

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Health Informatics



# Business Process Workflow Modeling Training

## Tutorial 10, Advancing Your Modeling Skills

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**Instructor:** Claire Hayes Watson, PhD, MPH

*Human Factors Engineering (HFE)  
Office of Health Informatics (10A7A)  
Veterans Health Administration*

# About the Authors & Acknowledgements

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  - The HFS Contracting Project Team includes authors and instructors:
    - Anthony Masalonis, PhD
    - Claire Hayes Watson, PhD, MPH
    - Aneesa Motiwala, MS
    - Marsha McClure, MHA
- We would also like to acknowledge Visionary team members who served as reviewers and contributors to this content:
  - Eleanor Thornton, MS, MCHES, AE-C
  - Michael D. Thornton Sr., MS, PMP, CPHIMS, FHIMSS
  - Nakina Eugene, MPH, CHES
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  - Michael D. Thornton Jr.



# Objective

- Starting with a text narrative, learn to build a workflow model from “scratch”





## Encounter Vignette: Suicide Prevention/ Patient Transfer

- A Patient arrives at the Emergency Department (ED) complaining of ongoing panic attacks. She is met first by an ED Clerk who registers the patient, documents her medical complaint, and triages the patient to be seen immediately.
- The patient meets the ED Nurse who takes the patient's vitals, medication, and medical history, which includes a history of depression. The patient's medical record is updated in this time.
- The ED Nurse then escorts the patient to the exam room, where the ED Physician enters and takes a detailed medical history and performs the clinical examination and administers the Patient Health Questionnaire-9, a screener for depression. The patient's medical record is updated at this time.
- The completed PHQ9 indicates that the patient is in risk of self-harm. The ED Physician begins a Suicide Risk Assessment which reveals current suicidal ideation.



## Encounter Vignette: Suicide Prevention/ Patient Transfer

- The ED Physician determines that the patient is at imminent risk and decides that inpatient psychiatric hospitalization is required.
- The patient consents to be admitted for psychiatric examination. The ED nurse requests the transfer via the electronic health record (EHR).
- The handoff process begins as the inpatient charge nurse (CN) receives the transfer order and request for a bed via an EHR notification. The CN pages the ED Nurse once the bed is confirmed.
- The ED Nurse coordinates the patient's transfer via the Patient Escort.
- The patient is admitted by the inpatient CN upon arrival.

# Roles - Swimlanes

1. Patient
2. ED Clerk
3. ED Nurse
4. ED Physician
5. Inpatient Charge Nurse





# Building the Model in BPMN