

Final Assessment: Questions 2, 3, 4 Scenario

Background:

You've recently been hired as a senior business analyst by a health IT company that helps with care coordination. They'd mentioned during your interview process itself that they were in need of a business intelligence platform that would help them automate a few existing processes. The specific pain point has been related to automating the report generation process which currently only happens monthly. You're curious as to whether they went with a Build vs Buy decision and are excited to hear on your 1st day that they have decided on a vendor to go with: Tableau.

You attend a weekly staff meeting where your new boss is explaining to the staff how the current state of the process works and what the future state will be. You listen in to this presentation:

"Hi Team, as most of you are aware, we have been evaluating a number of vendors to roll-out our automated reporting tool. I'm going to walk you through our current workflow and talk about the changes that will result as we bring our new Business Intelligence tool onboard.

Today, when a patient registers at one of our Emergency Departments (EDs), the Hospital auto-transmits patient data to our Emergency Department Information Exchange (EDIE) system via HL7. EDIE then evaluates the patient and their data against these pre-defined rules which will determine if an EDIE alert will occur on the ED track-board. You can see that depicted here as Notification sent to Hospital with actionable information (an EDIE alert). If the patient does not match the criteria, the ED attending physician treats the patient. But, if the criteria is met, an EDIE alert occurs on the ED track-board and an alerts is simultaneously sent to all other stakeholders defined in the system (and the patient is also treated). The alert is then sent to the EDIE web-portal where the provider can add more information to the EDIE patient profile. Once the information is complete, a report is generated on a monthly basis to all stakeholders where they can decide to alter the patient rules for future alerting.

Unfortunately, the reports generation portion of this has been a very manual process. And has only been feasible on a monthly basis. With the introduction of Tableau, the reports can be generated live in the web-portal using a tableau interface! This will allow for the reports to be automatically generated on an ad-hoc cadence in addition to a monthly cadence. This will provide significant value to the membership and has been a long time coming."

Scenario:

Your boss is about to show everyone the **future state** process map he's put together. And is gravely disappointed when he reaches into his briefcase and realizes that his toddler cut it up into 5 different pieces. This is where you'll come to the rescue. You review the 5 different pieces of the future state and offer to help tape things back together from top to bottom. Review your boss' speech transcript above, the pieces below, and answer the following questions.

