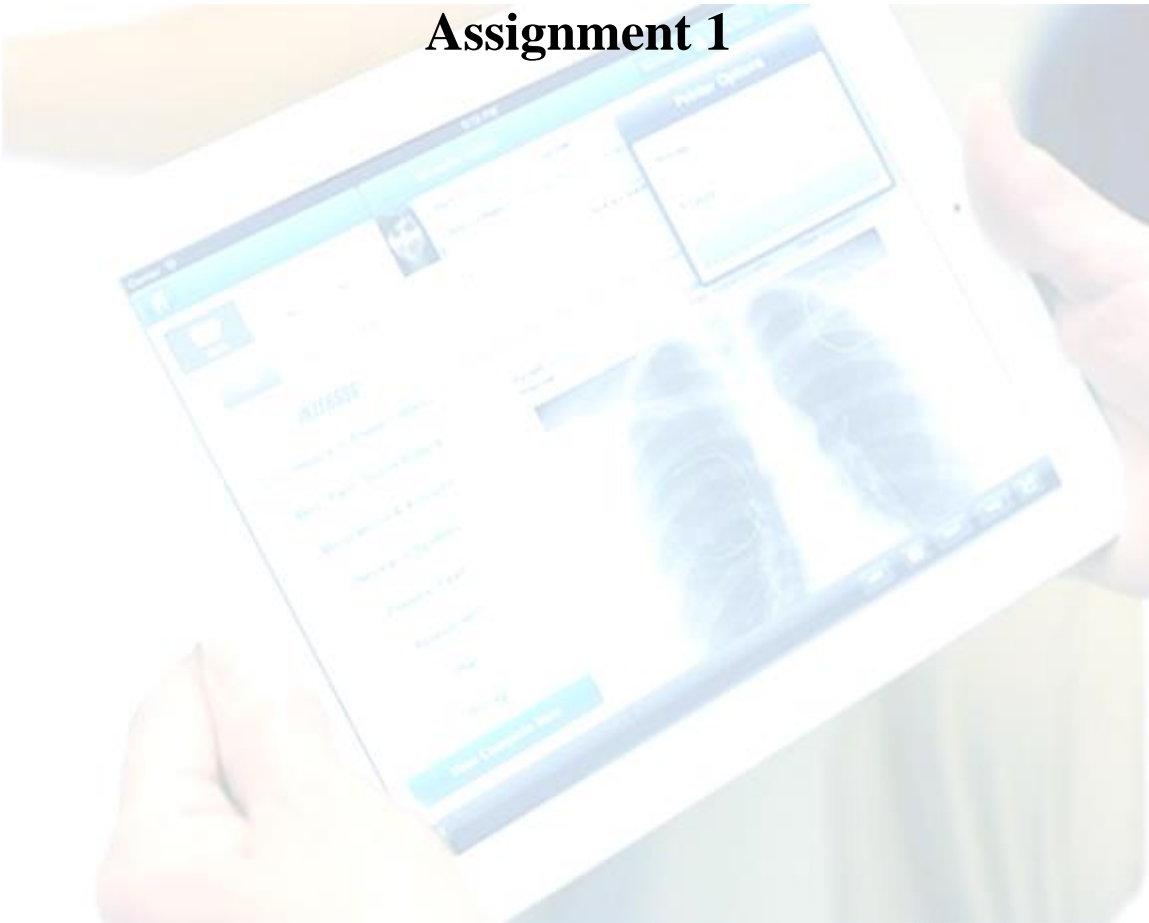


# **MET CS581**

## **Workflow Redesign**

### **Referral to a Specialist**

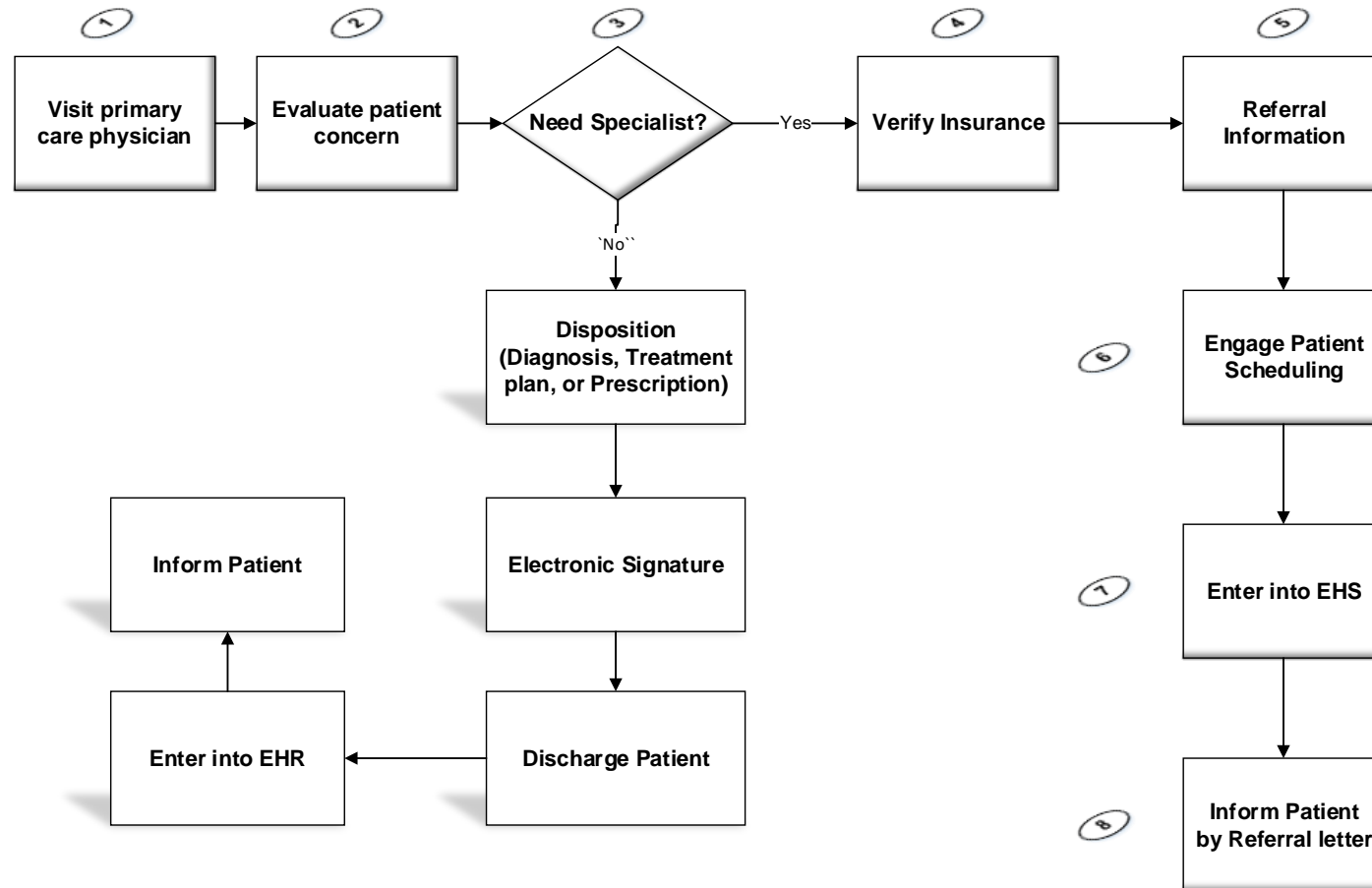
#### **Assignment 1**



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Develop a workflow diagram for the referral process for Virginia Women's Center:



Elaborate the workflow diagram using the five-step business process re-engineering methodology

Workflow Item	Visit primary care physician	Evaluate patient concern	Need Specialist?	Verify Insurance	Referral Information	Engage Patient Scheduling	Enter into EHS	Inform Patient by Referral letter
<b>Data needed</b>	_Possible Clinic _Clinic Acknowledgment _Health ID Number	_Clinic _Diagnosis _Clinic Acknowledgment	_Clinic _Diagnosis _Clinic Acknowledgment	_Insurance Provider _Health ID Number _Patient Info	_VWC Availability _Insurance Info _Specialist Info	_Date and Time Appointment _Address _Specialist Info	_Referral Info _Diagnosis _Patient Info	_Patient Info _Appointment Info _Referral Info
<b>Who is Involved?</b>	_Physician _Nurse _Clinical Staff	_Physician _Nurse	_Physician	_Clinical Staff	_Clinical Staff	_Clinical Staff _Patient	_Admin Staff	_Clinical Staff _Patient
<b>HER Functionality</b>	_Clinic System Interface _Patient Support _Order Management _Order Entry	_Clinic System Interface _Patient Support _Health Information _Referral Information	_Referral Information _Result Management _Health Information _Physician Decision Support	_Referral Information _Patient Support _Electronic Communication _Clinical Decision Support	_Referral Information _Patient Support _Electronic Communication _Clinical Decision Support	_Clinical Decision Support _Patient Support _Electronic Communication _Patient Communication	_Clinic System Interface _Health Information _Result Management _Administrative Process	_Patient Communication _Health Information _Result Management

<b>Benefits</b>	_Faster	_Faster	_Faster	_Faster	_Faster	_Faster	_Faster	_Faster
	_Improve Documentation	_More Accurate	_Avoid misdiagnosis	_Less Error prone	_Less Error prone	_Less Error prone	_Less Error prone	_Patient Centeredness
	_Improve Patient Engagement	_Improve Patient Engagement	_Less Error prone	_Greater Availability	_Greater Availability	_Greater Availability	_Greater Availability	_Greater Availability
	_Improve Healthcare Services	_Improve Diagnosis	_More Efficient	_Improve Visibility	_Improve Visibility	_Improve Visibility	_Reduce Paperwork	_Improve Communication

**Identify the critical issues to successfully deploy the new workflow as part of deploying an EHR**

**Project management** and **human factors** are the most important critical issues to successful deploying the new workflow for implementation of an EHRs. In addition, **establishment teamwork** and select the **right leadership** are other important factors. Other items where, can added are **user training** to use of system and prepare support from **promotion system**.

