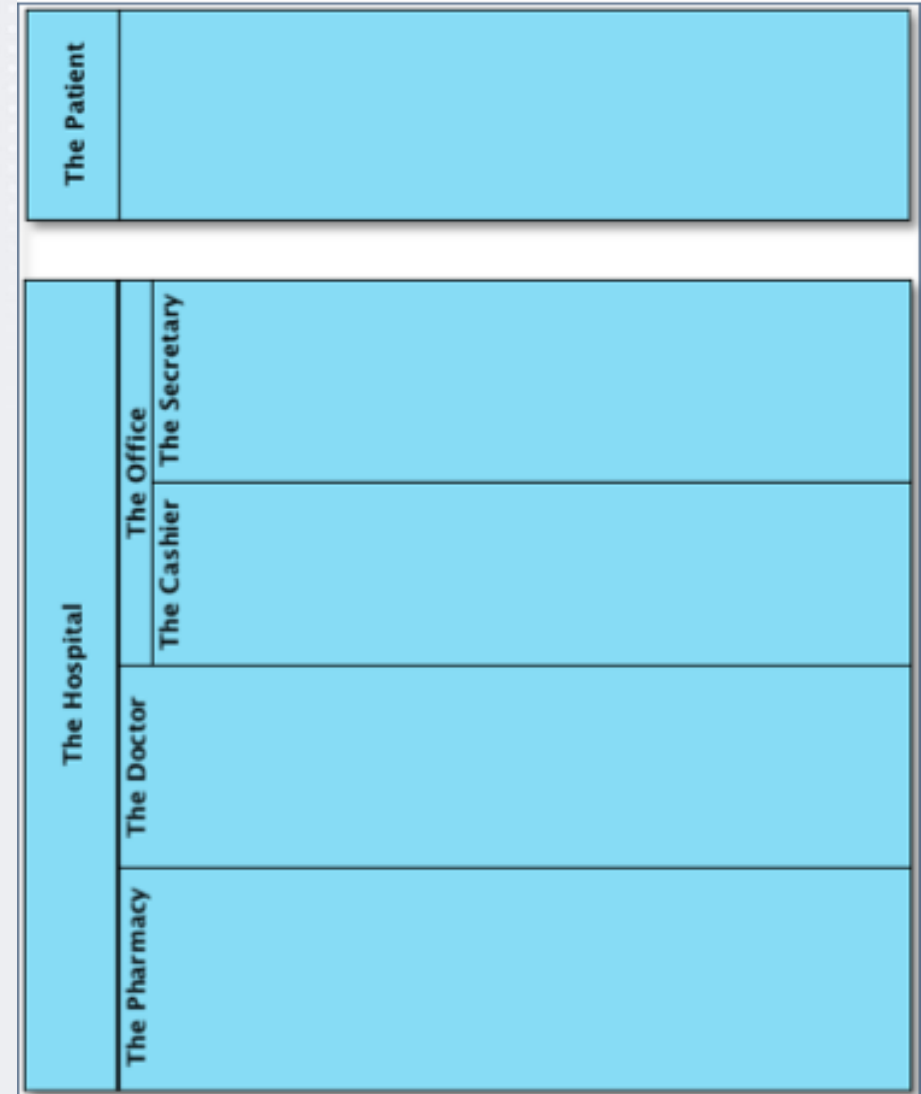# Participants: Swimlanes, Pools and Lanes

- A Pool represents a process of one participant

- A Pool can contain sub-partitions to show different roles within a participant

Processes within Pools

- A Business Process is always within one Pool
  - The Patient Pool: White-Box pool
  - The Hospital Pool: Black-Box Pool

