



Welcome to the AHRQ Medicaid and CHIP TA Webinar—
The Importance of Business Process Analysis in Health IT Project Planning and Implementation

Monday, August 24, 2009 2:00 – 3:30 p.m. Eastern

Presented by:

Claudia Brogan, MS Ed, Training Manager, Public Health Informatics Institute
Kelley G. Chester, MPH, Business Analyst, Public Health Informatics Institute

Moderated by:

Teresa Zayas-Caban, PhD, Senior Manager of Health IT, Agency for Healthcare Research and Quality (AHRQ)

Please note all participants were placed on mute as they joined the session.

Overview

- **Welcome** – Teresa Zayas-Caban, PhD, Senior Manager of Health IT, Agency for Healthcare Research and Quality (AHRQ)
- **Before We Begin** – Teresa Zayas-Caban
- **Introduction** – Teresa Zayas-Caban
- **Presentation**
 - *Business Process Analysis Overview* presented by:
 - Claudia Brogan, MS Ed, Training Manager, Public Health Informatics Institute
 - Kelley G. Chester, MPH, Business Analyst, Public Health Informatics Institute
- **Questions and Answers** – Teresa Zayas-Caban
- **Closing Remarks** – Teresa Zayas-Caban

Before we begin...

- Please note all participants were placed on mute as they joined the Webinar.
- If you wish to be unmuted, choose the “raise hand” option to notify the host.
- If you have a question during the presentation, please send your question to all panelists through the chat. At the end of the presentation, there will be a question and answer period.
- Please e-mail Nicole Knops at nknops@rti.org if you would like a copy of today’s presentation slides.
- We are currently in the process of posting all of the TA Webinar presentation slides to the project Web site: <http://healthit.ahrq.gov/Medicaid-SCHIP>



Business Process Analysis Overview

Presented by:

Claudia Brogan, MS Ed, Training Manager

Kelley G. Chester, MPH, Business Analyst

Public Health Informatics Institute

Agenda

- Introduction and overview
- Terms and definitions
- Business process analysis tools
 - Business Process Matrix
 - Context Diagram
 - Task Flow Diagram
- Application to public health

Learning Objectives

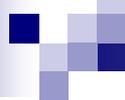
By the end of the session, you will be able to:

- List the benefits of business process analysis
- Describe the primary tools used when doing business process analysis
- Describe the basic steps involved in doing business process analysis



Terminology

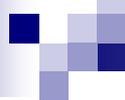
- Business process
- Business process analysis
- Business process redesign
- Requirements definition



Common Terminology

Q. What is the “business” of public health?

A. The activities you do to provide the services that meet the public health objectives of the communities you serve.



Common Terminology

Q. What is a business process?

A. A set of activities and tasks that logically group together to accomplish a goal or produce something of value for the benefit of the organization, stakeholder or customer.

Collaborative Requirements Development Methodology

Business Process Analysis

think

How do we do our work now?

- Define goals and objectives
- Model context of work
- Identify business rules
- Describe tasks and workflow
- Identify common task sets

Business Process Redesign

rethink

How should we do our work?

- Examine tasks and workflow
- Identify inefficiencies
- Identify efficiencies with repeatable processes
- Refine business processes and business rules
- Remodel context of work
- Restructure tasks and workflow

Requirements Definition

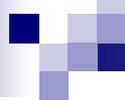
describe

How can an information system support our work?

- Define specific tasks to be performed for optimized business processes
- Describe the implementation of business rules
- Describe in words and graphics how an information system must be structured
- Determine scope of next phase of activities

Business Process Analysis

- **Purpose** – To evaluate how a task is currently performed
- **Asks** – How do we do our work?



Business Process Analysis Tools

- **Text Tool**
 - Business Process Matrix

- **Graphical Tools**
 - Context Diagram
 - Task Flow Diagram



Business Process Matrix

A table that helps keep track of all the business processes you are mapping

Business Process Matrix

Goal(s)	Objectives	...	Measurable Outcomes
The major goal that the process supports. The goal is the end state to be achieved, and should be defined in terms of the benefits to the community.	A concrete statement describing what the business process seeks to achieve. A well-worded objective will be SMART: Specific, Measurable, Attainable/Achievable, Realistic, and Timebound.		The resulting transaction of a business process that indicates the goal(s) and objectives have been met.

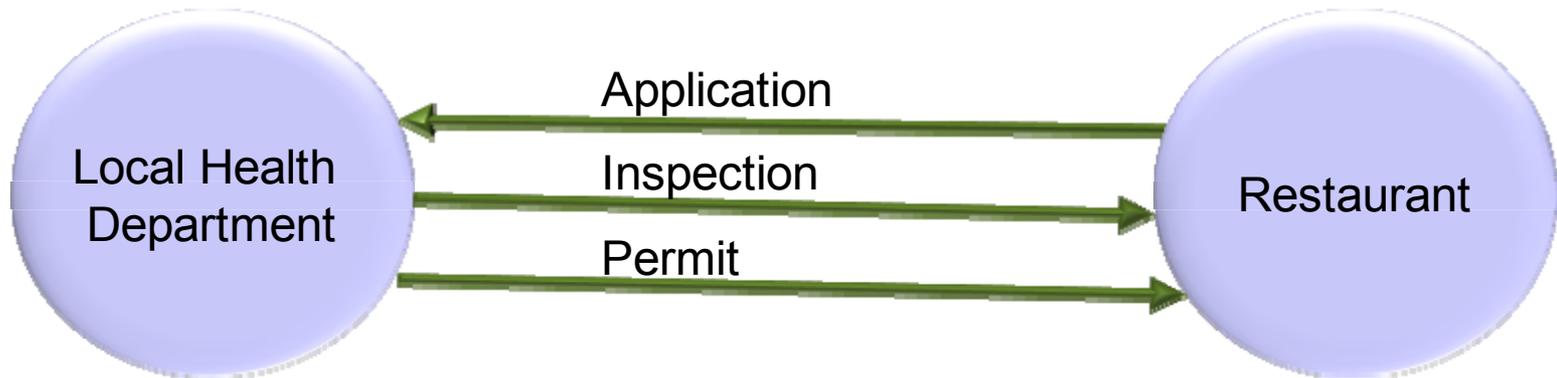
Context Diagrams

- Who: Entities
- What: Transactions (exchanges)
- Why: Outcome

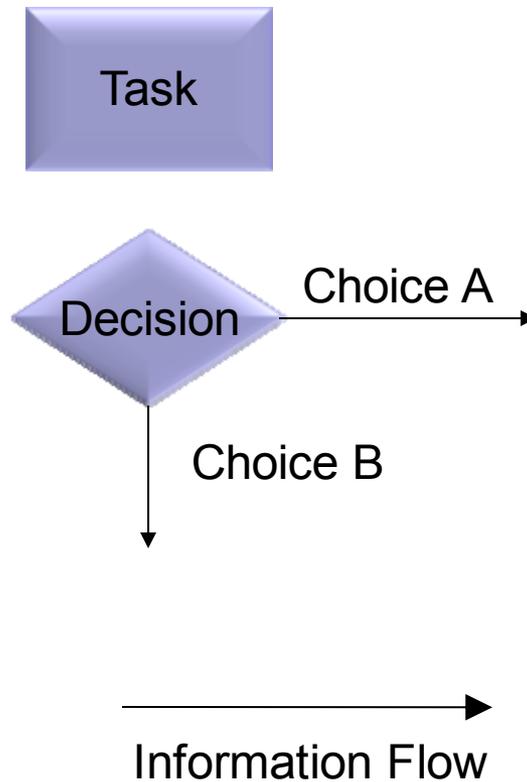


Context Diagrams

Example: Restaurant Permit

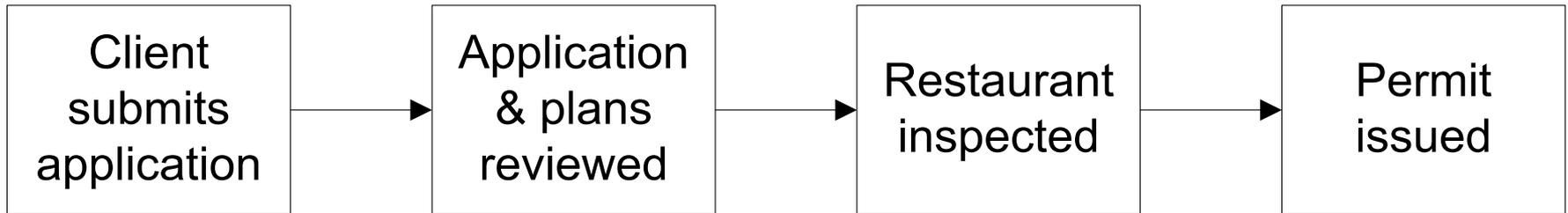


Task Flow Diagrams

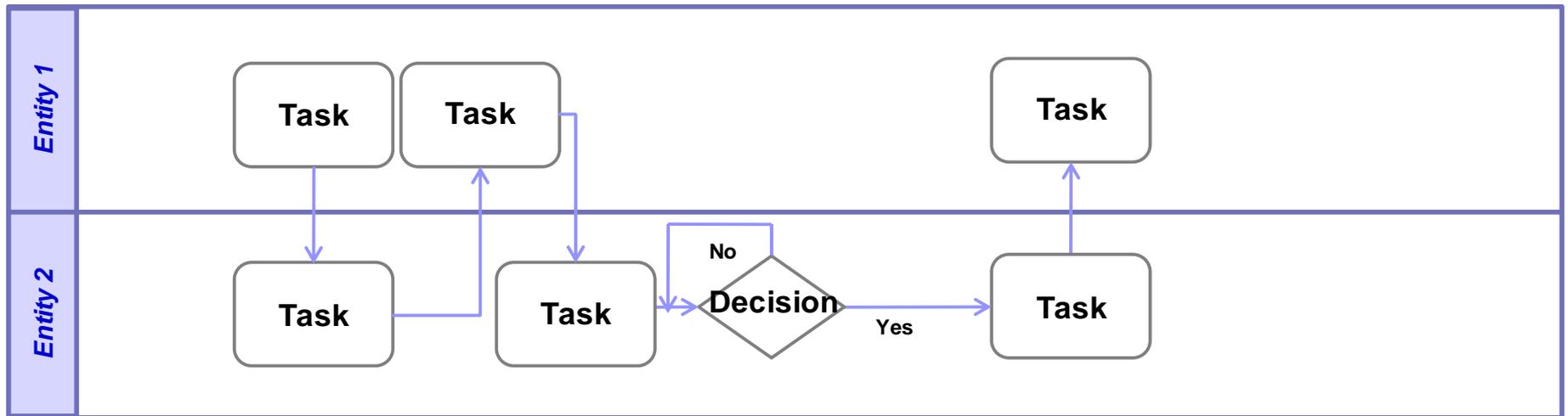


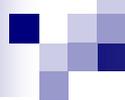
Task Flow Diagrams

APPLICATION TO OPEN A RESTAURANT



Task Flow Diagrams





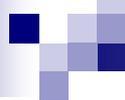
Business Process Analysis Steps

Attain full understanding of the process:

- Define goals and objectives
- Model context of work
- Identify business rules
- Describe tasks and workflow
- Identify common task sets

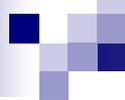
Purpose of Business Process Analysis

- Guide discussion among stakeholders.
This phase of systems design must have heavy user involvement.
- Record important information regarding the system to be designed.
- Refine the problem statement. Define boundary of project in relation to business work tasks it is going to support.



Benefits of Collaborating on Business Process Analysis

- Common vocabulary and definitions
- Better understanding of business processes that IT will support
