

# Case Management Automation: Process Improvement for Ad Hoc Processes

Fred A. Cummins

HP Fellow

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# Agenda

- Background
- General concept
- Case type modeling
- Ad hoc planning
- Guidance and accountability
- Business value
- Specification status



# Background—OMG Specifications

- BPMN (Business Process Model & Notation)
  - Widely accepted process modeling notation
  - Defined, repeatable sequencing of activities
  - BPMN 2.0 completed this year
- CMPM (Case Management Process Modeling)
  - Modeling standard under development
  - Ad hoc activities driven by circumstances and expertise
  - RFP issued last year
  - Work in process



# Definition of Case Management

*“Case management is the management of long-lived collaborative processes that require coordination of knowledge, content, correspondence and resources to achieve a goal or objective. The path of execution cannot be pre-defined. Human judgment is required in determining how to proceed and the state of a case can be affected by external events.” [Singularity]*



# Case Management Examples

- Patient medical condition
- Legal action
- Machine repair
- Insurance claim assessment
- Help desk problem resolution
- Contract negotiation
- Business transformation

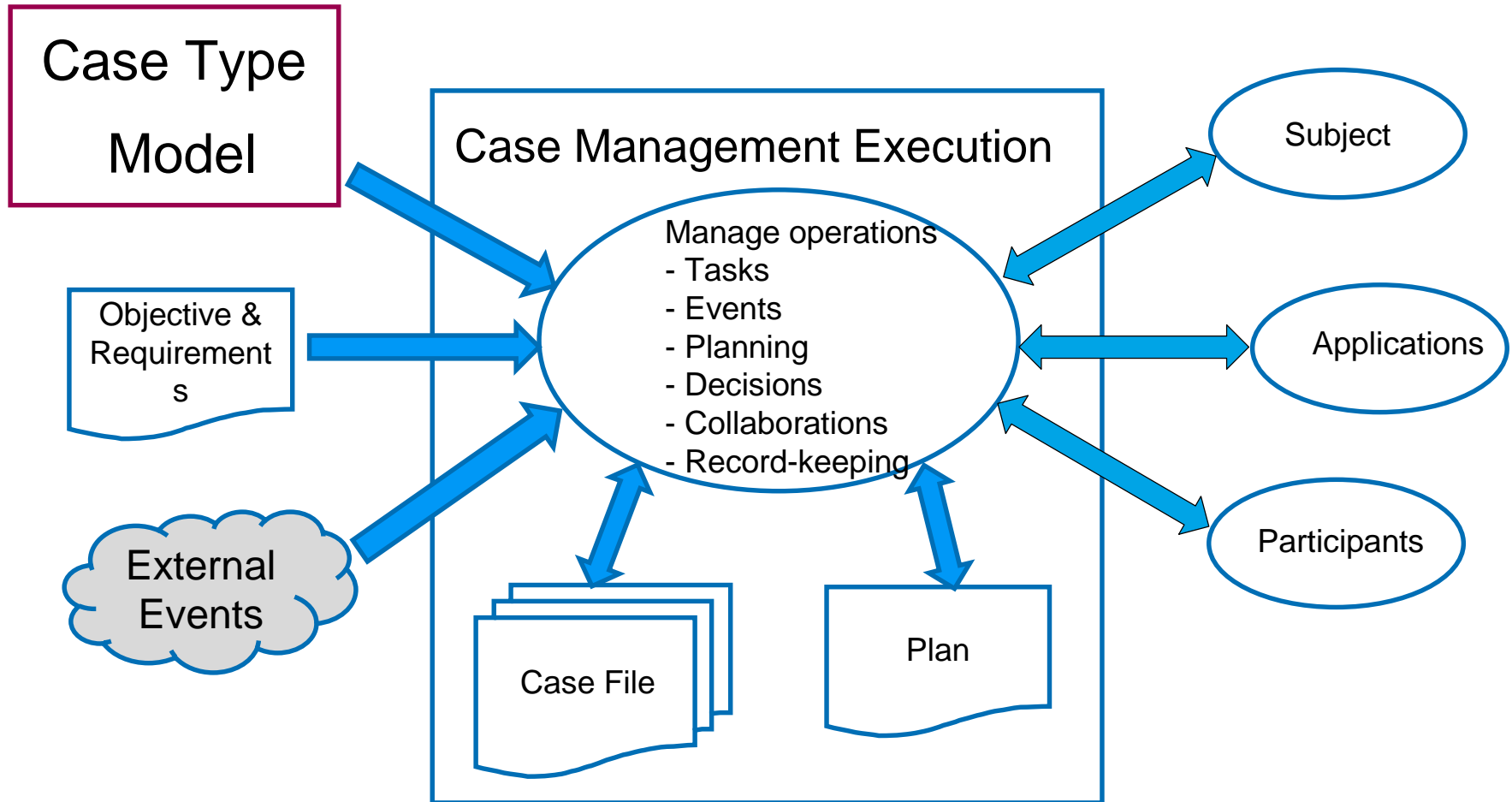


# Relevance to Healthcare

- Patient care processes driven by situation
- Subject to professional judgment
- Potential billing by medical condition
- Demand for process improvement
  - Timeliness
  - Efficiency
  - Error reduction
- Provide planning and decision-making guidance



