



Business Process Workflow Modeling Training

Tutorial 10, Advancing Your Modeling Skills

Spring 2020

Version: 001

Instructor: Claire Hayes Watson, PhD, MPH

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



About the Authors & Acknowledgements

- This training was developed under VA Human Factors Services (HFS) Contract (36C77619D0018), Task Order 3, by Visionary Consulting Partners, LLC, contractors to Human Factors Engineering.
 - The HFS Contracting Project Team includes authors and instructors:
 - Anthony Masalonis, PhD
 - Claire Hayes Watson, PhD, MPH
 - Aneesa Motiwala, MS
 - Marsha McClure, MHA



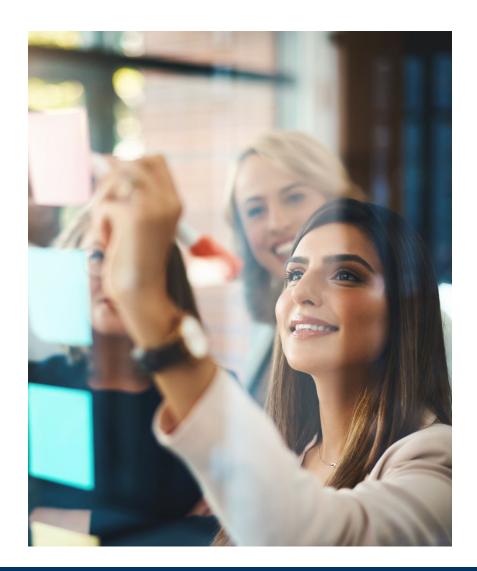
- We would also like to acknowledge Visionary team members who served as reviewers and contributors to this content:
 - Eleanor Thornton, MS, MCHES, AE-C
 - Michael D. Thornton Sr., MS, PMP, CPHIMS, FHIMSS
 - Nakina Eugene, MPH, CHES
- Video production and editing provided by:
 - Jamiel Chapple
 - Michael D. Thornton Jr.



Objective



 Starting with a text narrative, learn to build a workflow model from "scratch"





Encounter Vignette: Suicide Prevention/ Patient Transfer



- A <u>Patient</u> arrives at the Emergency Department (ED) complaining of ongoing panic attacks. She is met first by an <u>ED Clerk</u> who registers the patient, documents her medical complaint, and triages the patient to be seen immediately.
- The patient meets the <u>ED Nurse</u> 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 <u>ED</u>
 <u>Physician</u> 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.



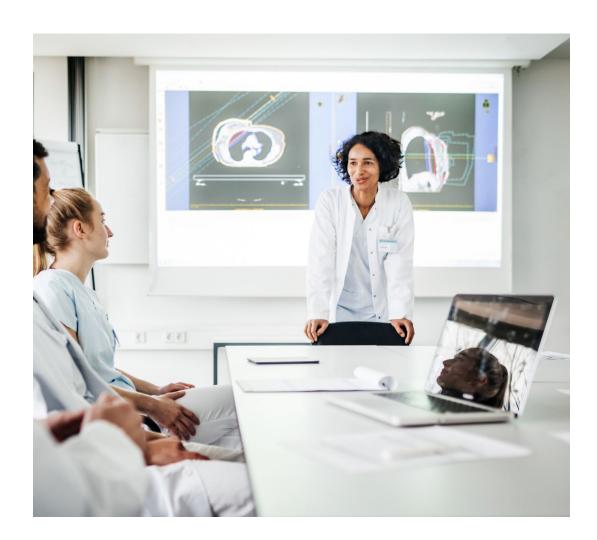
Encounter Vignette: Suicide Prevention/ Patient Transfer

- 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