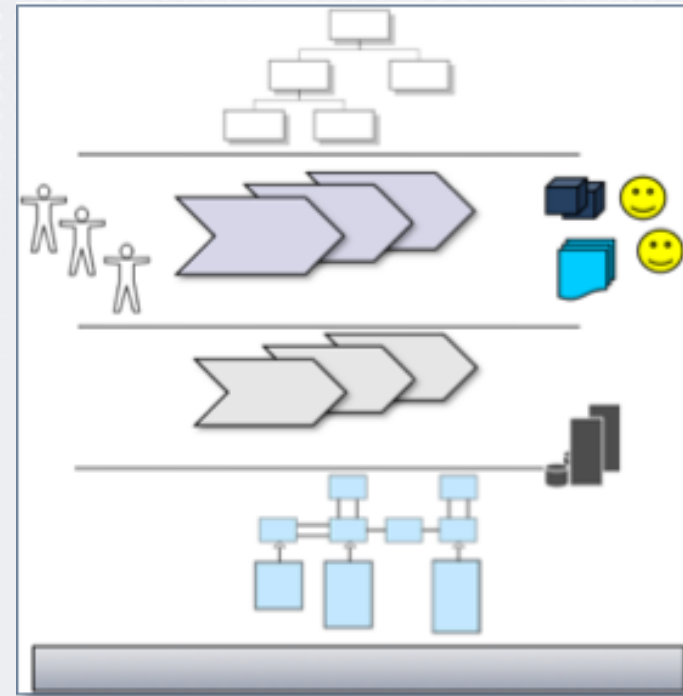



A Business model with Healthcare


- **Clinical process**
 - How the patient is treated
 - Diagnosis – treatment
 - Observations, tests, operations, medication
 - =>Executed by doctors: Give orders
- **Nursing process**
 - How the patient is taken care
 - =>Executed by nurses: Carry out orders
- **Financial process**
 - Collection of payments
 - =>Executed by cashiers
- **Scheduling process**
 - Scheduling appointments
 - =>Executed by assistants/receptionists
- **Patient record process**
 - Doctors, Patients, other staff





Patient at a Hospital: Example


- Business Process Steps:


-  (Pay for the insurance, if you don't have one)