- Participants and their processes can collaborate with each other. How?
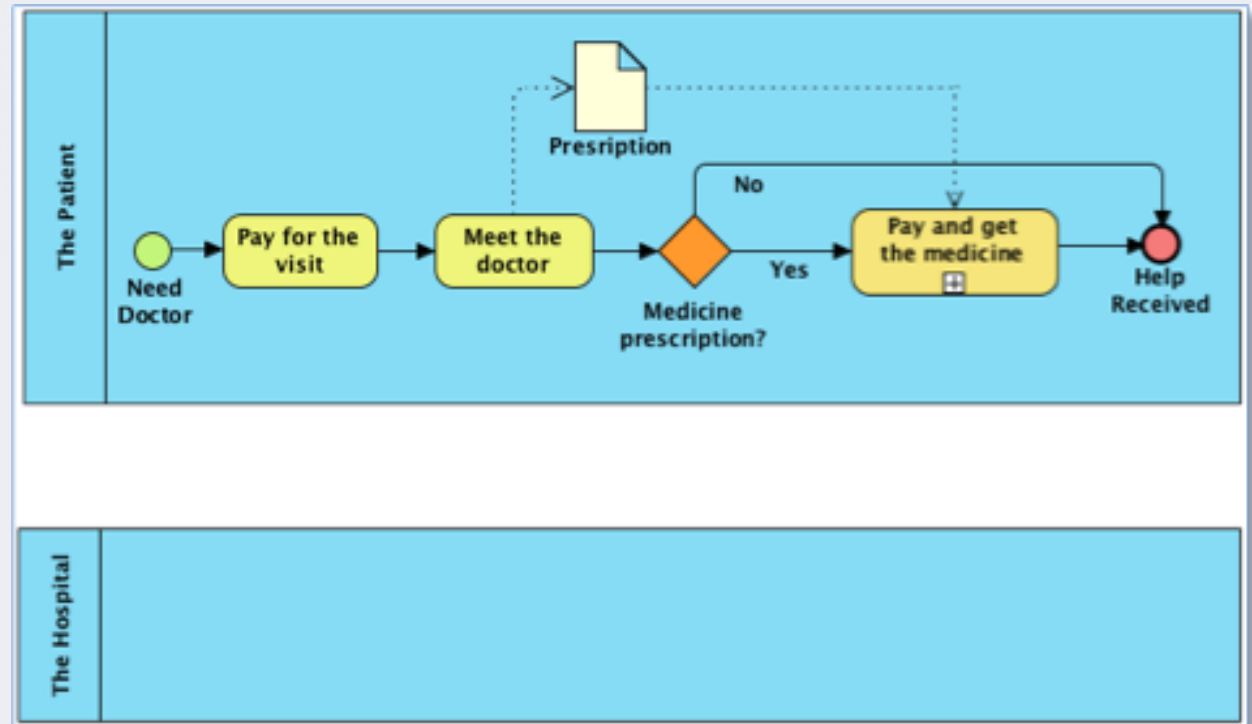
Collaboration with messages between processes

- The participant's processes can collaborate using messages
  - Message flow always between pools
  - Sequence flow always within a pool
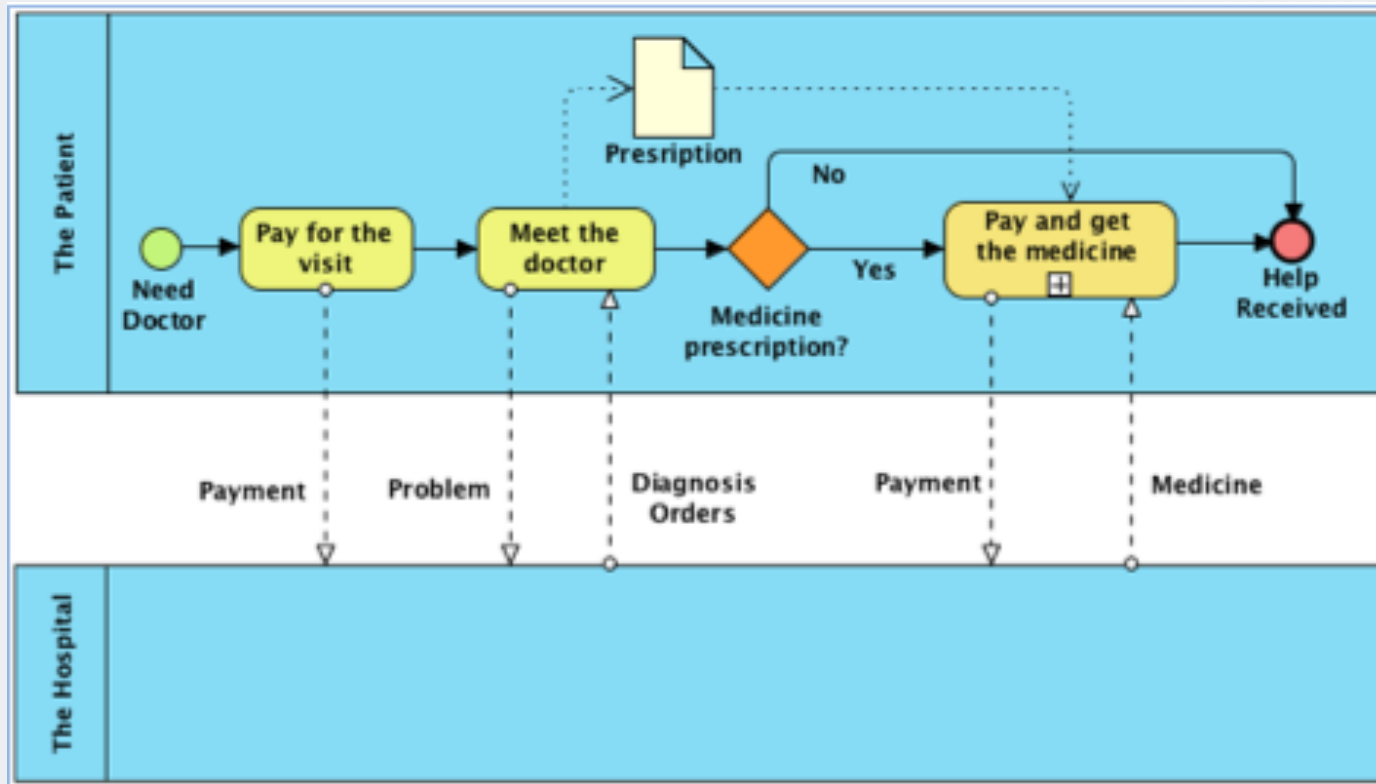
Patient at a Hospital: Example

