Business Process Workflow Modeling Training

Tutorial #9, Analyzing Models

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Version: 001

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About the Authors & Acknowledgements

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  - The HFS Contracting Project Team includes authors and instructors:
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- We would also like to acknowledge Visionary team members who served as reviewers and contributors to this content:
  - Eleanor Thornton, MS, MCHES, AE-C
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  - Jamiel Chapple
  - Michael D. Thornton Jr.

Objective

- Learn to read and interpret workflow models to:
  - Understand the workflow of a process you participate in or manage
  - Identify areas for improvement in current practice
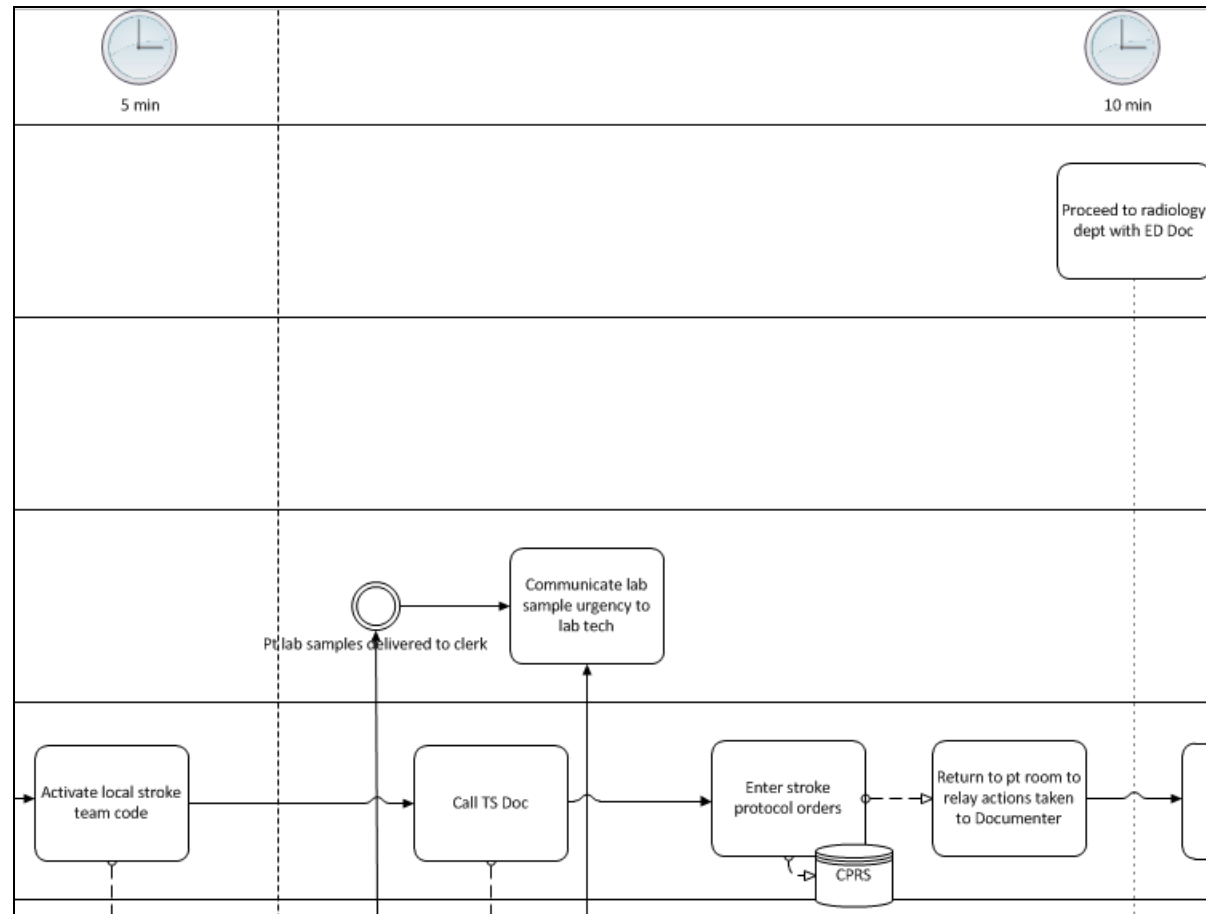 - Assess benefits of proposed or pending technology or procedural changes