-  Pay for the visit


-  Choose the department


-  Wait in the line

-  Meet the doctor


-  Go to the lab


-  Pay for the test


-  Give the sample


-  Get the results form

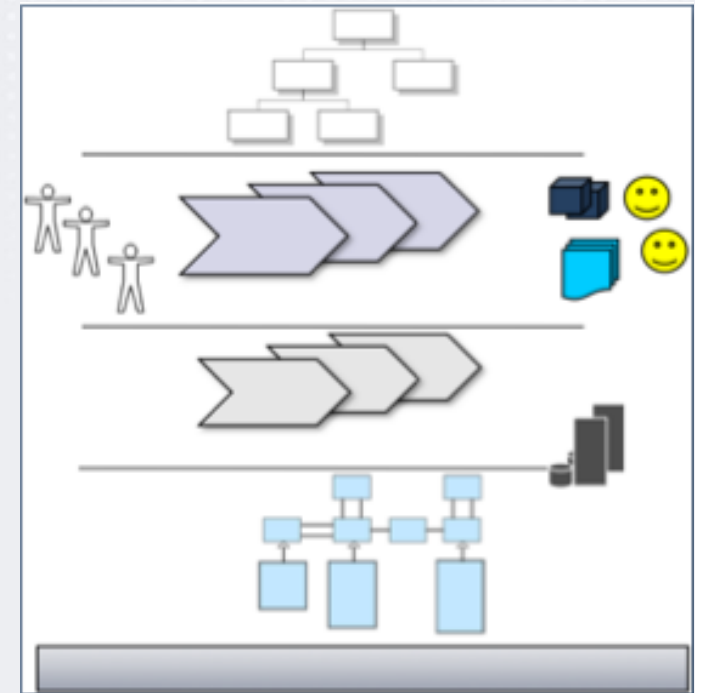
-  Wait in the line

-  Meet the doctor again

-  The doctor writes the observations and the medication in the book

-  Pay for the medicine

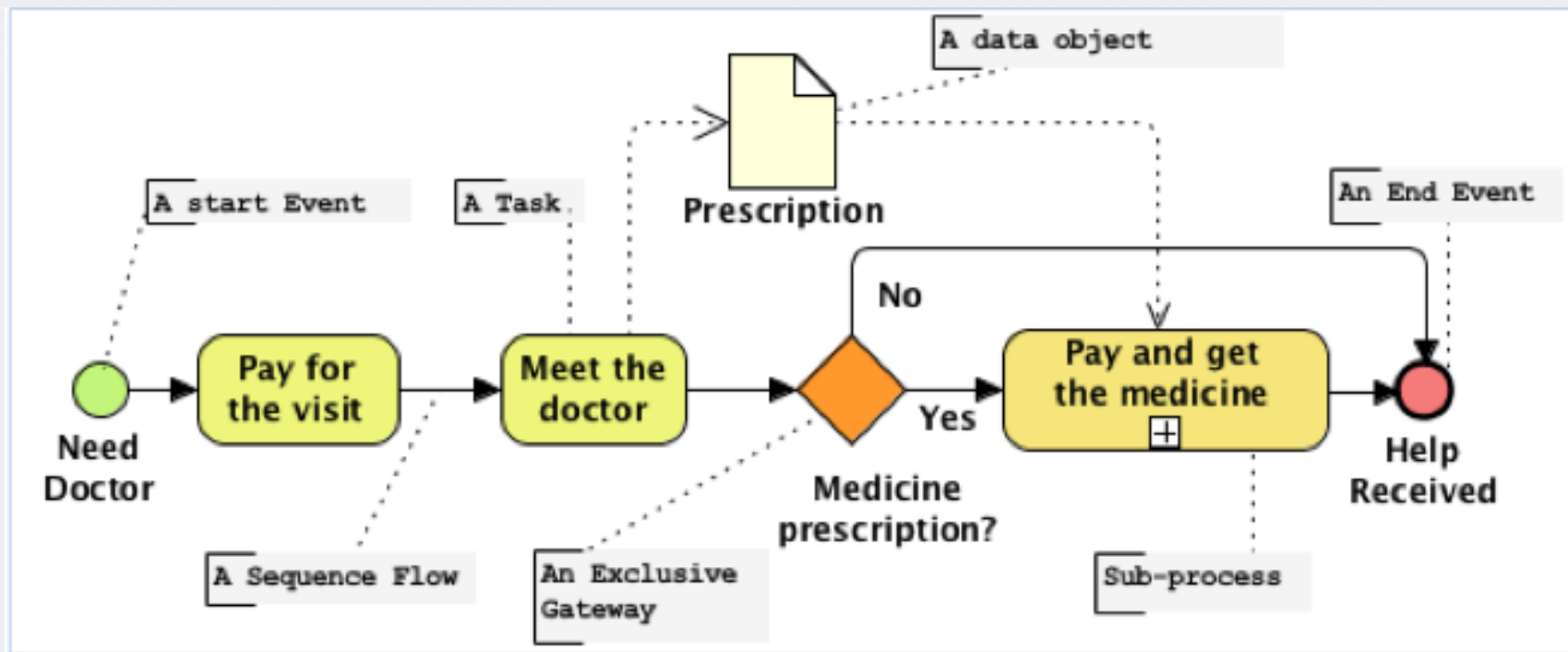
-  Get the medicine



Exercise: Identify Core/main real Healthcare Business processes

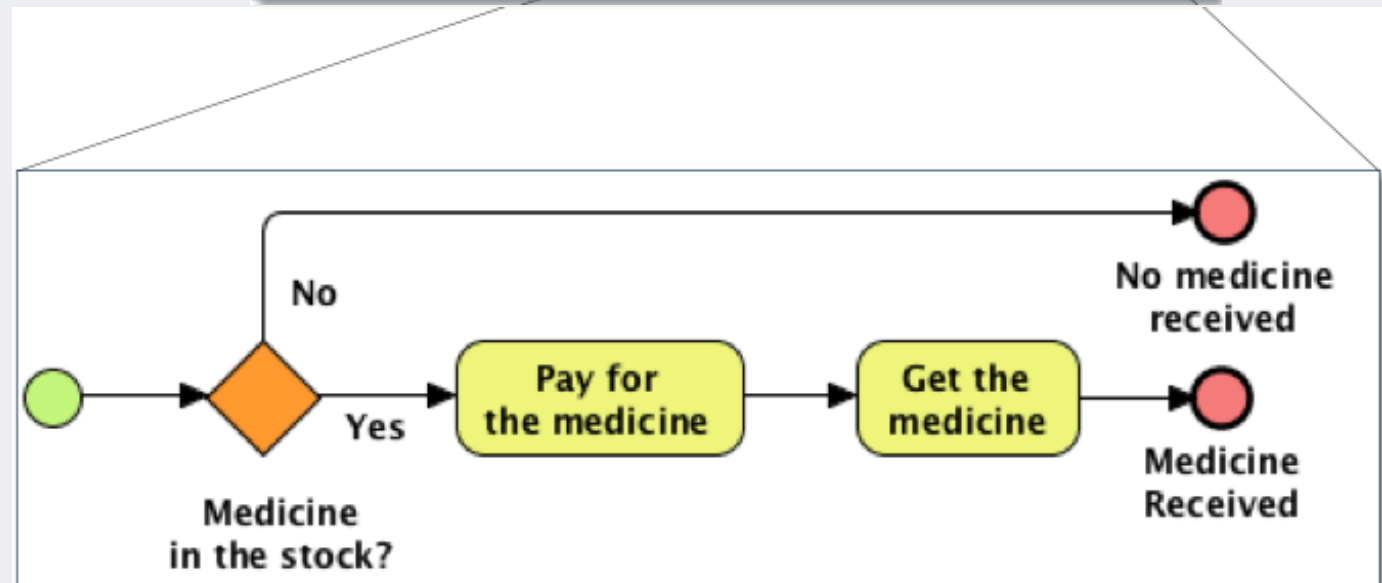
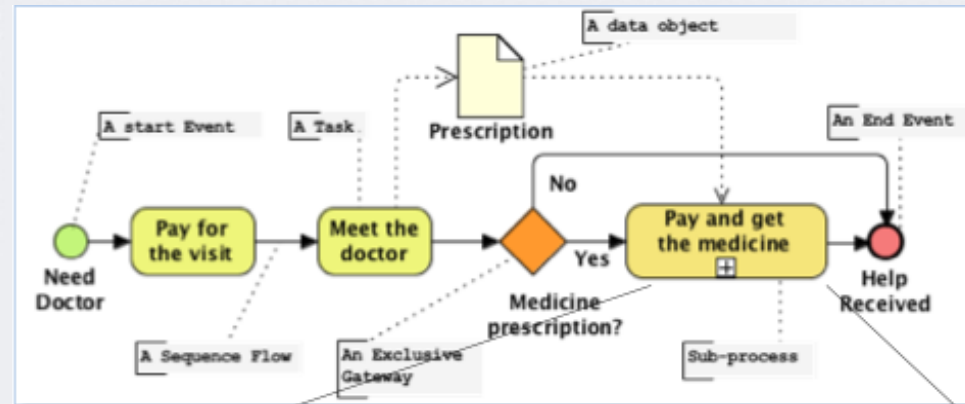
Patient at a Hospital: in BPMN

- Flow objects: Events, Tasks, Gateways
- Connecting Objects: Sequence Flow, Annotation
