Use Case: Search Human Services Directory by category

Document Information

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| **Document Title** | Search for Human Services Directory by Specified Category of Services |
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1. Brief Description

**Yellow-Pages Lookup**

A referring physician needs to get contact data for near-by *Emergency Food* services to determine whether one of them has formula and baby food for a patient. The patient prefers a location near their home and where they can converse in Spanish.

1. Actors

* Application System: This actor represents a FHIR enabled application (EHR-system, Community Care Coordination Platform, consumer application) that can access a FHIR-based human and social services resource directory.
* Human Services Directory: This actor represents a FHIR-enabled human and social services resource directory (e.g., a Community Care Coordination Platform/system that connects individuals to health promotion and support services. *The system should operate with a “no wrong door policy” so that a community organization from one sector can refer an individual to a service provider in another sector*.
* User Accessing Directory: This actor represents a human interacting with a FHIR-enabled application that seeks to access a standards-based human and social services resource directory. This actor could be a healthcare provider, social navigator, consumer, and/or other Community-Based Organization (CBO) user seeking to forward” (i.e., make a referral) to another CBO that may be able to provide the necessary service(s) they are unable to fulfil based on receipt of the original request, allowing the CBO to operate under a “No Wrong Door Policy”.

1. Pre-Conditions

* The Human Services Directory (Community Care Coordination Platform/System) must have an accurate, up-to-date community inventory.

Basic Flow

1. Once a determination is made that a patient requires food assistance and the patient’s preferences (location, language spoken) ascertained, the provider’s office staff searches the directory of community-based organization services that can be accessed via a FHIR API-enabled EHR-system by entering the desired parameters: *keyword search* based on the high level category of services such as Food, Housing, Transportation, Health Care, Education, etc., along with any additional search parameters than can be used to narrow down the returned results, such as terms used in the title of the desired service (Emergency Food/Food Pantries), geographic indicators like zip code, city, state, or coverage area; and the language(s) spoken at the location where those services are delivered.
2. The EHR sends a query request to the CBO Human Services Directory which returns information about every community-based organization that satisfies the search: the physical, postal, and electronic address, and contact information (phone, email, website).
3. Results are returned including services available at the specified location and where the requested language is spoken.
4. An appropriate food pantry is chosen based on the attributes included in the response. If the CBO/Food Pantry can accept an electronic referral, the referral documentation is electronically sent to the CBO/Food Pantry using the specified electronic address. Otherwise, the referral process is managed by other processes (telephone, fax, hard copy referral carried by client/patient or sent by US Mail).
5. Alternate/Exception Flows

An alternate flow is a variation from the basic flow. Alternatives can be triggered at any step in the basic flow and often reinsert the actors back into the basic flow.

An exception flow is an error, or a negative condition. When an exception is encountered, it prevents the process from finishing through to its conclusion until it’s addressed.

Number your alternate and exception flows to indicate the step at which the variation occurs. For example, a variation on step 3 could be listed as 3a and a second variation as 3b, and so forth.

Describe the alternate functionality and then identify at what step in the basic flow this variation picks back up. For exception flows that result in the use case ending, simply write, “Use Case Ends.”

4 – If the results returned do not meet the needs for the patient, an additional search of the directory is performed, changing the search parameters (widen geographic location, additional terms describing requested services, transportation modes, etc.).

1. Post Conditions

Post-conditions indicate what must be true of the state of the system after the steps of the use case are complete. These should be true for the basic flow and all alternate flows. Exception flows may have different post-conditions or none at all.

* User is able to select the appropriate service(s) at desired location(s) to display information about the service and/or to direct a referral.

1. Supplemental Requirements

This is a special section I use to hold miscellaneous requirements related to the use case. Often you’ll find BAs including a Business Rules section or other collection of information related to the use case. These may or may not be actual requirements – you’ll want to establish a clear pattern and communicate that clearly and ensure it’s consistent with how your organization documents this type of requirement. I’ve also used this section to capture the most salient decisions and notes so they are stored right with the use case for future consideration.

1. Activity diagram

Describes the interaction between the actors and systems. A work-flow diagram can be used to visually show the sequence of steps and alternate and exception flows.

1. Revision History

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| --- | --- | --- | --- | --- |
| V. | Date | Author | Description | Status |
| 1 | 7/15/22 | S Versaggi | Initial draft |  |
| 2 | 9/15/22 | S Versaggi | Minor updates to alternative flow |  |