

BUSINESS ANALYST IN HEALTHCARE INDUSTRY

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ASSIGNMENT 1B

FIT 1049

WHAT IS BUSINESS ANALYST ?



DO YOU KNOW WHAT YOU DON'T KNOW?

JASON CHING YUEN, SIU
ON THE ROLE OF **BUSINESS ANALYST**
IN **HEALTHCARE INDUSTRY**

Who

Business

Analyst

What

Skill

Set

How

Industry

Landscape

who

B
usiness

A
nalyist

THE DEFINITION OF BUSINESS ANALYST

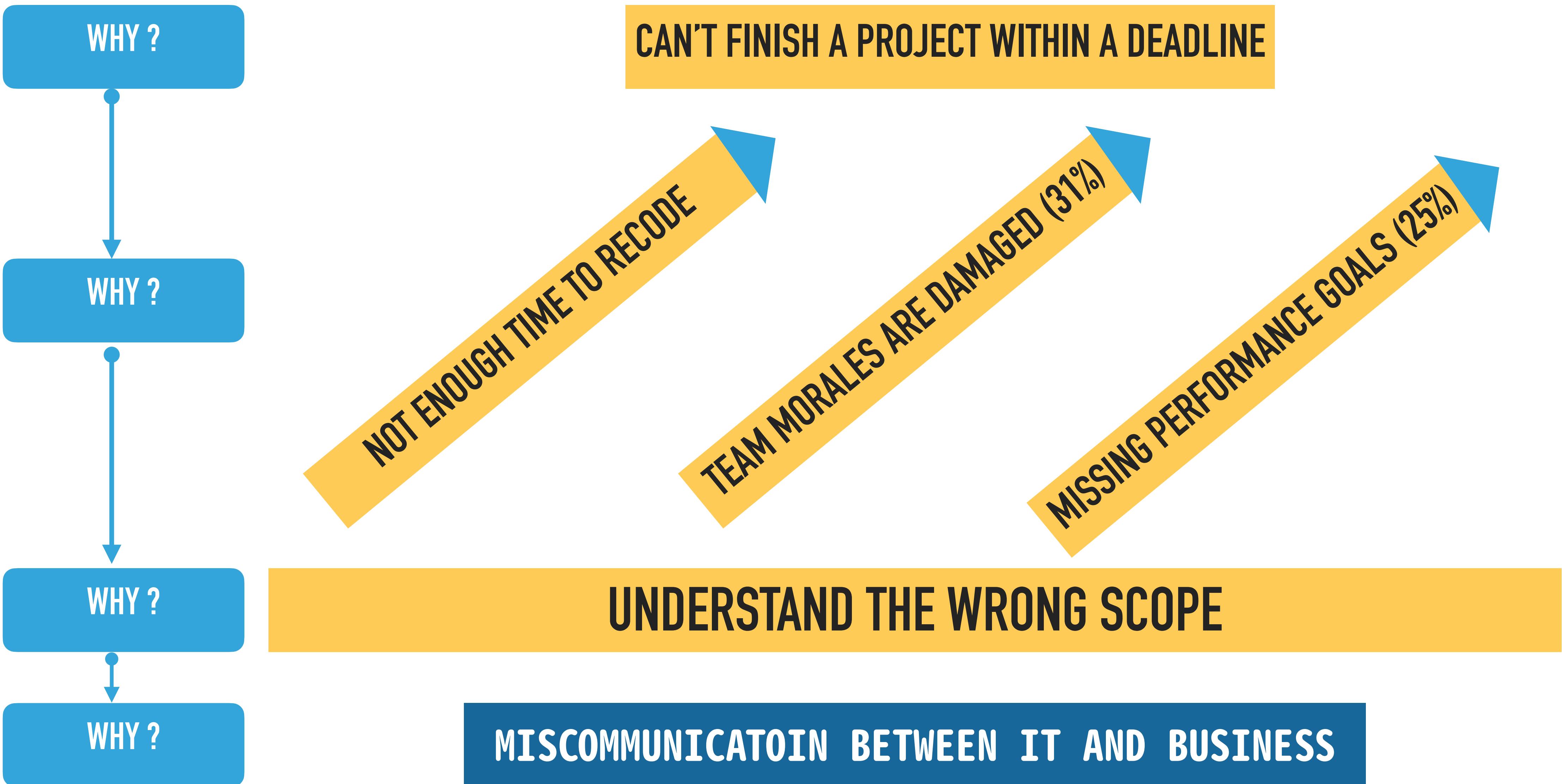
- ▶ **“A business analyst works as a liaison among stakeholders to elicit, analyse, communicate and validate requirements for changes to business processes, policies and information systems ”**

(International Institute of Business Analysis, 2015)

IT project failure rate (Average)



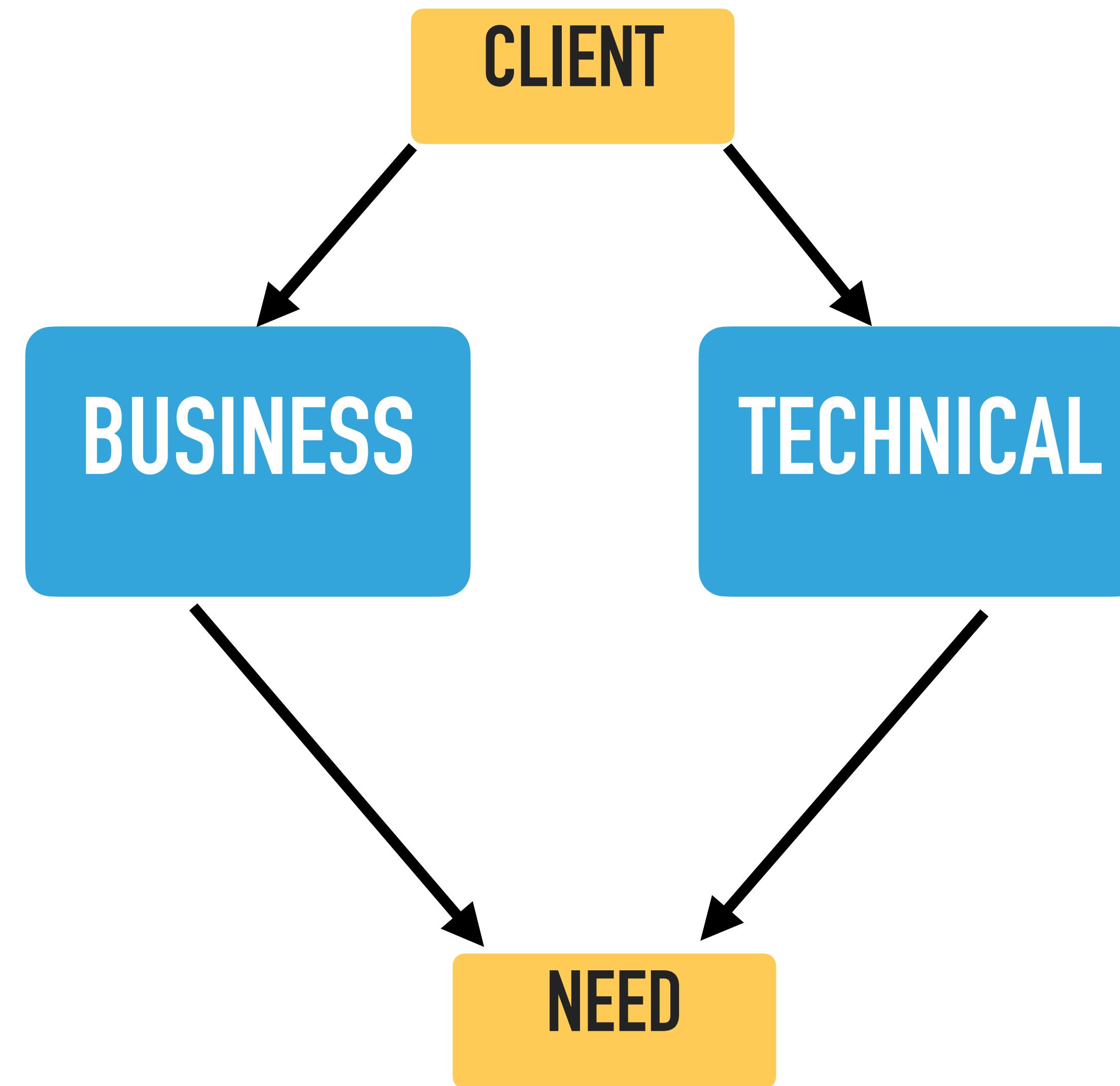
Photo source: (Murphy, 2020)
Data source: (Florentine, 2017)



(Seiner, 2011)

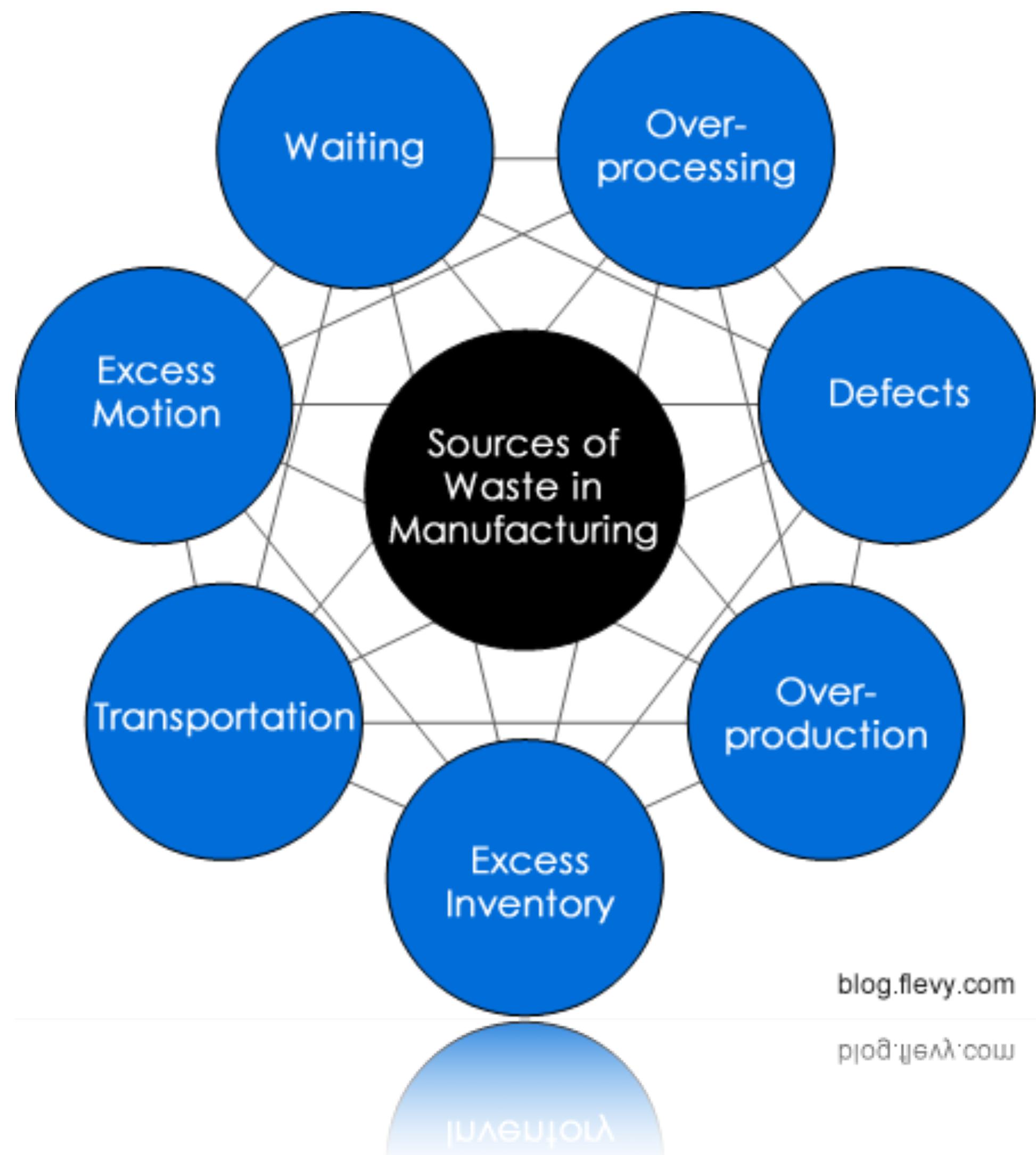
The
Economist

WHO IS BUSINESS ANALYST ?

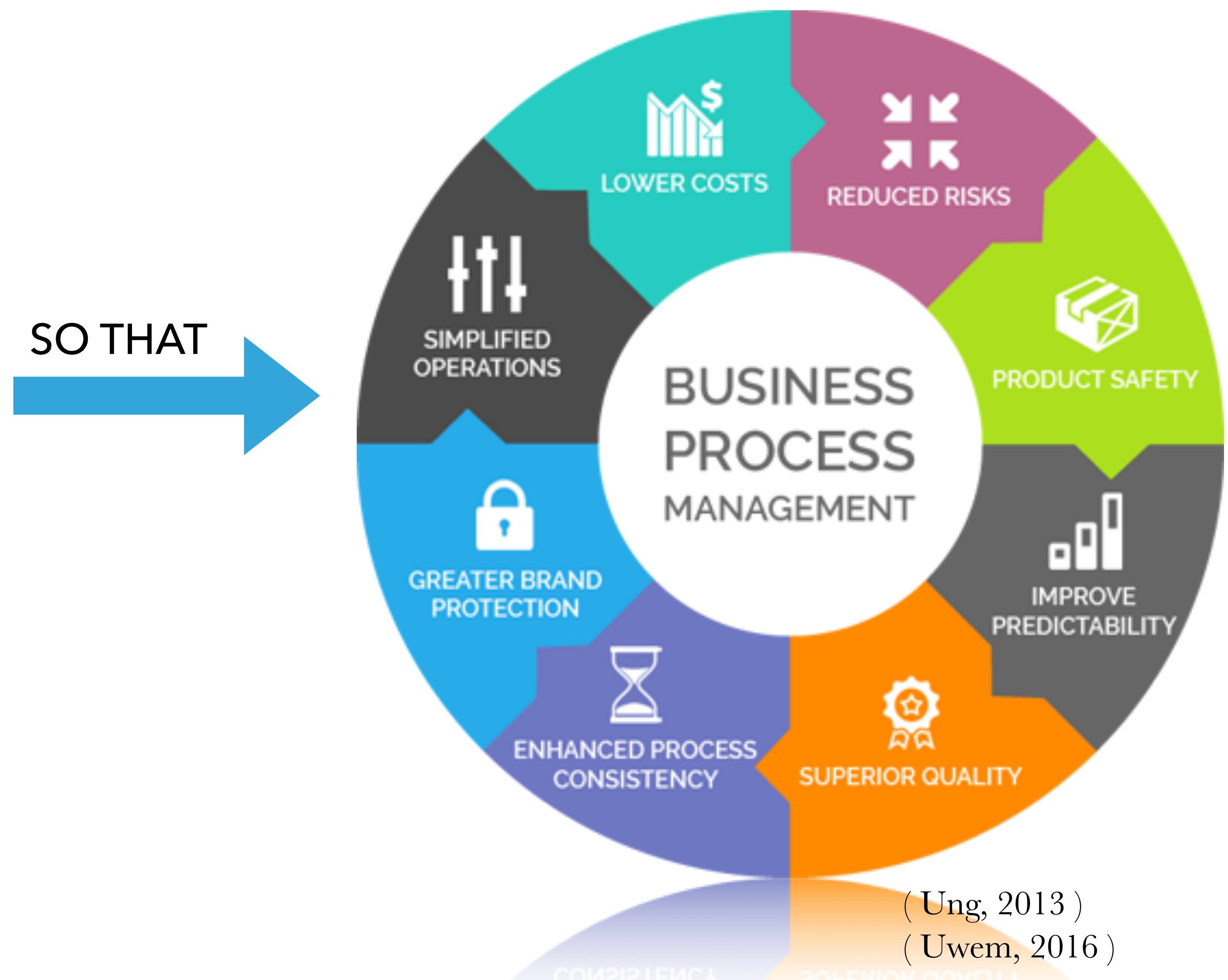


Remove redundant steps >>> Save cost

AS IS :

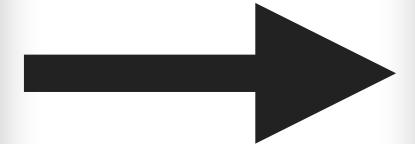
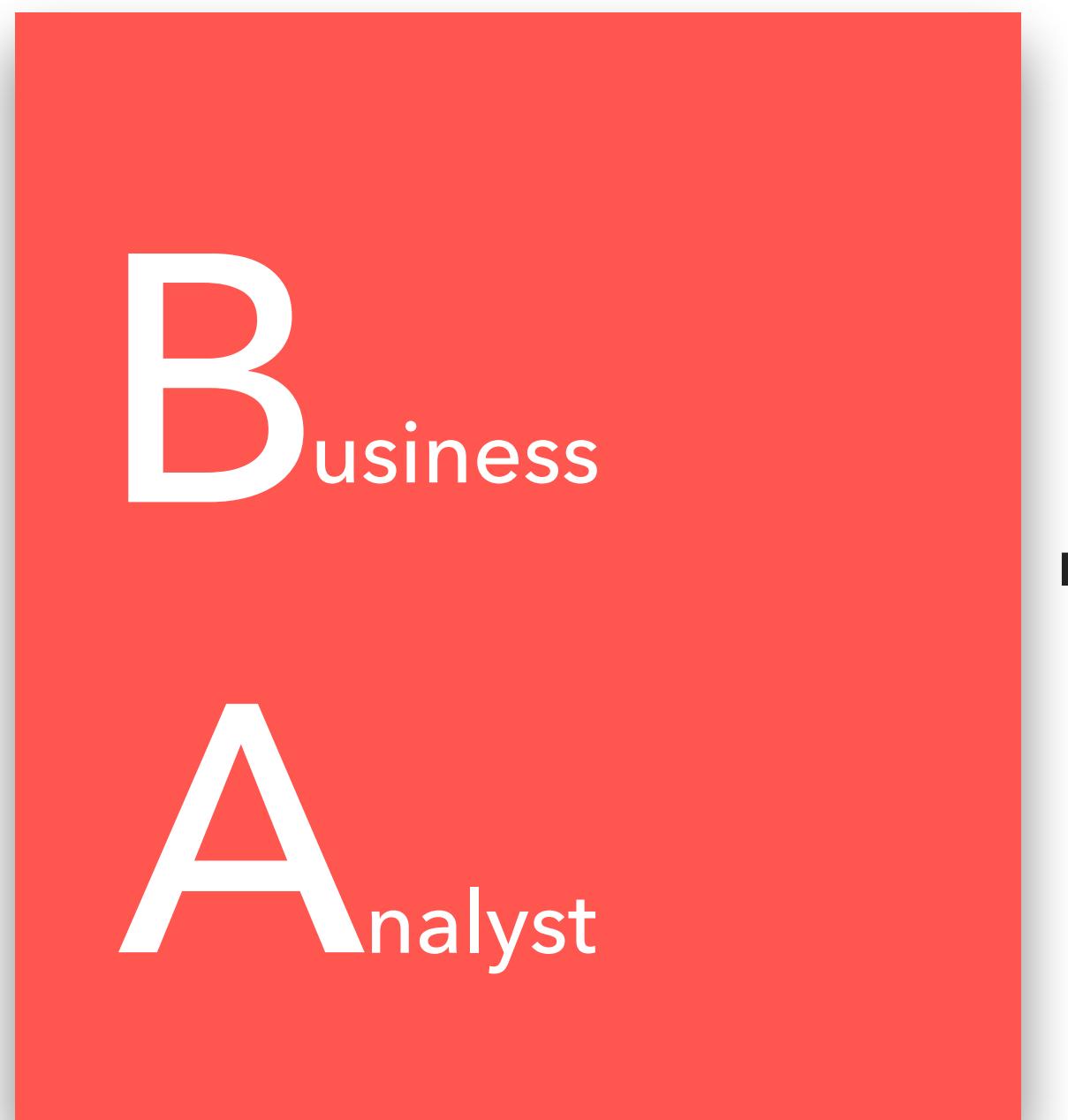


TO BE :



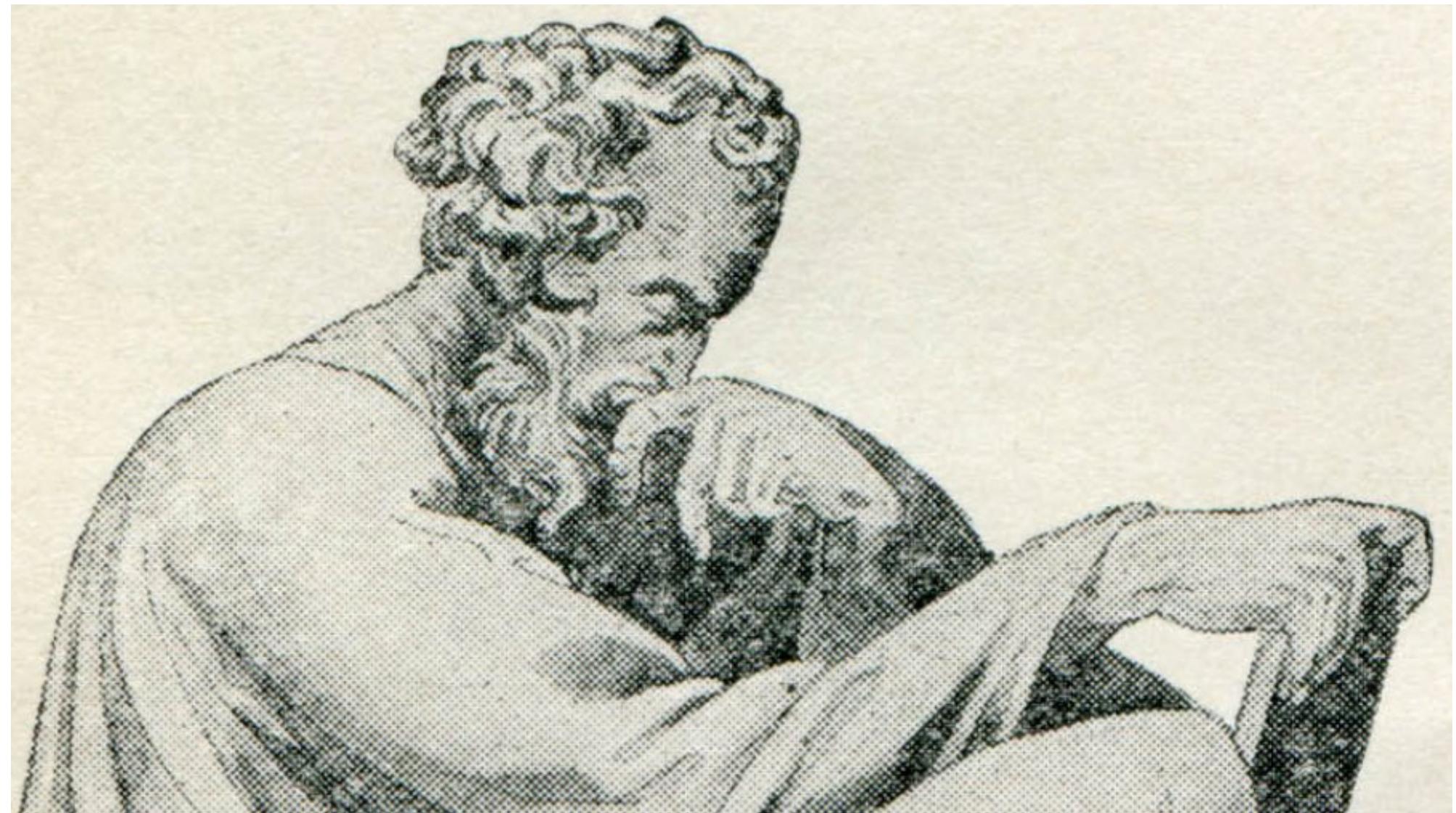
who

what



1. Communication skills

COMMUNICATION IS NOT ONLY ABOUT SPEAKING



*“We have **two ears** and **one mouth** so
that we can **listen** twice as much as we
speak.”*

*- Epictetus
Greek Stoic philosopher*

2. Analytical thinking

REMOVE STEPS IN A
PROCESS

UNDERSTAND DATA FLOW

EXPLAIN DEVELOPMENT
LIFECYCLE

REMOVE STEPS IN A PROCESS

Data analytics

Diagramming e.g DFD, ER-d....



 **Lucidchart**

(Microsoft, 2020)

(Ray, 2018)

(Tableau, 2018)

(Lucidchart, 2020)

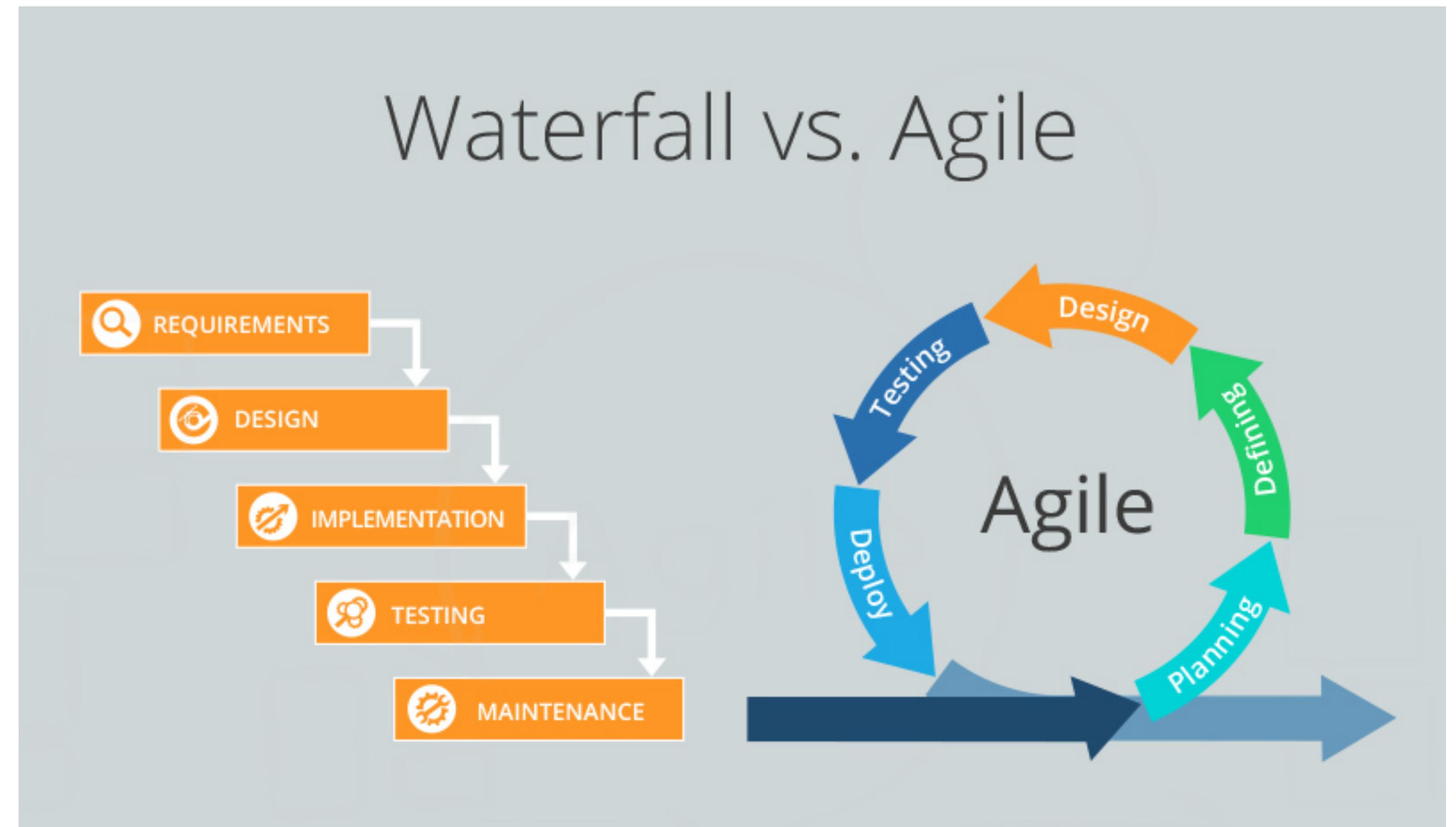
ANALYSE DATA FLOW

Knowledge in database and RDBMS



EXPLAIN DEVELOPMENT LIFECYCLE

Methodologies



who

What

How



WHY HEALTHCARE INDUSTRY ?

Population
Growth

Economic
Power

Healthcare
System

Deloitte.

(Deloitte, 2020)

GLOBAL EXPENSE : 7.8 TRILLION USD



(WHO, 2019)

REVENUE IN :
2487.7 BILLION

statista

(Statista, 2020)

ELECTRONIC HEALTH RECORDS (EHR) DATA IS WASTED

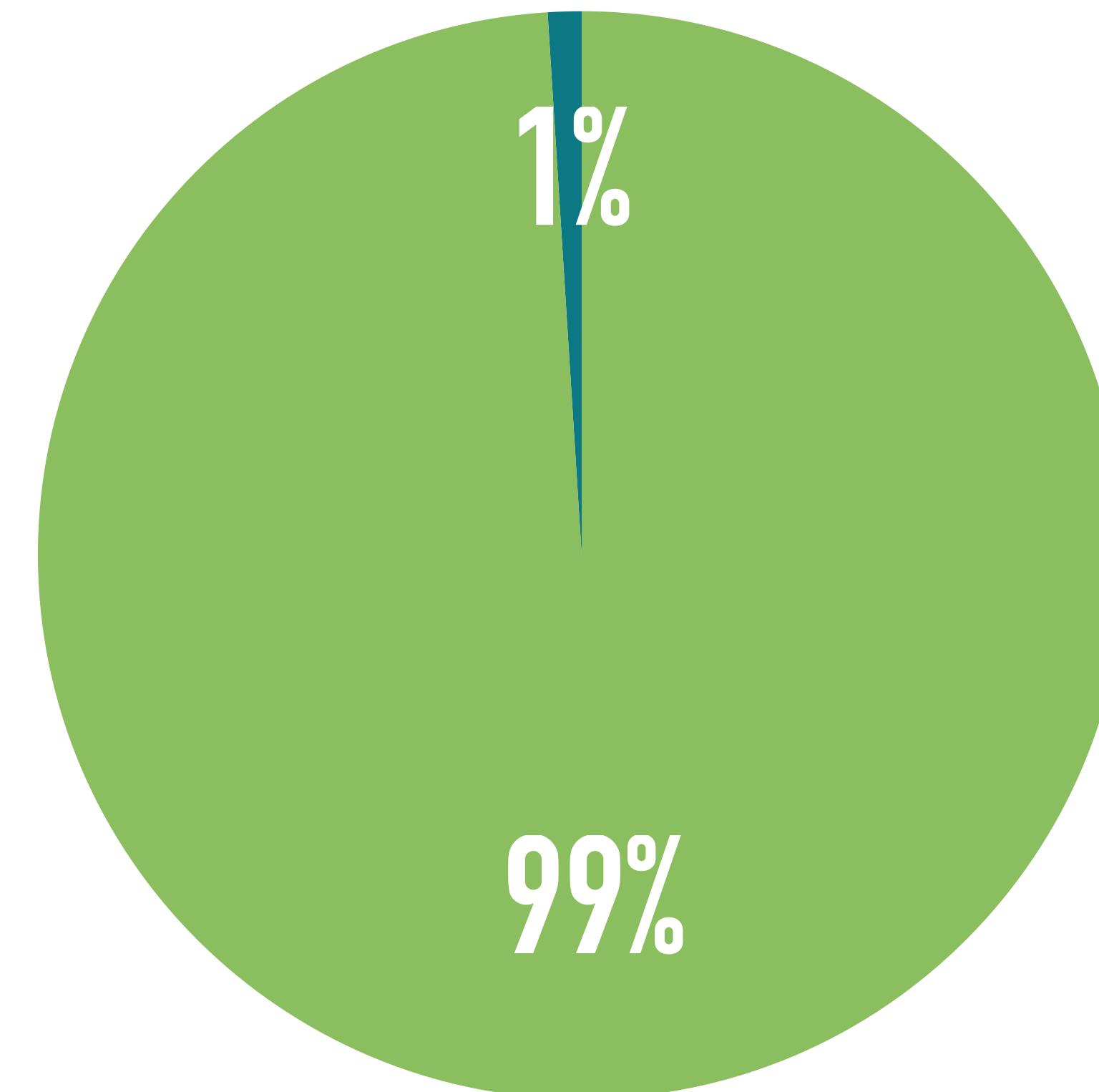
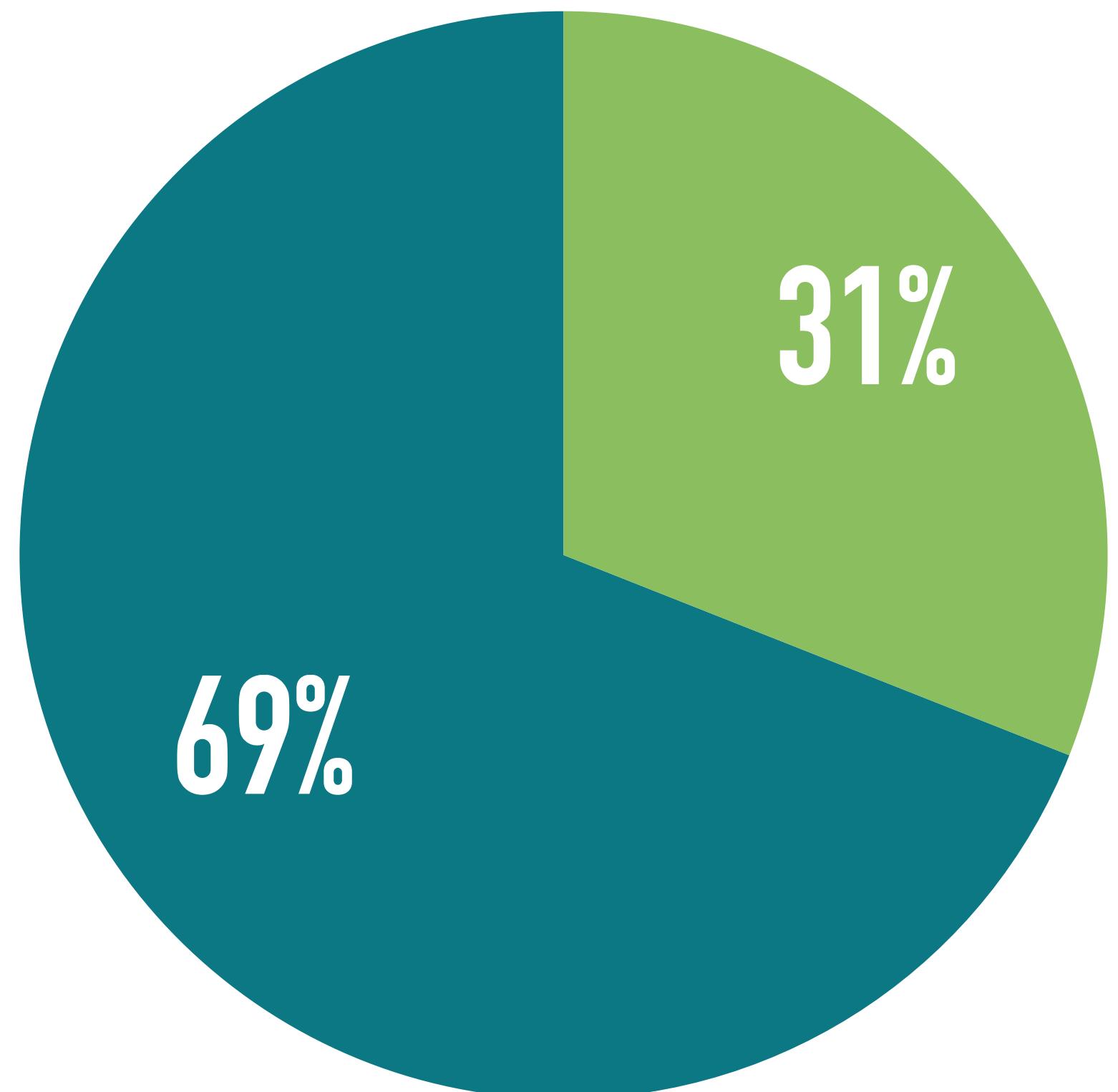
Percentage of U.S. Hospitals Use EHRs system



Use EHR

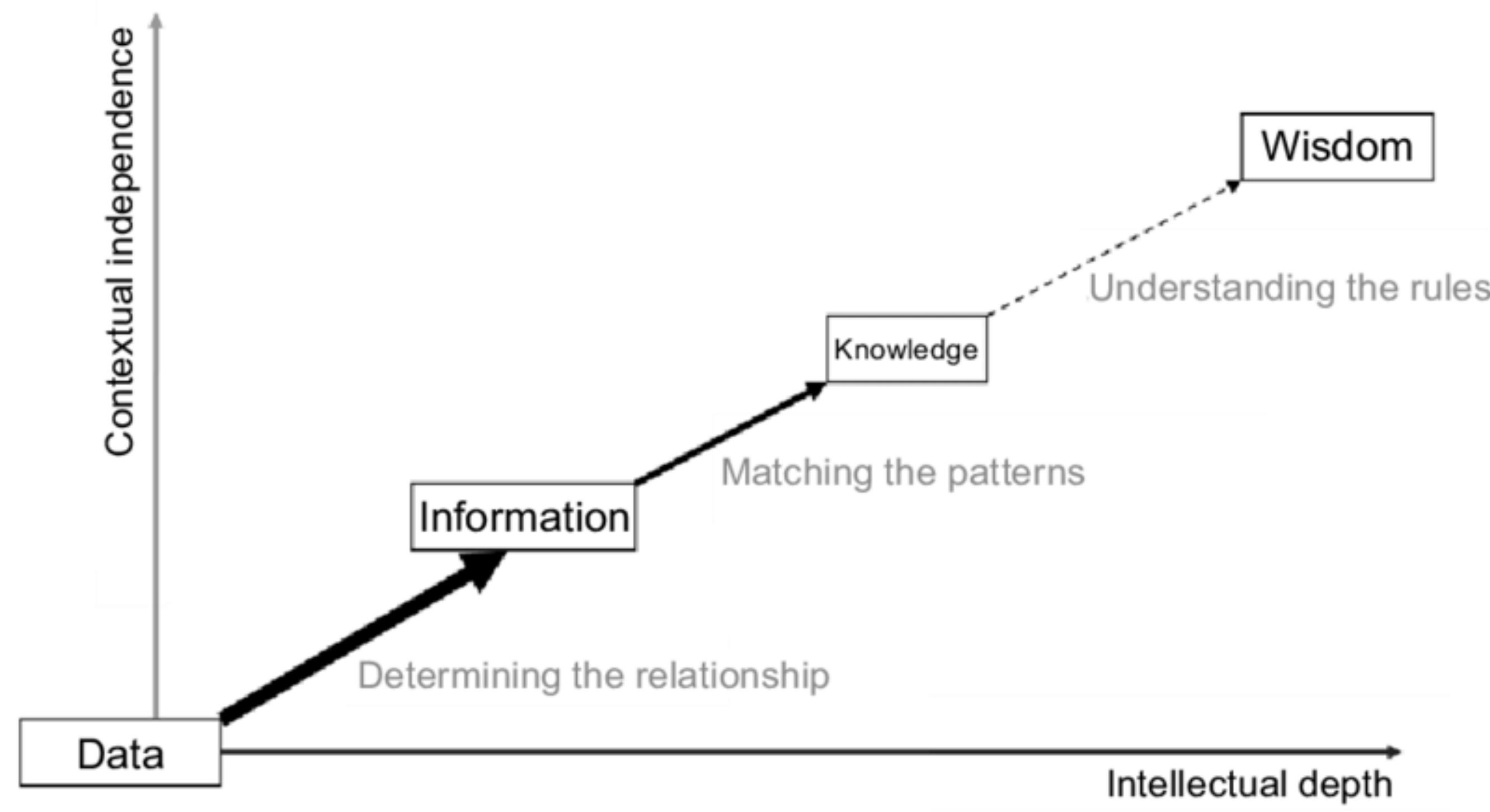


Do not Use EHR



DATA CANNOT BE TRANSFORMED INTO KNOWLEDGE

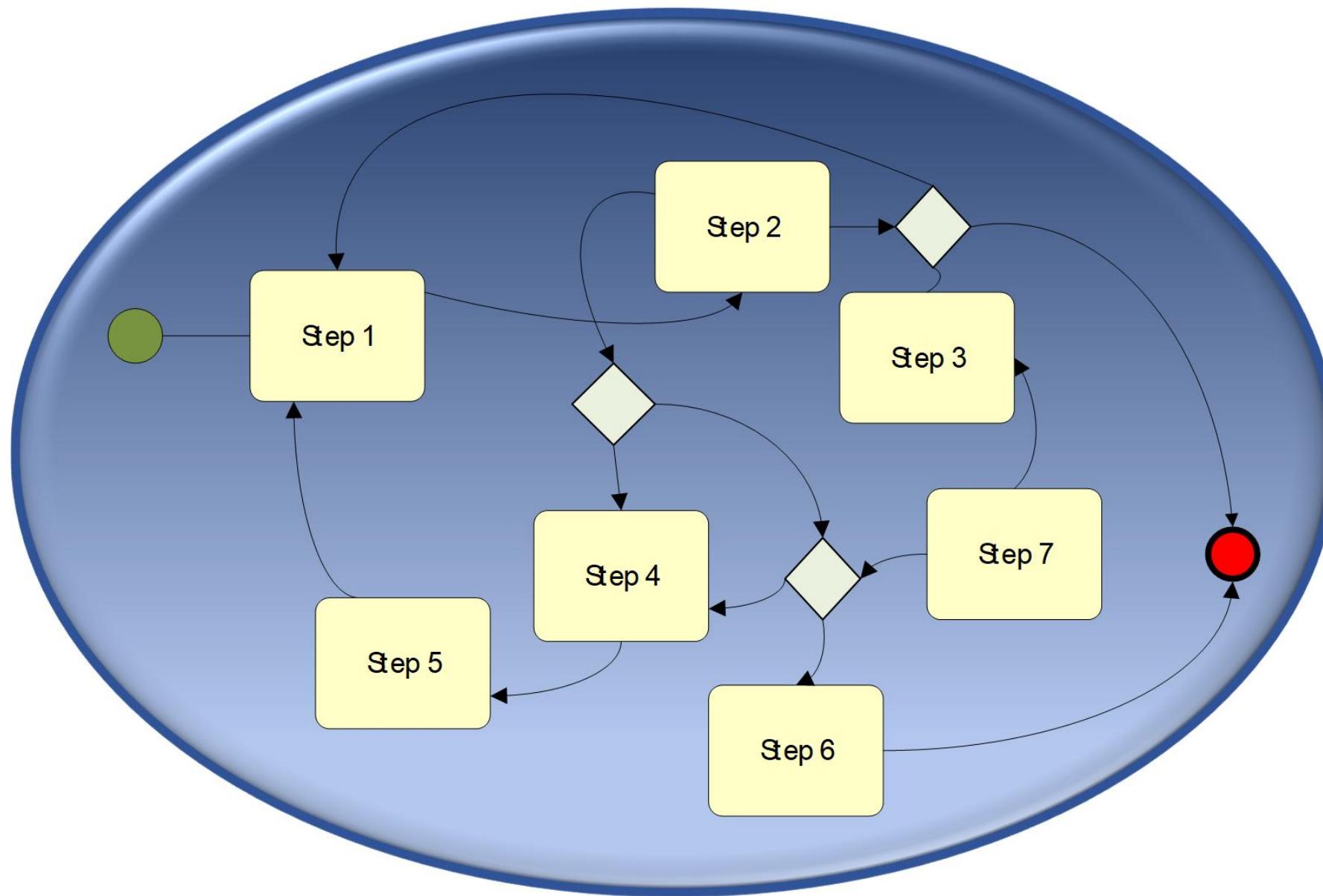
SO BA IS TO TRANSFORM **DATA** INTO **KNOWLEDGE** THEN INTO **ACTION**.....



