timely operational and financial reconciliation. When the number of accounts and transactions volumes is large “as is the case in the Payments business” there must be efficiency in the reconciliation and insight process so these key

activities can be conducted. That is a problem in itself, however, when you consider that each institution has a different means of sharing activity against the accounts – different protocols to get bank statements, different formats for transaction details, different capabilities in sending reliable details to ease reconciliation – the challenge of reconciliation is significant. A toolset that allows for agility in establishing new banking partners and opening new accounts quickly against those needs without running change projects is a must. This necessitates a number of inter-company transfers especially when service delivery and financial ownership of a transaction transitions between the legal entities and related operations in the course of processing. For every logical transaction with the client, there may be multiple internal transactions tied to various legal entities. These transactions as well need proper reconciliation before the accounting of the legal entities and parent organization can be settled. The volume of transactions and timing of this reconciliation e. The process and tools must be up to the task. The Need for Insight Other challenges exist for the Payments business – again amplified when compared to other forms of business. A Payments business is a bigger target for fraud. Only when insight into reconciliation state and exceptions realized in an accurate and timely way can fraud be managed. Capable reconciliation tools are demanded to counter this source of operational and reputational risk. Concerns that have their basis in regulatory and licensing requirements are significant for Payments businesses. Failure to comply with these requirements can put the business in jeopardy. Their concerns should actually be the same concerns for any business striving for financial and operational integrity. We all need insight into financial standing and operational service delivery. The only real difference aside from regulatory is that a Payment business may have more at stake when transaction reconciliations are challenged in timely execution and accuracy. In that sense, we should all appreciate the fundamentals of concern exemplified and amplified in the Payment business and take on board the importance of the reconciliation function and enabling toolset in any business environment. He is responsible for product strategy and coordinating product delivery for the global organization. Jeremy has over 25 years of experience in enterprise architecture, software design and implementation of global, financial-focused software technology solutions.

Chapter 9 : Account Reconciliation - Overcoming Process Challenges | Trintech

However, interoperability between systems is a well-known challenge in healthcare. System integration obstacles must be overcome if organizations want to improve medication reconciliation accuracy.

How to Solve Audit Challenges during Premium Reconciliation Learn why audit has to be an integral part of the premium reconciliation process Tunde Panaki February 28, Download We have now discussed how to navigate the insurance premium process and the challenges faced by IT departments. The third blog in our series will discuss the challenges faced by even the best-performing audit teams and how to successfully tackle those problems. However what some may not realize is how deeply engrained audit is in the premium reconciliation process. To ensure independent financial accountability, audit has to be an integral part of premium reconciliation. Here is a quick reminder about MAR. MAR, just like SOX, was passed because of corporate financial scandals like Enron and WorldCom where ineffective control environments allowed improper accounting and inflated profits. MAR creates better corporate control environments and holds executives personally accountable for internal control over financial reporting. MAR applies to all insurers in the U. MAR has three parts: Which begs the question, why would MAR introduce challenges to audit? Bring on the Challenges Most people would assume that the audit trail is the biggest challenge auditors face when it comes to MAR, but that is not the case. The biggest challenge is ensuring that the proper controls are in place to comply with MAR. As you may know, auditors face multiple challenges when it comes to controls. First, updating controls takes quite a bit of time and is very labor intensive. Many organizations simply do not have the headcount to manage audit tests on internal controls, which tend to be manual. Organizations need a platform that offers automated controls that check percent of data moving into and out of all their databases and provides visibility into the results. Another challenge is the vast array of disparate systems and associated controls that must be tested and documented. If an insurance company migrates to a new core system that provides a set of applications to support insurance operations, these can further complicate the process by introducing even more controls that need to be tested. To solve this challenge, organizations need a platform that spans across the enterprise and can reconcile data across disparate systems with complex business rules. Finally, the audit team and IT department do not always work well with each other. Yep, I hate to say it. When this happens, it could present a significant challenge. To be successful, audit must lay out for IT what controls need to be in place and perform random tests to ensure that the controls set up by IT are compliant. But, this can only be done if the audit team and IT department each do their part. Because yearly attestation is due in June, this often presents a time crunch from conflicting priorities. By working further in advance and establishing priorities, audit will have no problem sending their annual report to the State Department of Insurance on time. Now what if you could avoid these issues and make it turnkey, easy and flexible to get all of this completed? A New Hero in Town An Enterprise Data Analysis platform has automated controls that check percent of the data while reducing the time and effort required for testing. In addition, the platform provides visibility and an audit trail that can be provided to both internal and external auditors. An Enterprise Data Analysis platform makes life easier for auditors by testing controls, making sure the controls are working and remediating any controls that are not working. If any controls fail the platform will tell you. To learn more about premium and billing reconciliation, download this data sheet: