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**Supporting workflow in the healthcare system**

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**Post** a summary of at least three specific problems you identified in the workflow model. Describe how the model could be revised to address those problems. Explain the importance of accuracy and clarity in workflow modeling and describe at least one strategy you plan to use to ensure that the workflow models you create are accurate and clear.

A workflow model plays a vital role in any organization as It provides complete visibility of a process. Per Frevvo.com, the workflow model enables the team to follow each step and make sure that they’re not missing anything important. Good organizational workflow design is not simply about improving efficiency, but they are maps that direct the care team on how to accomplish a goal. A good workflow assists in accomplishing goals promptly, leading to the delivery of consistent, reliable, safe care, and compliance with standards of practice.  I agree with Cain and Haque, that an excellent workflow process can accommodate variations that inevitably arise in health care. A diagram of a patient flow

Description automatically generated

**Fig: Swimlane workflow for EHR interface**

**Summary**

Every entity/member is represented by a swim lane that shows responsibilities and interactions during the patient journey in a hospital or clinic. Lines and arrows indicate the process flow from one unit to another. The above swim lane diagram provides an overview of sequential steps in patient care in a healthcare setting.

The workflow process starts with the Patient scheduling an appointment that can be from the Patient portal or by calling them directly, once the appointment is scheduled, the patient will go to the clinic or a hospital where the appointment was scheduled and check in at the front desk. The patient will find out if additional forms need to be filled up or not, if yes then forms are provided to the patient, who will complete the forms and return them to the receptionist. The patient will wait for a medical assistant or a Nurse to be called in the room. If there is no need to fill out any forms, then the next step is to just wait for the medical assistant or a Nurse to be called in the room. MA/Nurse will ask general questions, take vital signs, and document them so that the provider can see them before seeing the patient. The provider will go through the documentation and assess the patient to see If there is a need for lab tests, X-rays, medication, and specialty referral. Assessment results and further interventions are discussed with the patient. If there is no need for tests such as lab work or X-rays, then the provider will see if the patient needs any medication if there is no need for medication then the provider will again assess to see if there is a need for a specialist referral and if that is also not needed then the exam completes, and the patient leaves the clinic or the hospital.  If it’s a yes for lab tests or X-ray, the provider orders the tests, the technician will do the tests ordered and send the result to the provider, who will discuss the result with the patient, if there is a need for medication then the provider will prescribe the medication, once the medication is prescribed pharmacy will receive the prescription order, who then will fill up the medication and check patient’s insurance information and checkout. Once this is completed patient will get a text or call saying the prescription is ready for pick up and the patient will pick up the medication prescribed. If the patient does not need any medication or specialty referral, he/she will leave the hospital. If the patient needs any specialist referral based on the examination, the provider will create a referral to the specialist and the patient can leave the clinic or hospital.

**References:**

Frevvoblog. (2021, November 1). What is a workflow model and how to optimize yours. frevvo Blog. https://www.frevvo.com/blog/workflow-model/

Cain, C., & Haque, S. (n.d.). Organizational workflow and its impact on work quality. Patient Safety and Quality: An Evidence-Based Handbook for Nurses. https://www.ncbi.nlm.nih.gov/books/NBK2638/

**Response 1**

**Hello Berenice**

You did a great job of presenting a swim lane diagram of three related entities of an interface. Your shape selection was great but as per my understanding and lucid chart .com Using the metaphor of lanes in a pool, a swim lane diagram should provide clarity and accountability by placing process steps within the horizontal or vertical “swim lanes” of a particular employee, workgroup or department showing connections, communication, and handoffs between these lanes.

I can’t find the connection between the lanes and how related parties are interconnected within the workflow, for instance after a patient waits in the ED for a physician evaluation then there is not a connection represented by an arrow to physician evaluation beginning in the ED. After the physician’s evaluation, a decision shape can be added with a yes and no option that tells us if there is a need for a higher level of care or not with an answer to those yes/no options. Swimlane Diagrams can be formalized to integrate processes between teams or departments, resulting in cleaner processes on an ongoing basis.

**Reference**

What is a Swimlane diagram. Lucidchart. (n.d.).

[https://www.lucidchart.com/pages/tutorial/swimlane-diagram#:~:text=Swimlane%20purposes%20and%20benefits,-In%20today’s%20organizations&text=It%20can%20help%20to%20ensure,particular%20actor%20in%20the%20organizationLinks to an external site.](https://www.lucidchart.com/pages/tutorial/swimlane-diagram#:~:text=Swimlane%20purposes%20and%20benefits,-In%20today%E2%80%99s%20organizations&text=It%20can%20help%20to%20ensure,particular%20actor%20in%20the%20organization).

**Response 2**

**Hello Adriene**

Thank you for the post. You did a great job, but I found entities of the swim lane are missing from the workflow diagram. If you can add the start and end of the workflow with standard shapes that would provide more clarity on where the workflow starts and where it ends. In the decision process, the workflow is missing the yes/no options.

From Lucid chart.com I get to know that there is specific meaning and context on where when and where to use each symbol. “Terminator Symbol,” is the symbol that represents the start points, end points, and potential outcomes of a path. Often contains “Start” or “End” within the shape. Decision symbols represent a question to be answered, usually yes/no or true/false, following this, the flowchart path may then split off into different branches depending on the answer or consequences thereafter.

Symbols can be used in a way that makes sense to our audience. But if we use symbols in a non-standard fashion, we need to make sure to do it consistently, so the readers understand our meaning for that symbol each time they see it.

References:

Flowchart symbols and notation. Lucidchart. (n.d.-a).

[https://www.lucidchart.com/pages/flowchart-symbols-meaning-explainedLinks to an external site.](https://www.lucidchart.com/pages/flowchart-symbols-meaning-explained)