Analysis Criteria

- Timing
  - Absolute
  - Relative
- Errors
  - Actual
  - Potential
- Resource Usage
  - Gaps
  - Redundancy

Timing

- Absolute timing
- Relative to other events
  - "Y must happen within __ minutes of X"

# Example: Absolute Timing

Clock Icons Tracking Timing of Steps

Errors

- Actual or "actual"
  - As seen in observations or walkthroughs/simulations
- Potential
  - Explicitly mentioned in interviews and focus groups, might be represented as decision points or critical checkpoints in model
  - Or not mentioned in interviews, but you can see from examining that there might be a problem at this point

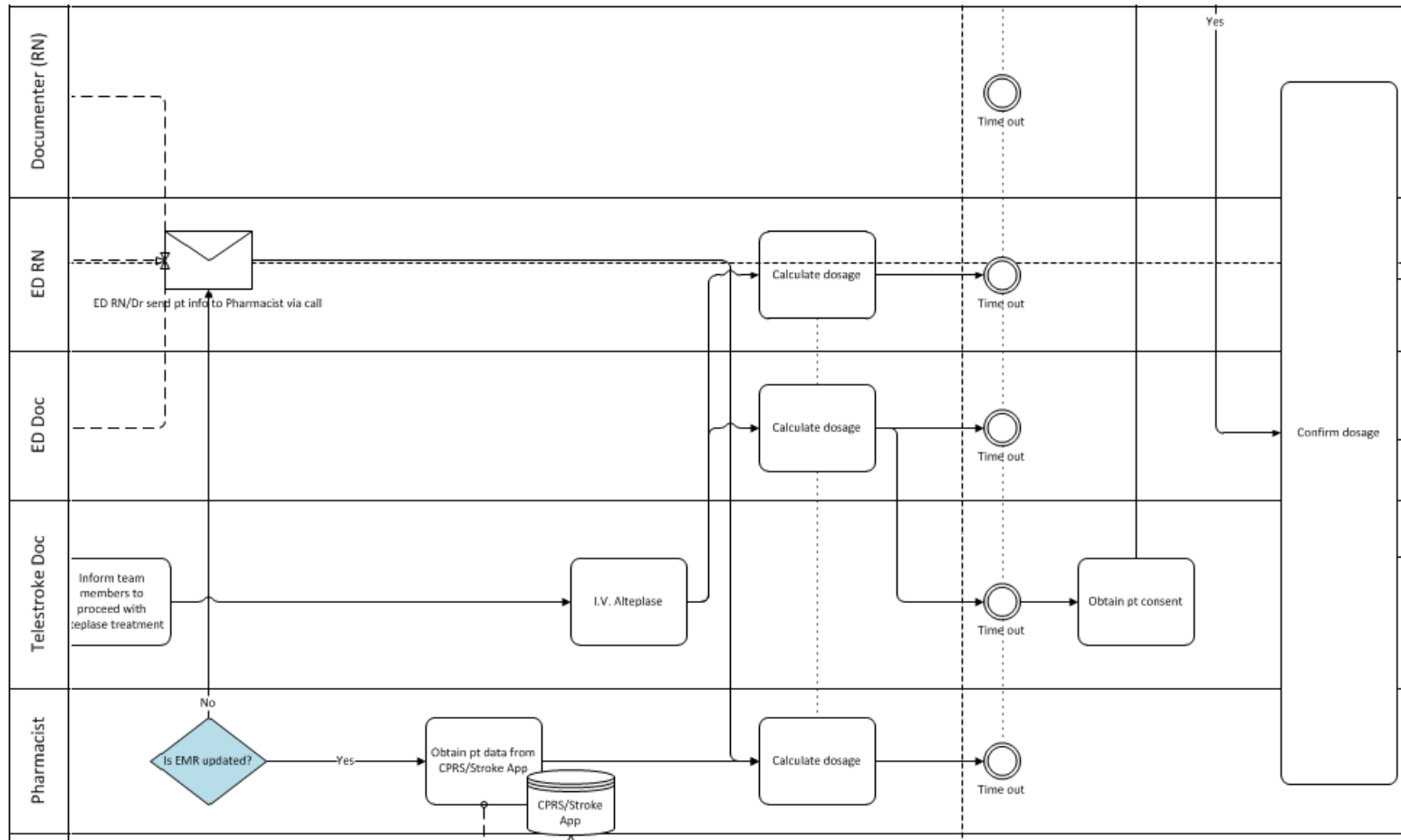# Example: Areas for Error
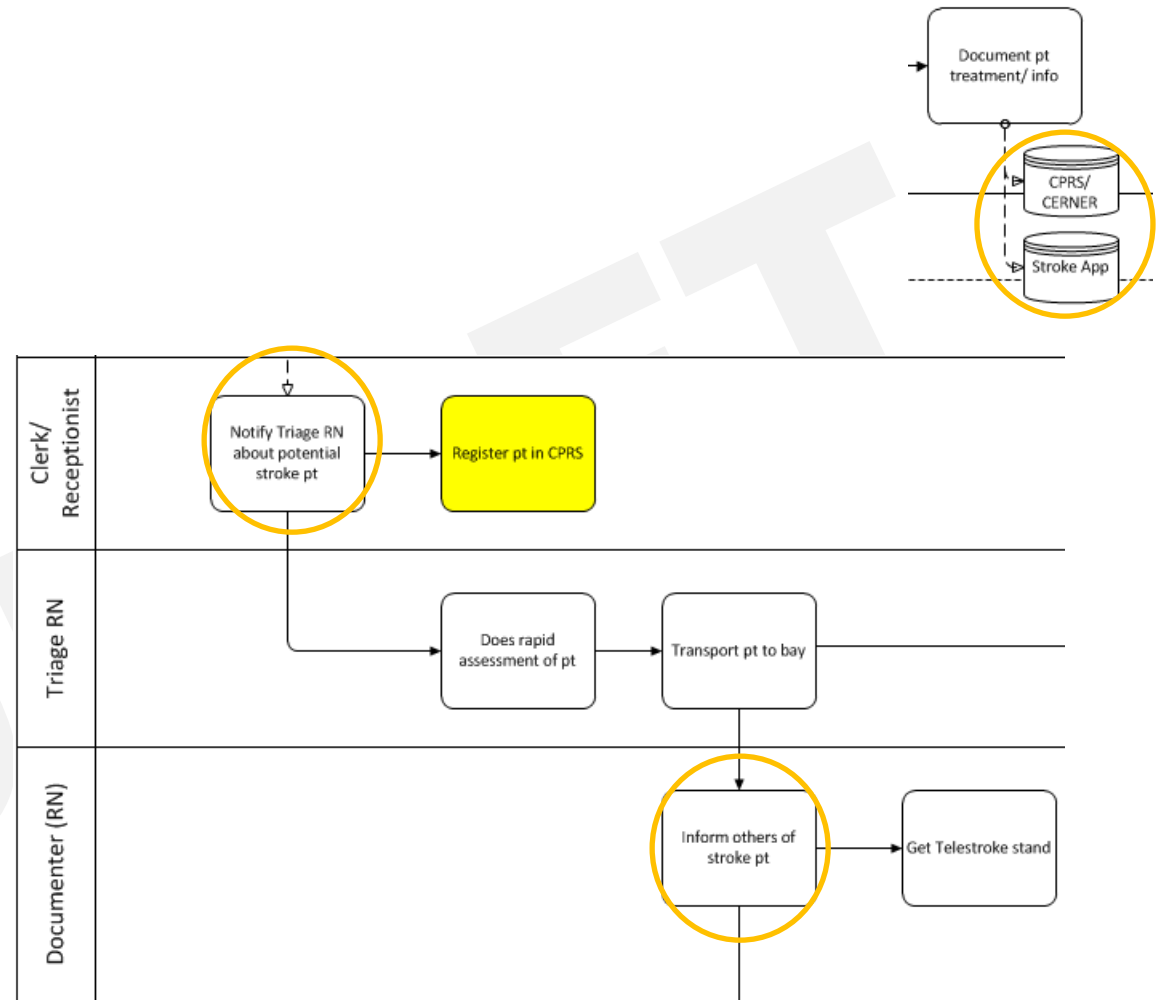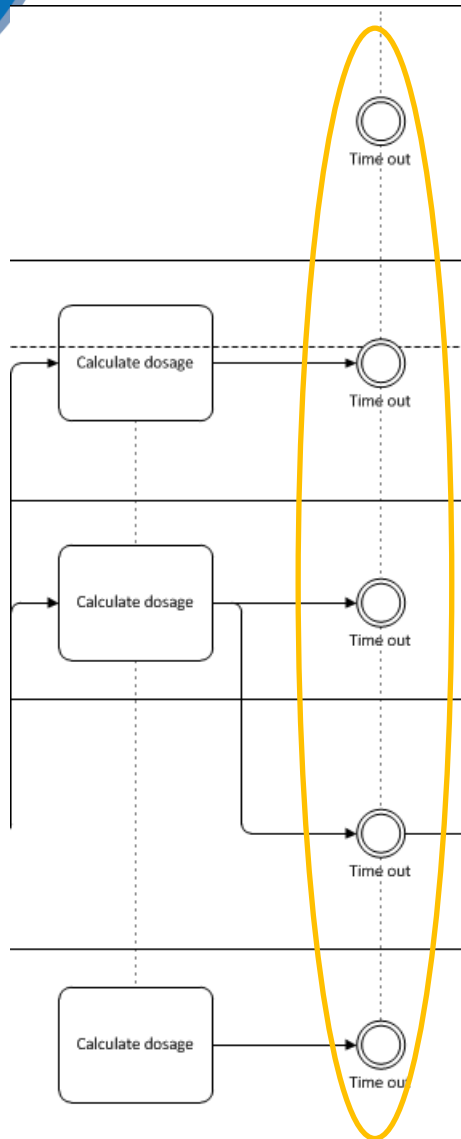
Potential Areas for Error