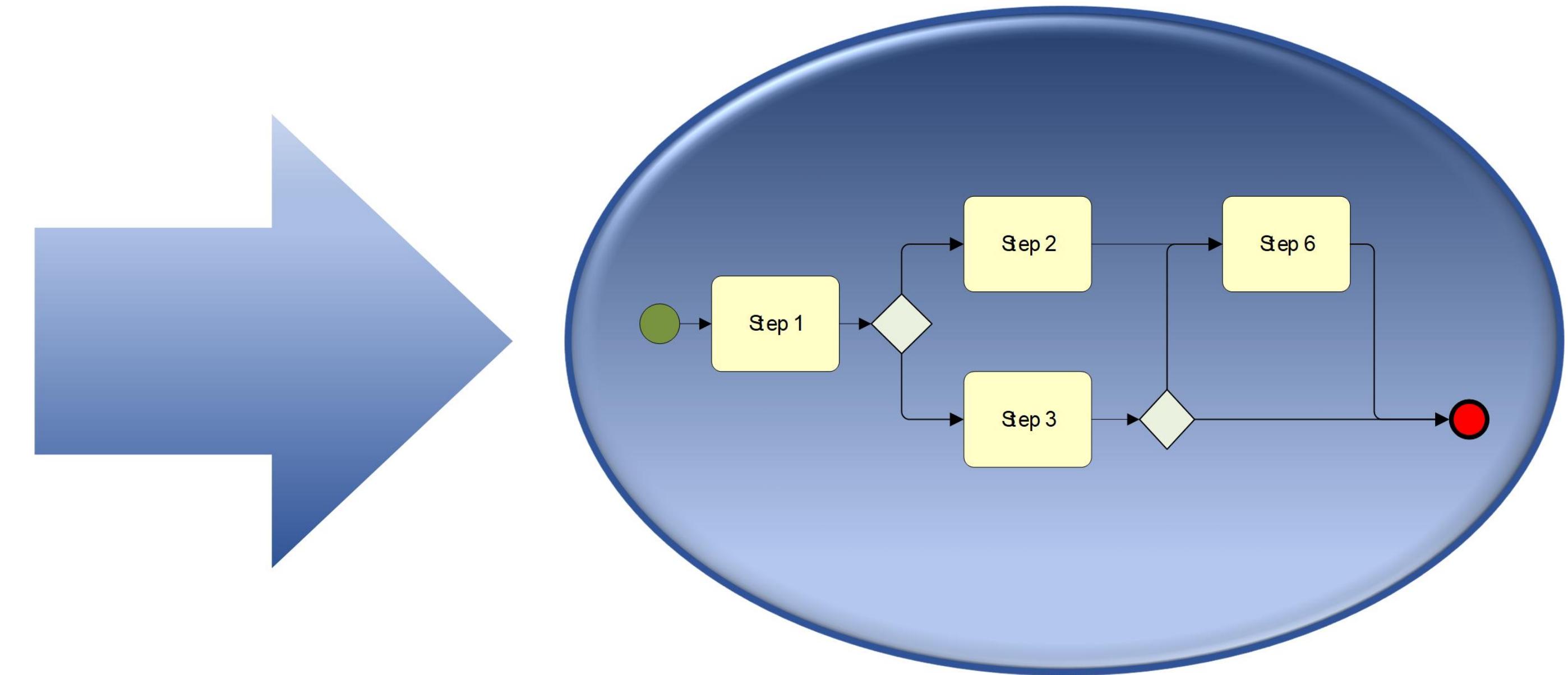
(McKinsey, 2016)
(Trąbka, 2020)

Rapid change for business model >>>> Inefficient processes.

As-Is



To-Be



DO YOU KNOW WHAT YOU DON'T KNOW?



