



Business Process Workflow Modeling Training

Tutorial #7, Drafting a Model

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Version: 001

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About the Authors & Acknowledgements

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Objective

 Learn how to use information obtained during knowledge elicitation or from other sources to create initial models



Text Narrative

- From notes
- As-is and to-be
 - Represent differences using track changes
- Pain points
- Exceptions/special cases



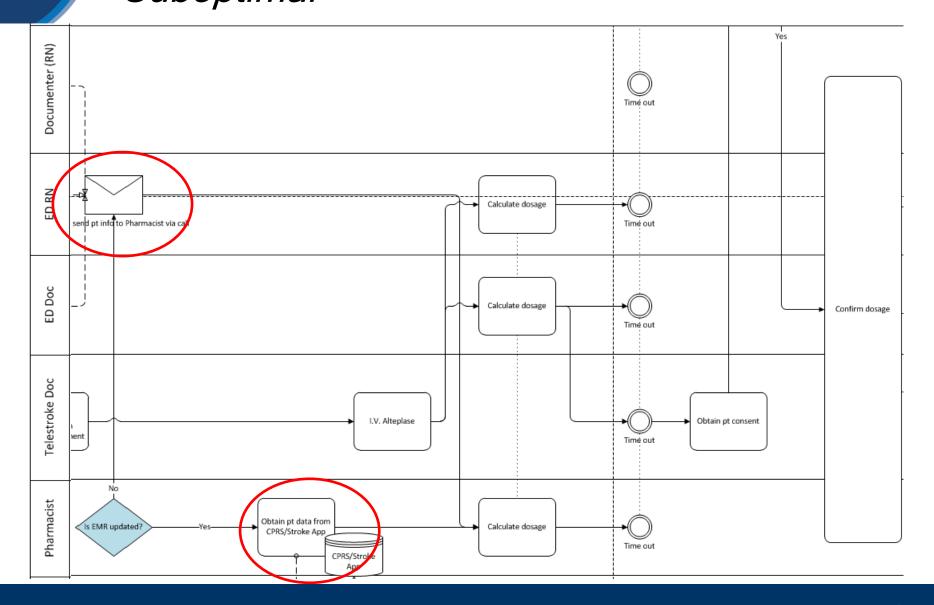
Example: Note Changes

- 15. Telestroke doctor directs team to start Alteplase treatment steps → I.V.
- 16. If EMR is updated pharmacist obtains pt info from CPRS. Else pharmacist obtains this data from ED RN or doctor by phone.
- 17. Pharmacist calculates dosage.
- 18. ED doctor, Telestroke doctor, ED RN, and pharmacist confirm dosage.
- 19. Pharmacist reconstitutes Alteplase.
- 19. ED RN reconstitutes Alteplase.
- 20. Alteplase is delivered.
- 21. ED RN administers Alteplase.

Note-taking changes and opportunities being tracked from suboptimal case to ideal case

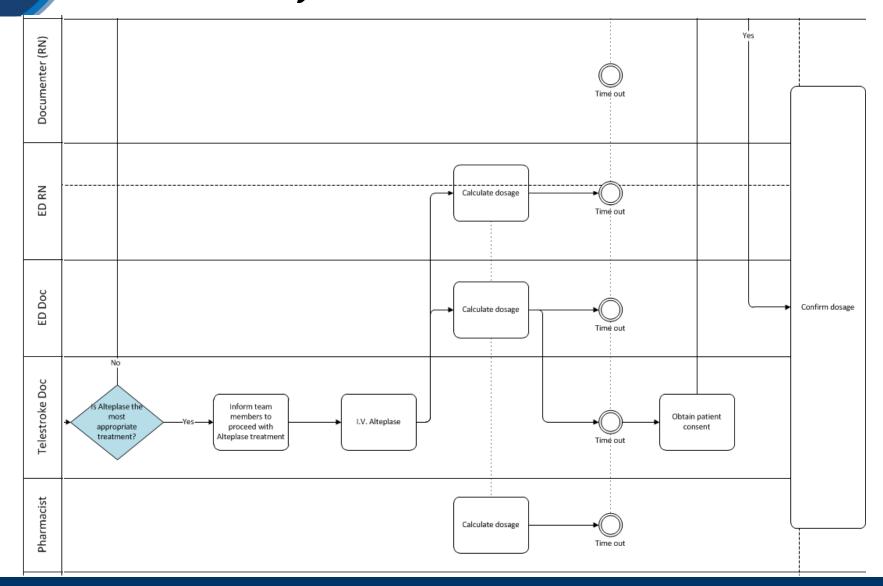
Example: Pharmacist at Pharmacy: *Suboptimal*





Example: Pharmacist at Bedside: *Ideal/Luxury*





Flow Diagrams



- Select a notation standard
 - Use key identifiers and purpose of model to select notation
- Sketch high-level model
 - Stickies/Post-Its
 - Often done in the focus group session
- Ascertain maturity of sketch
 - Tasks
 - Data
 - Swim lanes
 - Decision points/branches
 - Where are the gaps?
- Where appropriate, draft model directly in Visio or PowerPoint



Modeling Best Practices

- Each symbol should link with a connecting flow arrow
- Standard direction of left to right <u>OR</u> top to bottom should be followed for the flow diagram
- One step/action item/question per symbol
 - Be concise, but not vague
- Avoid intersecting flow lines as much as possible



Review: Modeling Notations

Modeling Type	When to Use	Scenario
BPMN	Repeatable Processes	Basic Encounter with Triage
CMMN	Ad-Hoc or If/Then Processes	Chronic Care Required (e.g.—Hypertension, Arthritis, Atrial Fibrillation)
DMN	Decision Trees and Truth Tables	Conditions Influence Treatment (e.g.—Age, Weight, Sex, BMI)
UML	Entity Relationship Data and Information Flow	Information flows need to be included



END OF TUTORIAL