- Business Process Steps:
  - ✏️ **The Patient pays for the visit**
  - ✏️ The Patient chooses the department
  - ✏️ The Patient waits in the line
  - ✏️ **The Patient meets the doctor**
  - ✏️ The doctor looks/reads at the Patient Record
  - ✏️ The doctor makes observations and diagnosis
  - ✏️ The doctor writes/gives Care instructions
  - ✏️ The doctor writes/gives prescription/medications
  - ✏️ The doctor writes the observations and the medications in the Patient Record
  - ✏️ The patient leaves

  - ✏️ **The Patient pays for the medicine**
  - ✏️ **The Patient gets the medicine**
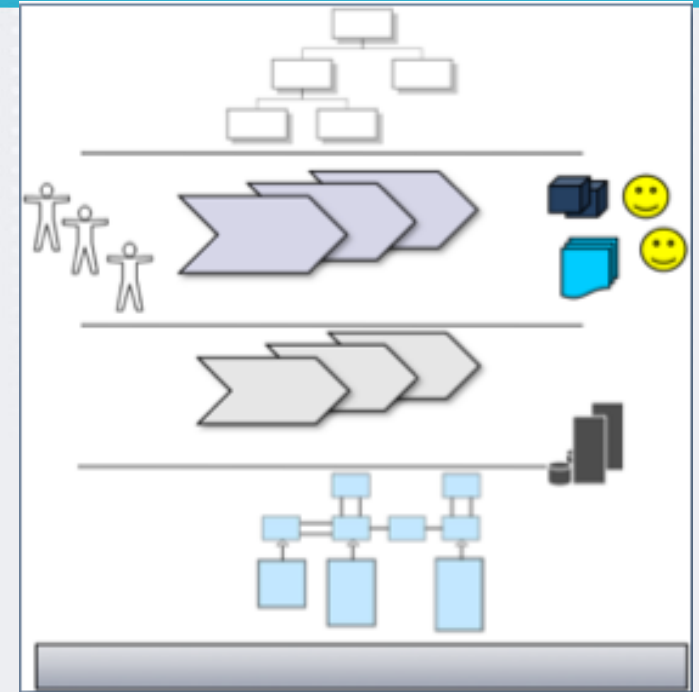
Exercise: Identify Core Business processes for the Doctor (in the Healthcare organisation)
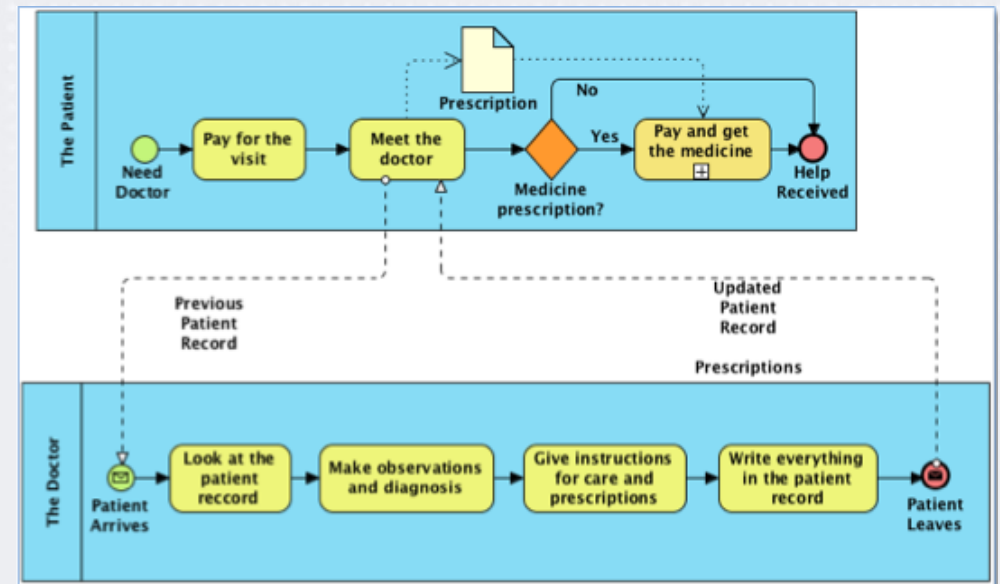Draw process Collaboration Diagram between the Patient and the Doctor