- Opportunity to learn from others' approaches and improve processes
- Documentation of processes facilitates requirements development



Benefits of Collaborating on Business Process Analysis

- Interoperability
- Increased vendor interest in public health
- Evidence to gain financial support

Application to Public Health



Thank you for your attention

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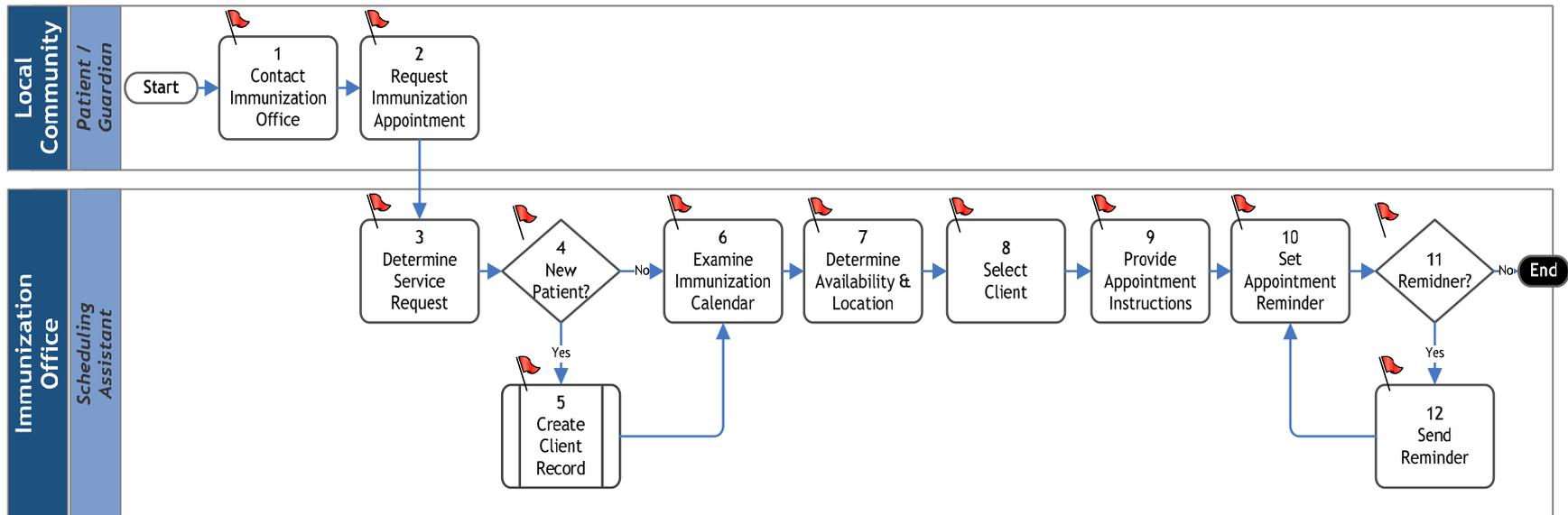
<http://www.phii.org>

Example of System-Enabled Tasks

Immunization Administration - Scheduling

*Project
Name*

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System-enabled



Question and Answer

- Please type your question into the chat box.
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- As always, thank you!



Comments and Recommendations for Future Sessions

- Please send your comments and recommendations for future sessions to the project's e-mail address:

Medicaid-SCHIP-HIT@ahrq.hhs.gov



Project Information

Please send comments and recommendations to:
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or Call Toll-free:

1-866-253-1627

<http://healthit.ahrq.gov/Medicaid-SCHIP>