Resource Usage

- Examine swim lanes and interactions to determine redundant or missing resources (human, tools, or data)
  - e.g., How many RNs are truly needed during the Telestroke process?
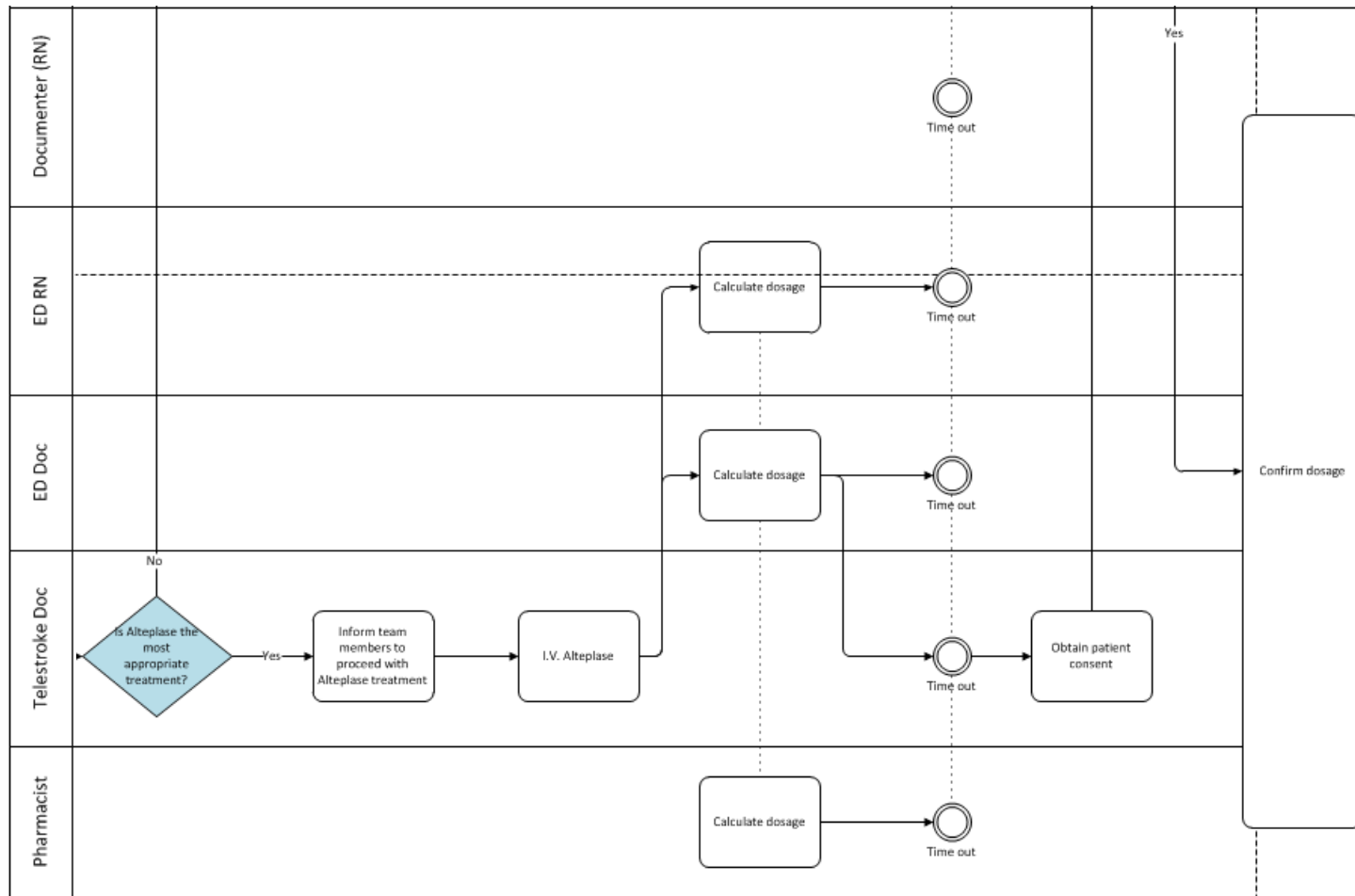
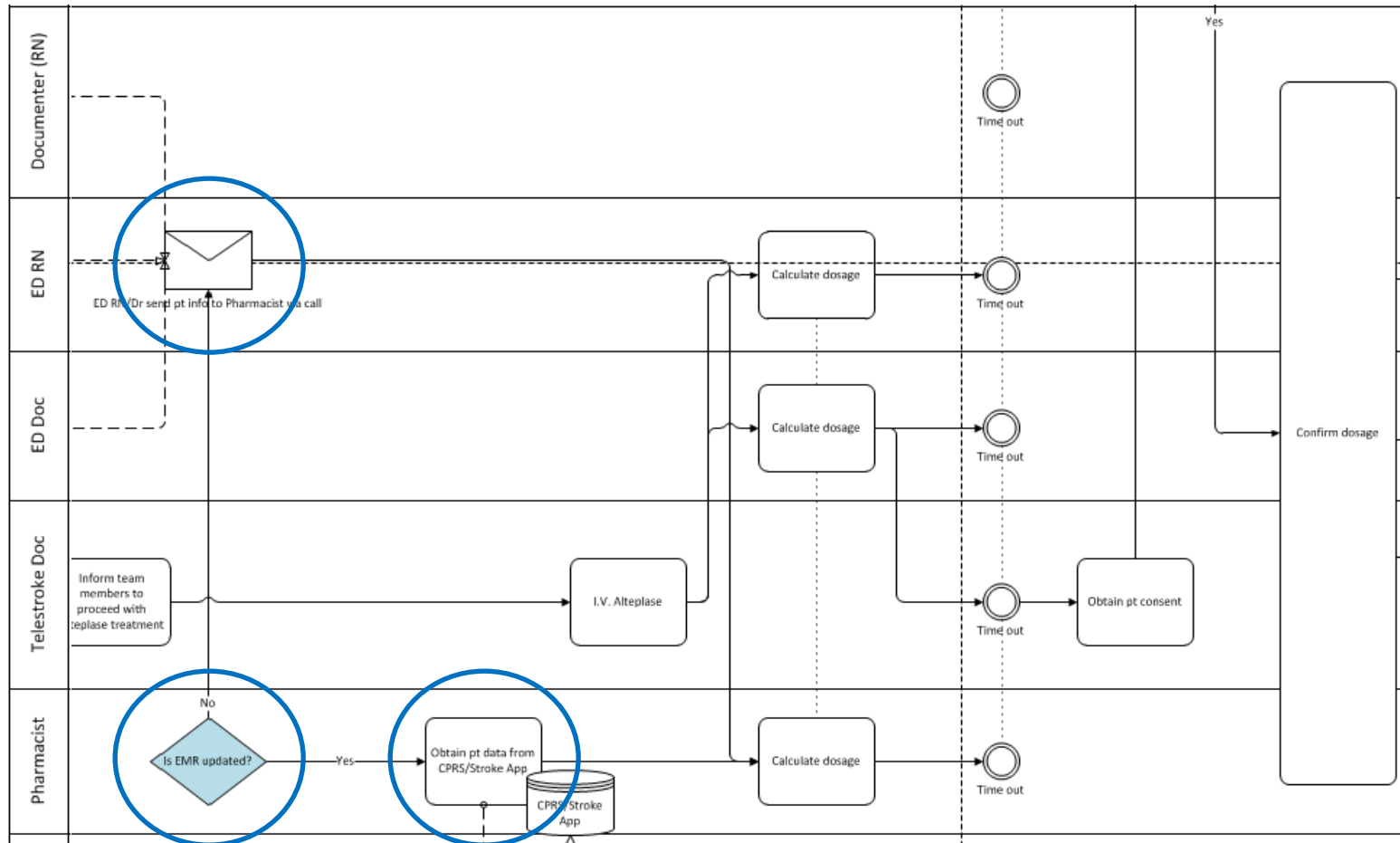| ED RN	Documenter (RN)	Triage RN

