



# CLINICAL PROCESS REDESIGN



## Wrestling With Workflow and Clinical Process Redesign?

Many healthcare providers struggle with process redesign in clinical transformation projects such as electronic documentation of patient care, CPOE, eMAR, BMV, Medication Reconciliation, and Meaningful Use of the Electronic Medical Record. Poorly executed process changes result in low user adoption and an unsatisfactory implementation. Worse yet, ineffective clinical process redesign threatens patient safety and quality.

Clinicians and Informaticists that are pressed to move forward may be lacking the knowledge and tools they need, and even IT Analysts and consultants may be unaware of the right approach and best practice.

*"Evaluations of the impact of health IT on quality and safety show mixed results. The main reason seems to be a lack of integration of health IT into clinical workflow in a way that supports the cognitive work of the clinician..."*

Carayon P, Karsh B-T, Cartmill RS, et al.  
"Incorporating Health Information Technology Into Workflow Redesign," Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services, October 2010

Jacobus Consulting assists hospitals and healthcare providers improve care delivery through Clinical Informatics services that support a range of strategic objectives, including: care plan development, clinical documentation standardization, ancillary, ordering, ED, OR and patient care systems, clinical decision support, quality initiatives and reporting, and reaching Meaningful Use. We provide advisory, assessment, project management, process redesign, training, testing, and systems design and build to support continuous improvement in patient safety, quality and the exchange of health information.

## There Is a Proven, Easy to Use, Standard Process Redesign Solution



**Working Together We Advance Healthcare**

BPMN (Business Process Modeling Notation) is the dominant, widely adopted "open" standard for workflow process redesign. It provides a common "language of process" that bridges the gap between leadership, clinicians and IT Analysts. And it costs nothing. BPMN is easy to learn, simple to use and includes a standard set of concepts, symbols, notations and tools for workflow processes mapping. It is fully compatible with Six Sigma and LEAN quality improvement initiatives and is widely used in healthcare applications.

The Joint Commission views process redesign as critical to the success of clinical projects and Jacobus believes it is a "must have" core competency for every hospital. Jacobus utilizes BPMN for clinical process redesign projects and teaches providers the skills and standards for best practice use. We have a library of BPMN tools and extensions that are refined for use in healthcare processes—for easy adoption by clinical leadership, Informaticists, Analysts & Project Managers.

*"Jacobus exceeded our expectations. Our successful implementation of PCS nursing documentation was a result of their commitment and dedication to review current workflow, design a better system, and implement the work product successfully. With the help of Jacobus we have transformed ourselves so successfully that the nurses today say they can't imagine going back to a paper system."*

*Judy Maass, Chief Nursing Officer – Valley Presbyterian Hospital*

For more information please contact us at our website, [www.jacobusconsulting.com](http://www.jacobusconsulting.com)

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## About Jacobus Consulting

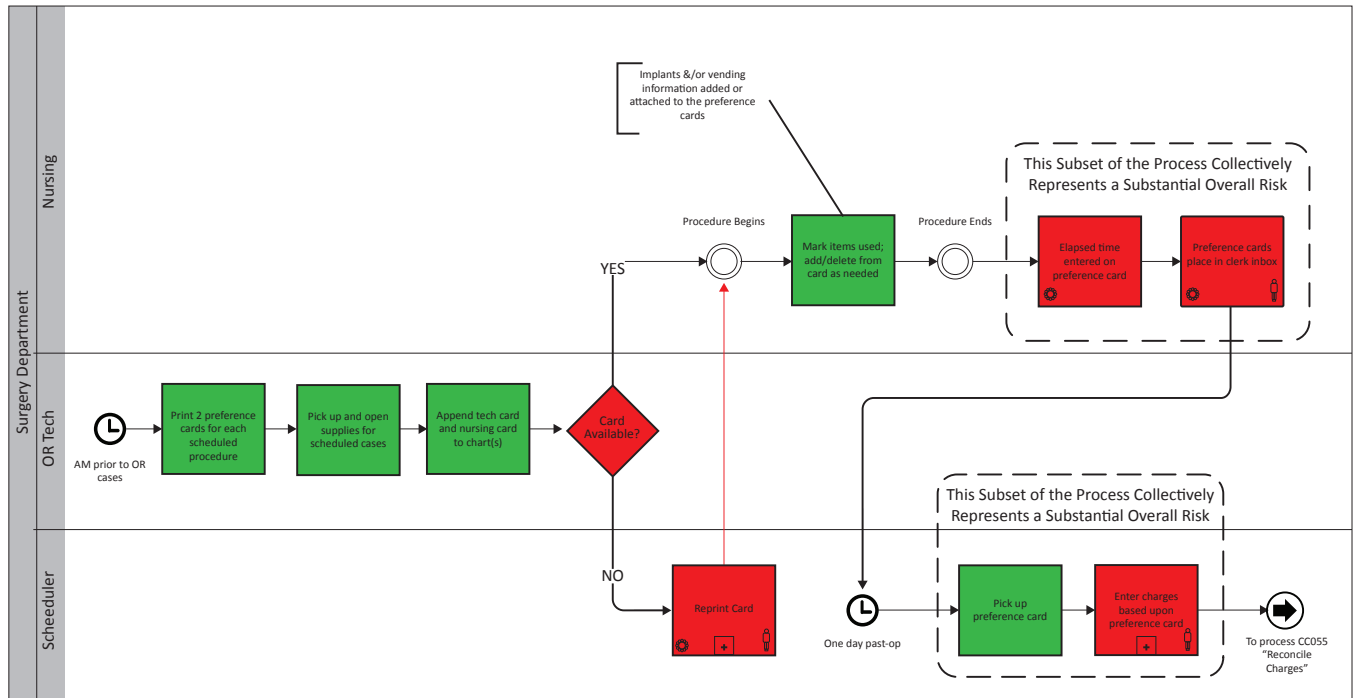
Jacobus Consulting is a leading process improvement and healthcare IT services firm that assists providers to transform clinical systems, optimize financial results, and improve IT performance. We combine strategic thinking, operational and patient care experience, project and process best practice, and systems expertise to empower efficiency in healthcare delivery. For over a decade across North America we have been *Advancing Healthcare Together.*

## Jacobus Clinical Process Redesign Services

Jacobus helps providers by leading clinical process redesign teams utilizing Clinical Informaticists skilled in BPMN and by transferring our process redesign knowledge and tools through hands on application. Our process redesign services include:

- *Process redesign for clinical projects – current state to future state*
- *Process redesign for other healthcare applications – revenue cycle, administrative, and supply chain*
- *Assessment of current staff workflow redesign capabilities*
- *Training and education in clinical process redesign using the BPMN standard with Jacobus tools and extensions*
- *Audit, validation and quality control of clinical process maps and supporting design specifications*

### Current State OR Charging/Documentation Overview



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