

603 - An Introduction to the Fundamentals of Business Process Modeling Notation as a Vehicle for Process Redesign

Business Process Modeling Notation (BPMN) has become a best practices approach to workflow process analysis across many industries, yet BPMN is still largely underutilized within healthcare. Yet the healthcare industry – with critical but often fragmented process participants – stands to benefit more than perhaps any other industry from the diligent application of BPMN.

This full day session is intended to provide participants with the fundamental tools and knowledge base to begin applying best practices process redesign principles – specifically through the use of BPMN – within their organizations. The session will include an overview of BPMN as a modeling language, a summary of BPMN's applicability to the implementation of process redesign, and culminate in an interactive exercise during which session participants document the current state of a sample process (utilizing BPMN to document risk, dependencies and barriers) and design ideal future states of that process based upon hypothetical issues attendant to both the sample current state process as well as traditional change management necessities.

Upon completing the session, participants will:

- Learn about the BPMN standard and how to access the open source tools freely available to all
- Understand the need and applicability of the BPMN toolset in healthcare process evaluation
- Will begin to become comfortable with BPMN basics.

Prerequisites: This session is intended for Revenue Cycle and Business Office leadership, as well as Analysts who support the MEDITECH suite of Revenue Cycle modules.

Duration: Full day

Fee: \$100 US

Instructor: Dan Ward

Dan Ward, with Jacobus Consulting, has served as a Business Process Modeling instructor for three years, teaching to process redesign consultants as well as healthcare professionals within both the clinical and Revenue Cycle realms. Dan is credentialed by the OMG (Object Management Group – the governing body of the BPMN process modeling language) as a Certified Expert in Business Process Modeling at the advanced designation level. Additionally, he has created iterations of the modeling language specifically for use within the healthcare industry.