- Data Objects: Data and Documents in the Process
- Hiding details: Sub-Process



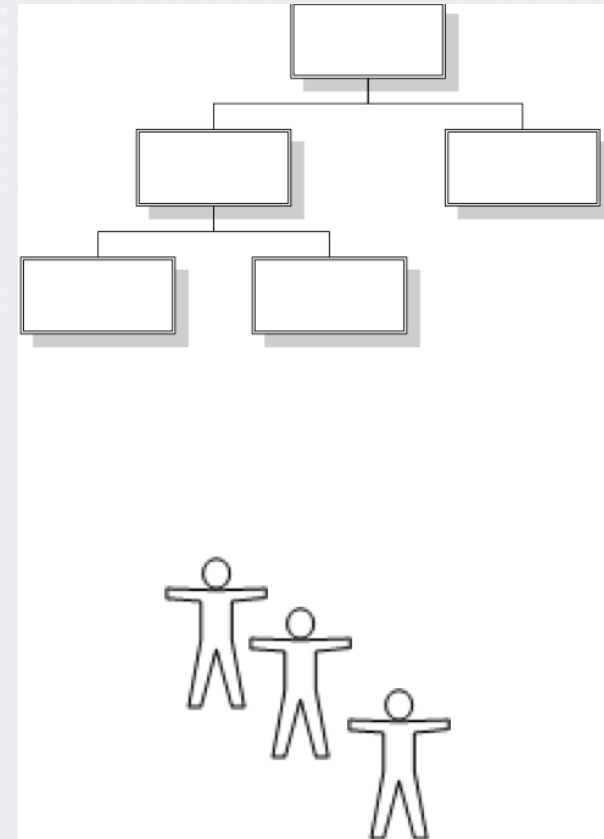
Sub-Processes: Hiding Details

- Sub-Processes are used to hide and show necessary level of detail



Sub-Processes: Hiding Details

- Participants
 - Organisations or departments
 - The Hospital
 - The Pharmacy
- Roles of persons
 - The Patient
 - The Doctor
 - The Nurse
 - The Receptionist
- How do we represent participants in the processes?



Participants: Swimlanes, Pools and Lanes

- A Pool represents a process of one participant
- A Pool can contain sub-partitions to show different roles within a participant