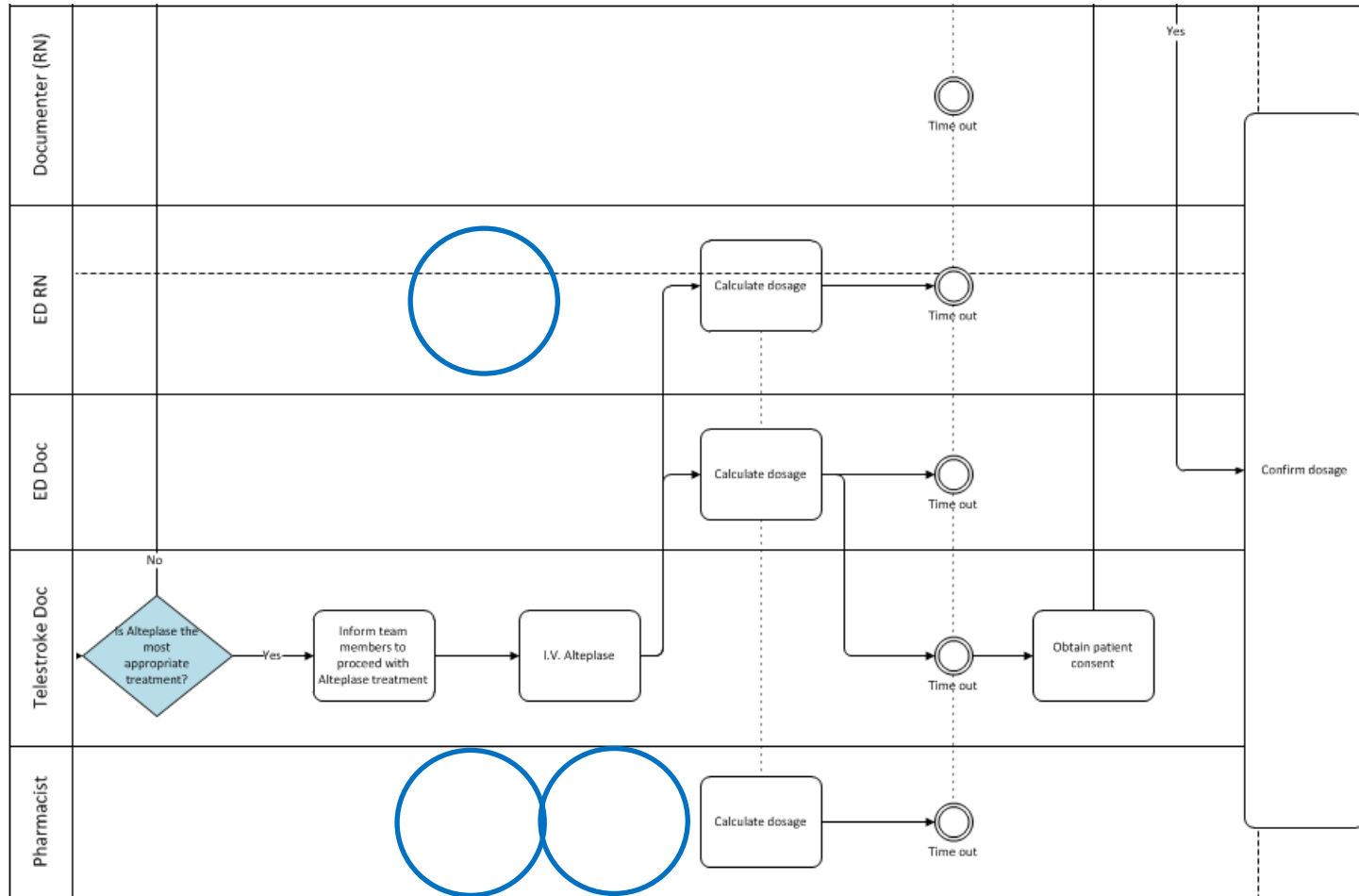# Pharmacist in Pharmacy Model

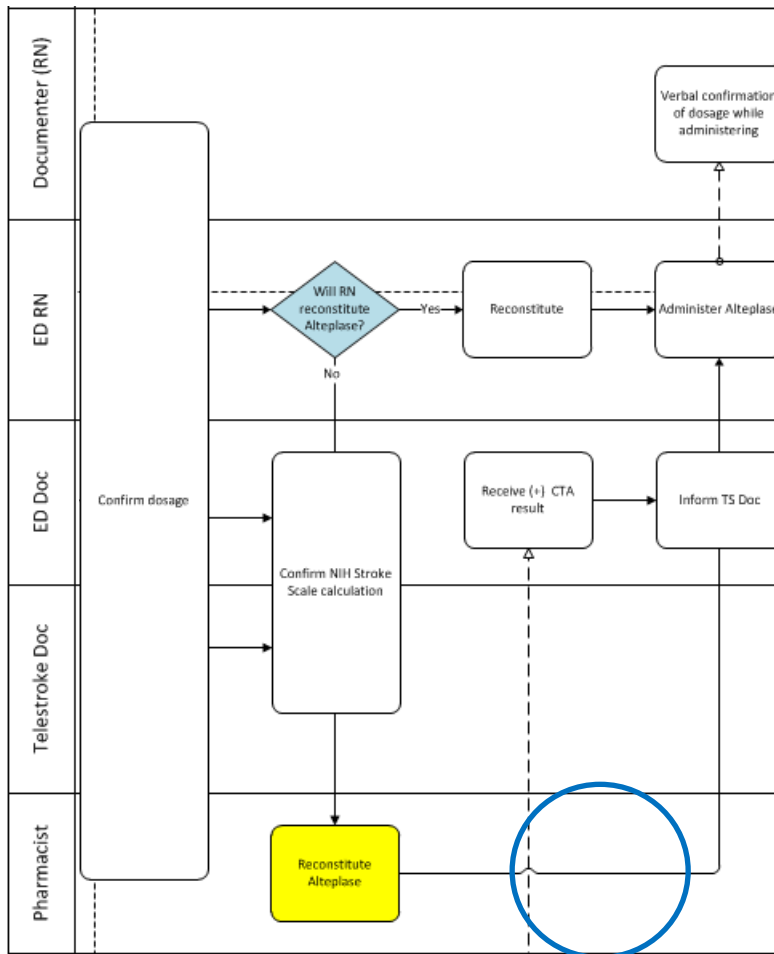# Pharmacist at Bedside Model
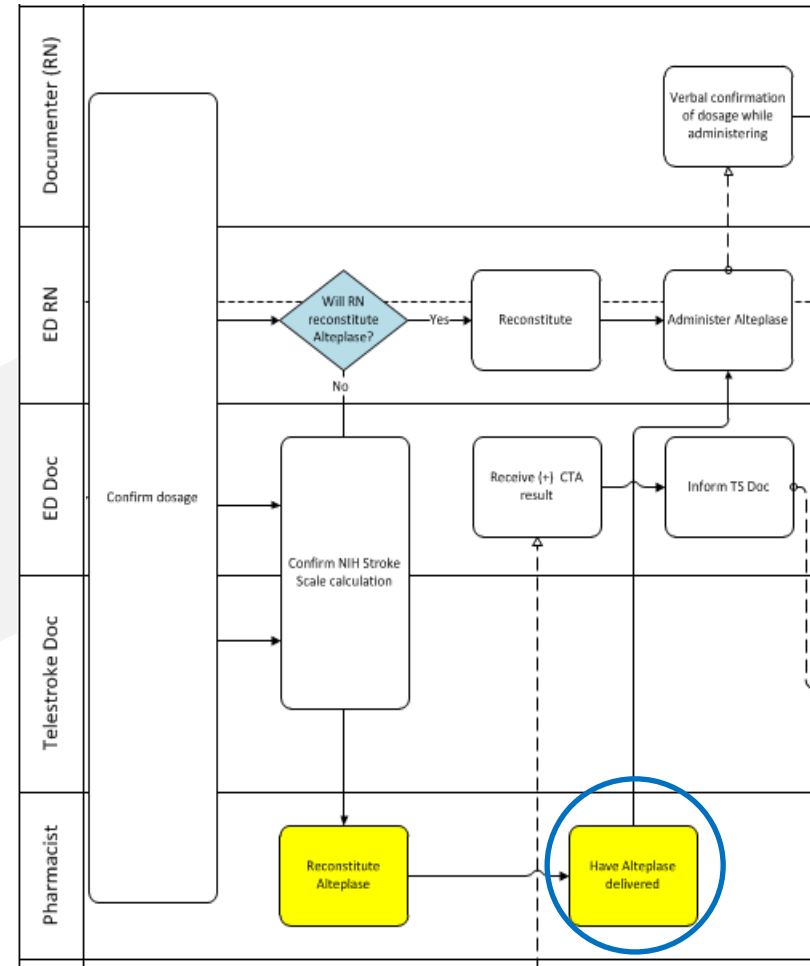
Pharmacist in Pharmacy Model

Pharmacist at Bedside Model

Pharmacist Model Comparisons

Pharmacist at bedside for Alteplase Readiness

Pharmacist in Pharmacy for Alteplase Delivery

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