# Case Management Automation



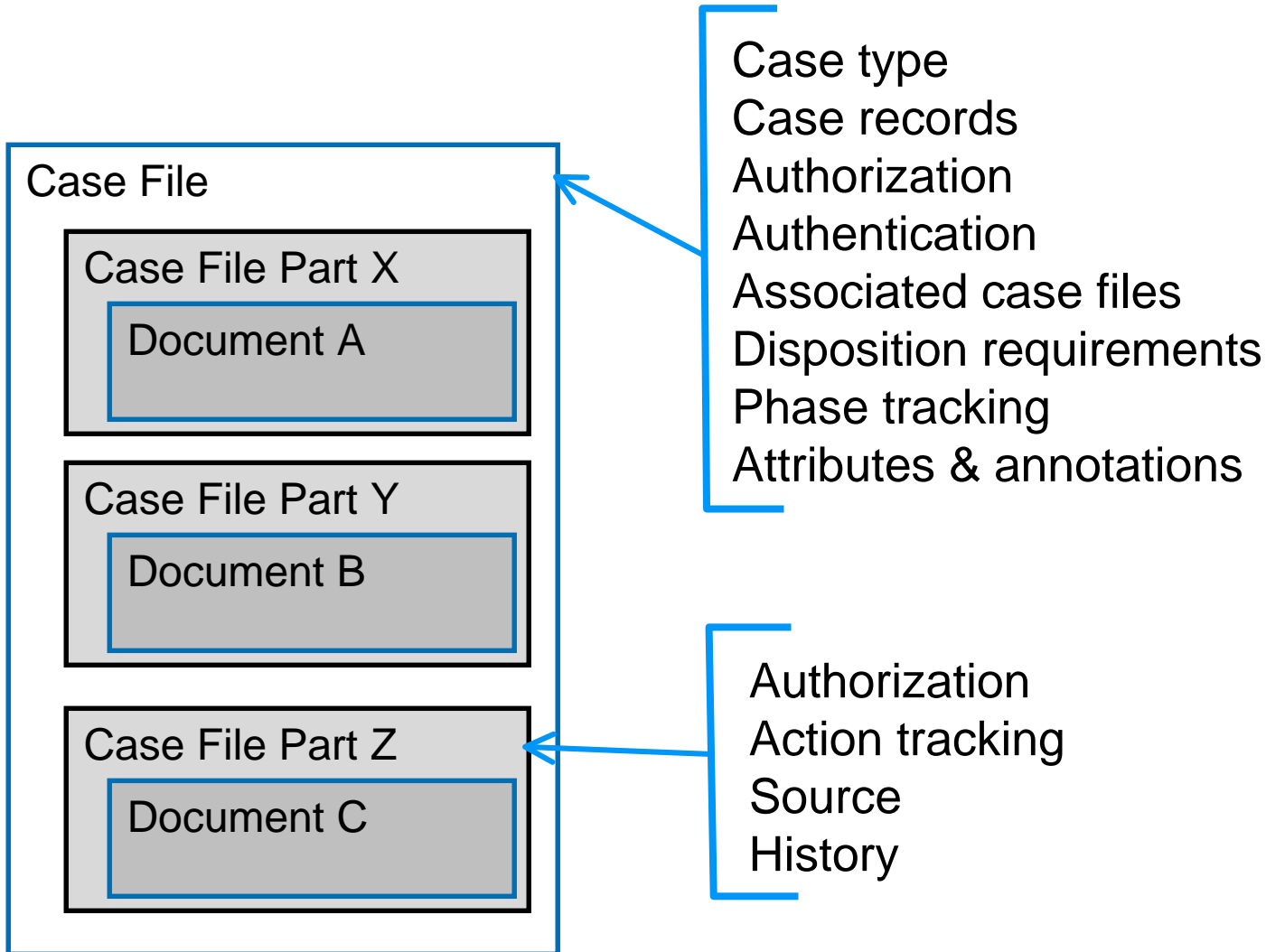
# Case Type Model

- Define case file and work product data structures
- Define roles and responsibilities
- Define building blocks for similar cases
- Define events and responses
- Incorporate best practices, rules and streamlining