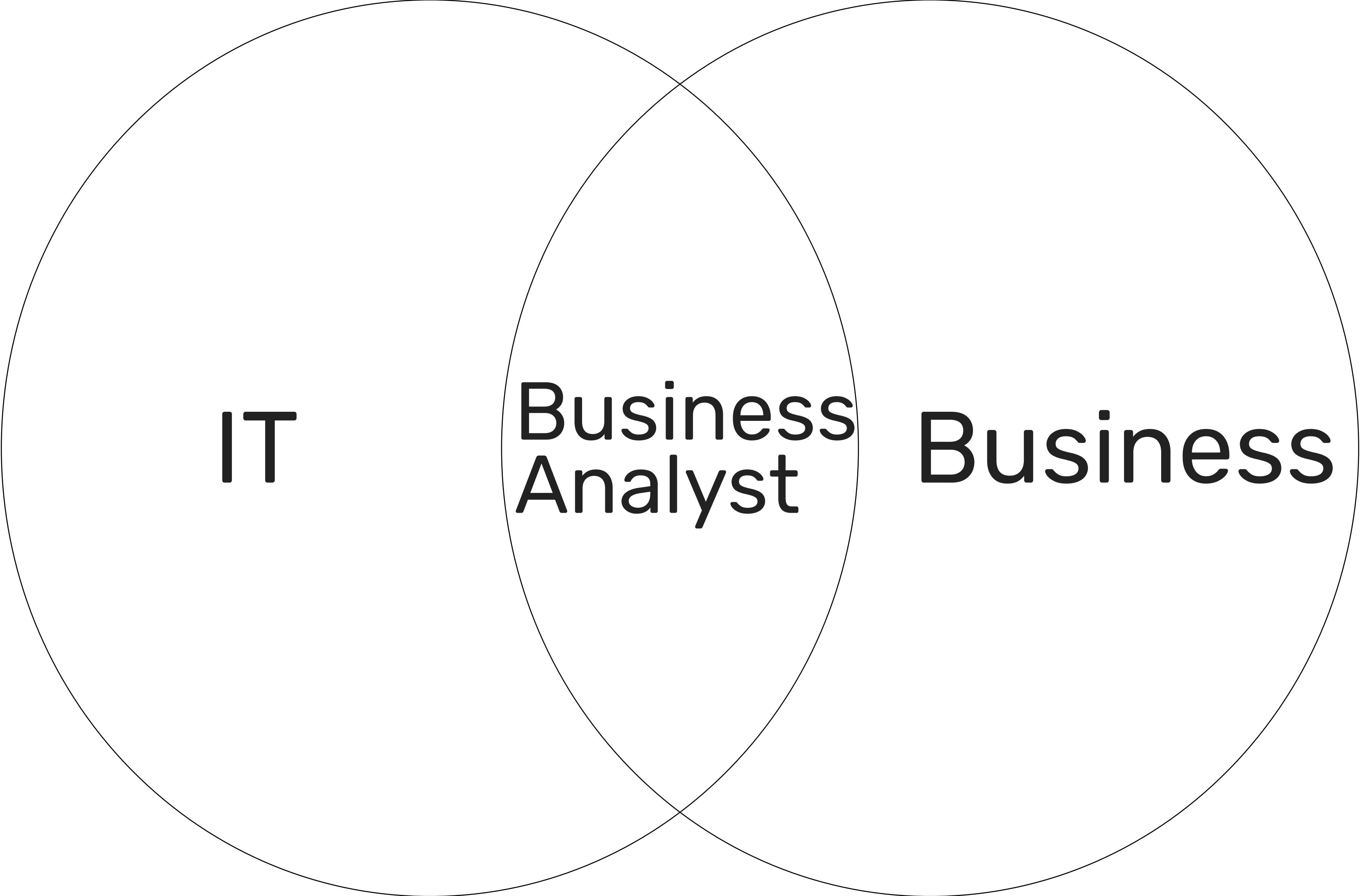
Photo source : (Lynch, 2016)

(FSN, 2016)

WE DON'T KNOW WHAT WE DON'T KNOW BECAUSE

**" WE ARE DROWNING IN INFORMATION
BUT STARVED FOR KNOWLEDGE. "**

(Naisbtt, 2020)



A Venn diagram consisting of three overlapping circles. The leftmost circle contains the text "IT". The rightmost circle contains the text "Business". The middle circle, which overlaps both the "IT" and "Business" circles, contains the text "Business Analyst".

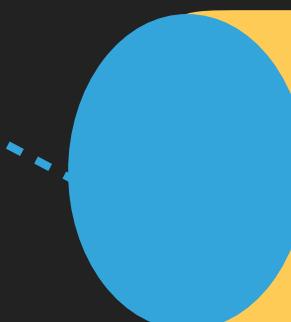
IT

Business
Analyst

Business

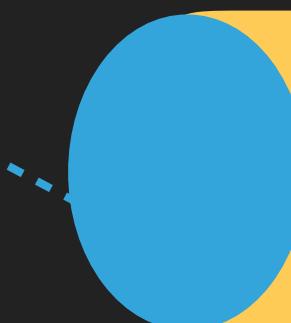
Problem

What



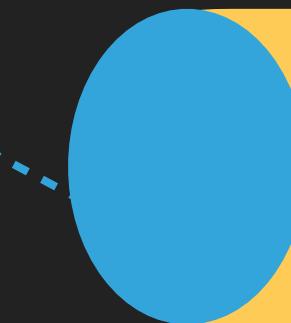
THE IMPORTANCE OF
BA

How



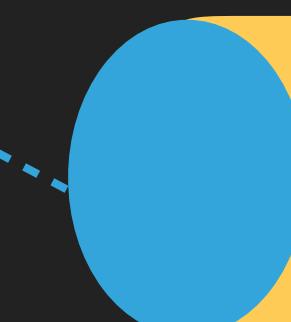
BA SKILLS

Why



CHALLENGES IN
HEALTHCARE INDUSTRY

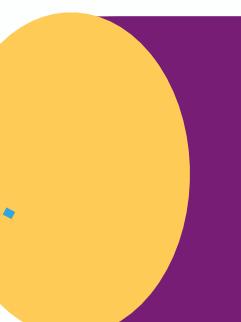
So



BA IN HEALTHCARE
INDUSTRY

Solution

Individually



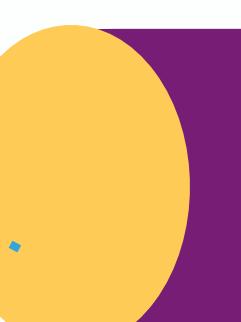
LIAISON BETWEEN
STAKEHOLDERS

Organisationally



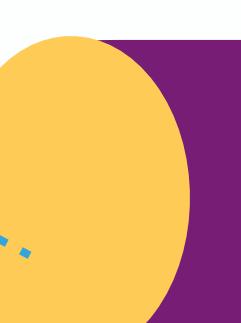
COMMUNICATION AND
ANALYTICAL THINKING

Globally



NEED EHR SYSTEM TO
FUNCTION

Technologically



HELP DATA MANAGEMENT
AND BUSINESS ANALYSIS

SO ?

BA HAS A PROSPECT

A BUSINESS ANALYST ELICITS NEEDS THAT ARE NOT YET KNOWN

**THANK YOU!
FOLLOWING PAGES ARE THE
REFERENCE**

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