The Core Process of an healthcare organisation
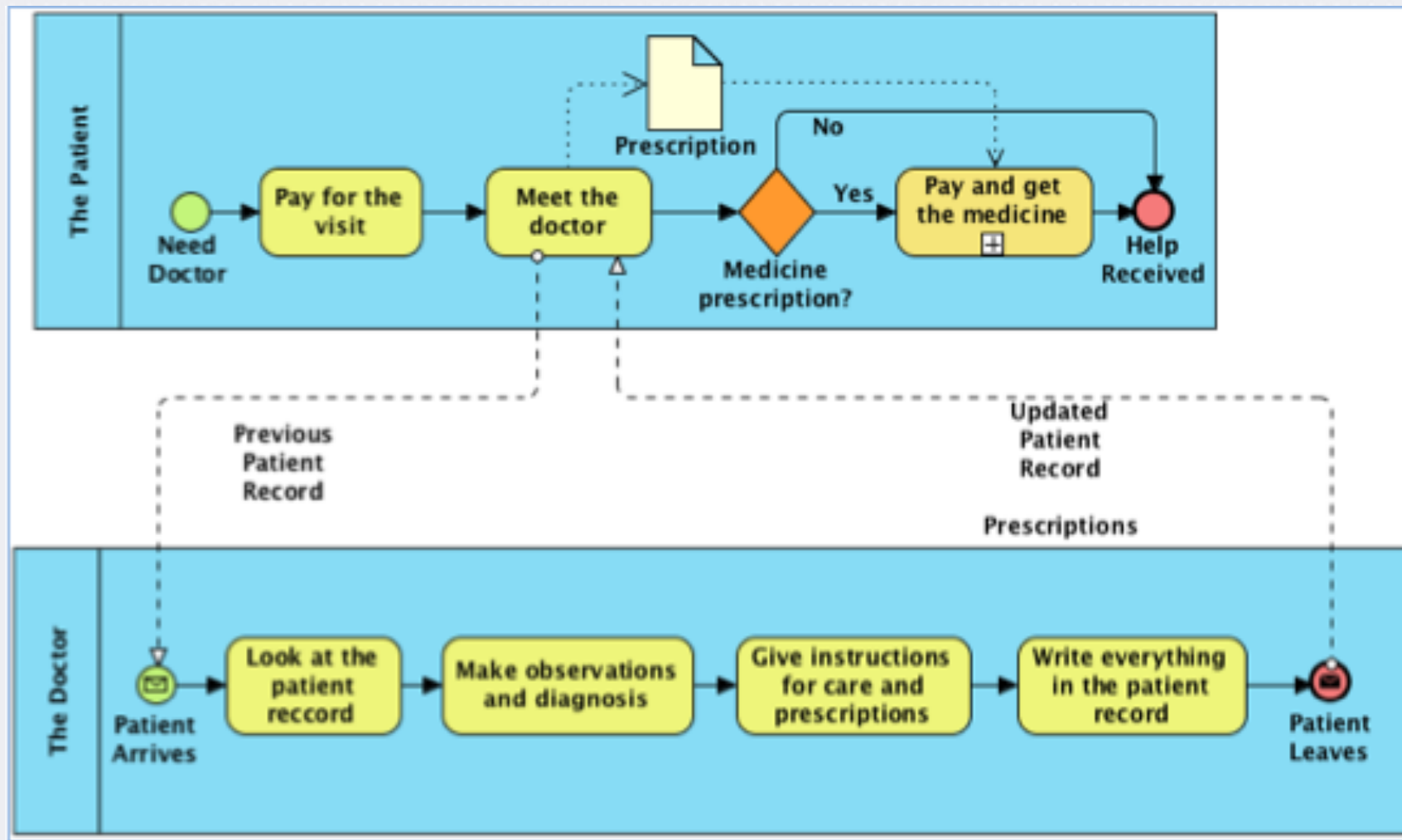
The Core Process of an healthcare organisation

Core Process characteristics:

- The doctor´s process gives a service to the patient

- Volumes in "Happy Hospital"
  - 1000 visits/day
  - 600 beds
  - 10 000 employees

  ⇒ Thus, how to improve the existing AS-IS model??

  ⇒ Think of ways to improve the efficiencies of the above model?

  ⇒ Develop improved processes as a TO-BE model