# Case File



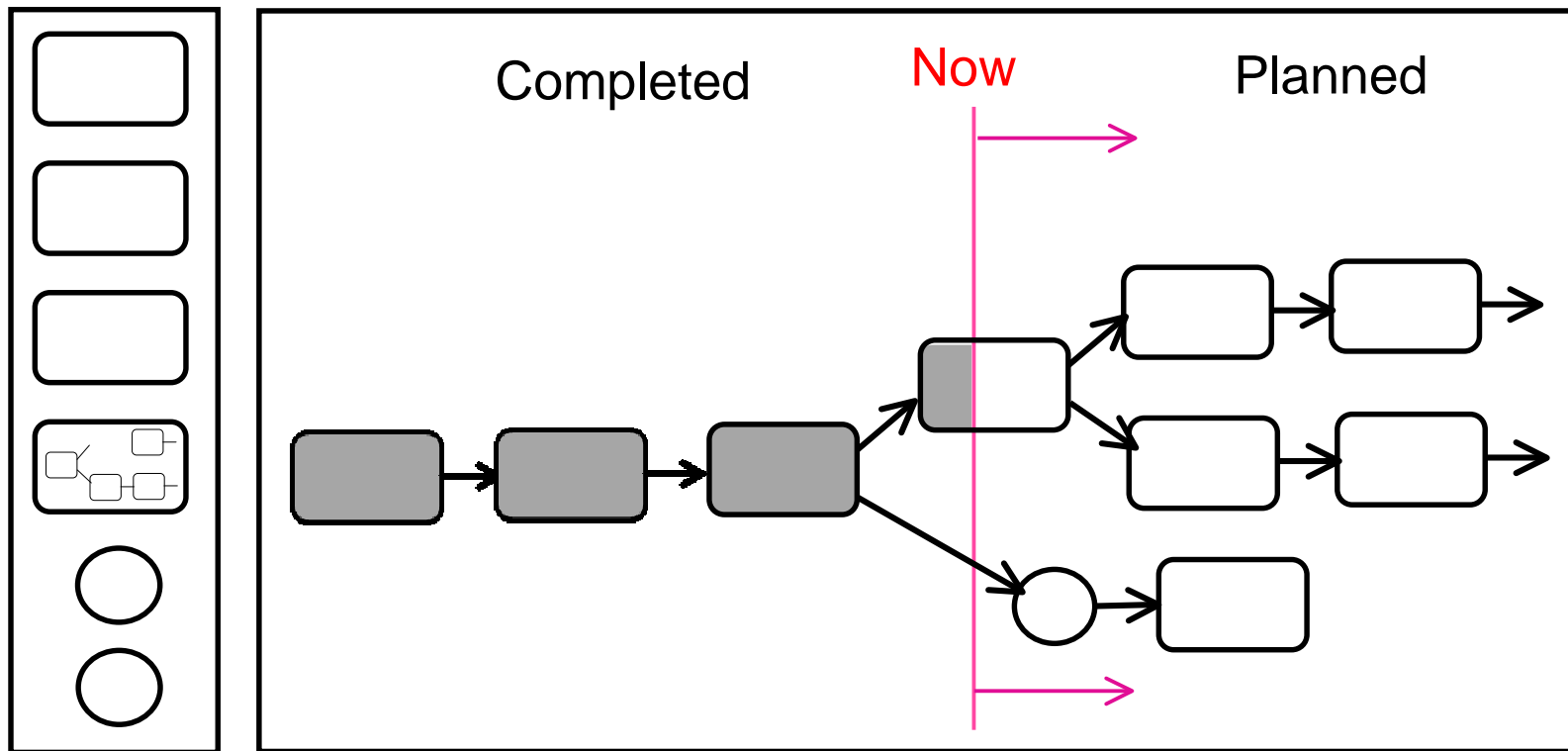
# Activities

- Human tasks
- Collaboration
- Automated tasks
- Decisions
- Dependencies
- External services
- Work product inputs and outputs



# Case Execution: Planning as You Go

Modeling provides patterns and rules to assist in planning and decision-making



Pallet  
(Model)

Case Plan  
(Execution)



# Events

- Internal: change of state of the case
- External: messages and handlers
- Time: periodic, point in time, duration



# Plan Fragments

- Common pattern of related activities
- Range of scope
  - As big as a default plan
  - As small as two activities with a dependency
- Special cases
  - Starting activities
  - Completion activities



# Runtime planning

- Elements and constraints from case type model
- Ad hoc planning for duration of case
- Plan defines activities executing or pending
- Each activity is performed once
- Event handlers resolve events
- Timers resolve delays
- Activities can be dependent on events or other activities
- Activities without dependencies are immediately executable



# Guidance

- Business rules
- Potential alternatives
- Plan fragments
- Contingency plans



# Case Startup & Closure

## – Startup

- Case type selection
- Clarify case objectives
- Identification of related resources and contacts
- Initial plan
- Team role assignments

## – Closure

- Closure authorization
- Close open or pending tasks
- Disposition of assets
- Closure of accounts
- Recommendations for follow-up
- Case file access authorizations
- Notifications to interested parties





# Accountability

- Activity status
- KPIs (Key Performance Indicators)
- Signatures
- Approvals
- Case file audit trail
- Issue of alerts/alarms



# Business Value

- Make better informed decisions
- Improve collaboration and timeliness of actions
- Improve record keeping & accountability
- Reduce errors and oversights
- Ensure policy compliance
- Evolve toward more repeatable processes
- Leverage knowledge worker creativity and empower work teams



# Specification Status

- HP and Cordys collaboration
- Cordys concurrent implementation
- Initial OMG submissions in November
- Submitters
  - Axway
  - Cordys
  - Hewlett-Packard
  - IBM
  - Oracle
  - SAP
  - Unisys



# Q&A

Fred A. Cummins  
fred.cummins@hp.com

