HealthFirst Care Detailed Process Maps and Swimlane Diagrams

Capstone Project M03L02

Adwoa Boama Acheampong | IBM Business Analyst learning project

Purpose and notation

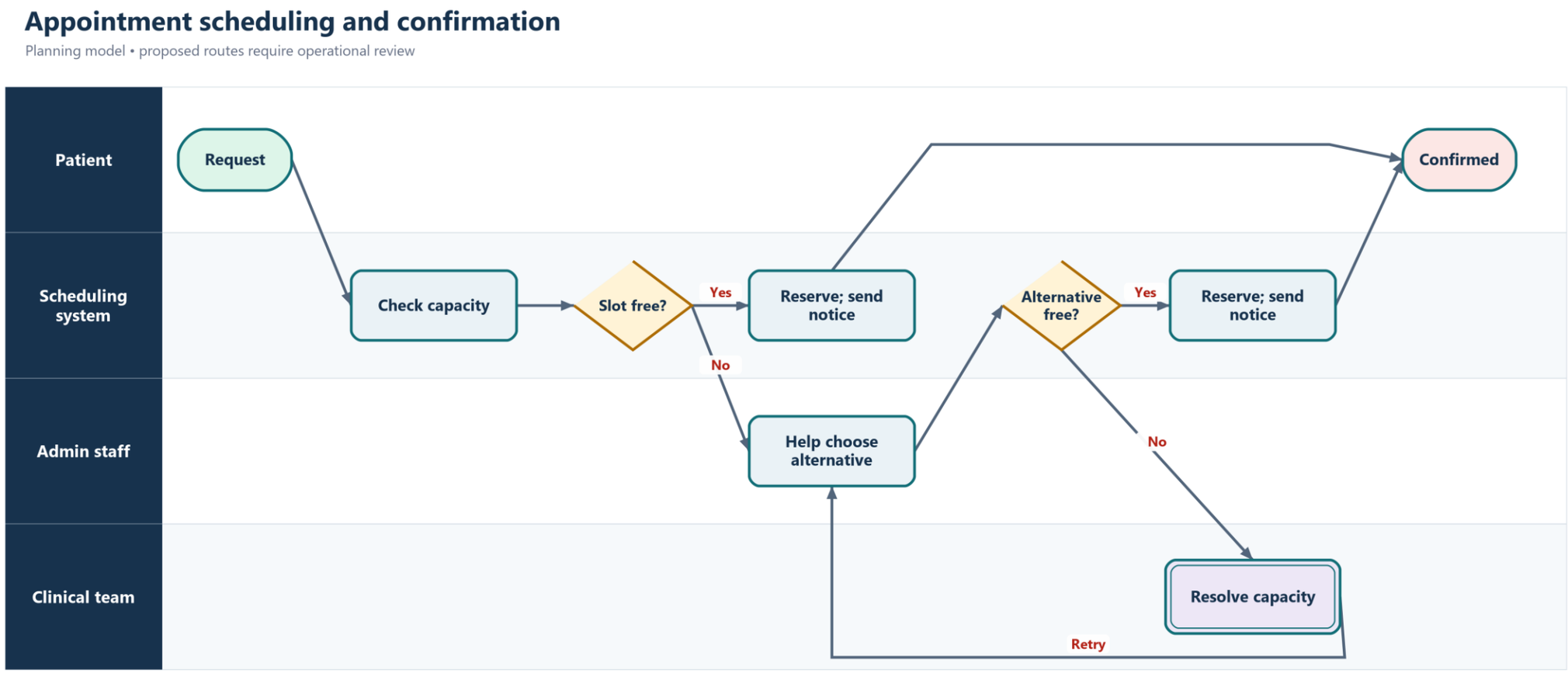
The diagrams assign work to visible roles and systems. Rounded tasks represent activities. Sequence runs left to right within each lane. Cross-lane alignment represents a handoff. The diagrams are BPMN-informed planning models, not executable BPMN files and not validated as conformant process-engine definitions.

Exception rework and escalation paths

Workflow	Trigger	Immediate route	Escalation or continuity
Appointment	Preferred slot unavailable or conflict detected	Offer alternatives or waitlist	Operations reviews persistent conflict trend
Check in	Identity, appointment or required detail cannot be validated	Front desk exception queue	Clinical lead decides urgent-care route when delay affects safety
Resource allocation	Required resource unavailable	Select approved alternative or delay with reason	Clinical operations activates surge or transfer rule
Discharge	Critical workstream incomplete or patient does not understand plan	Keep discharge open and repeat or resolve task	Clinical lead decides safe continuation or alternative plan

Role assignments and exception rules require stakeholder validation before operational use. No interview, sign-off, deployment or measured cycle-time improvement is claimed.

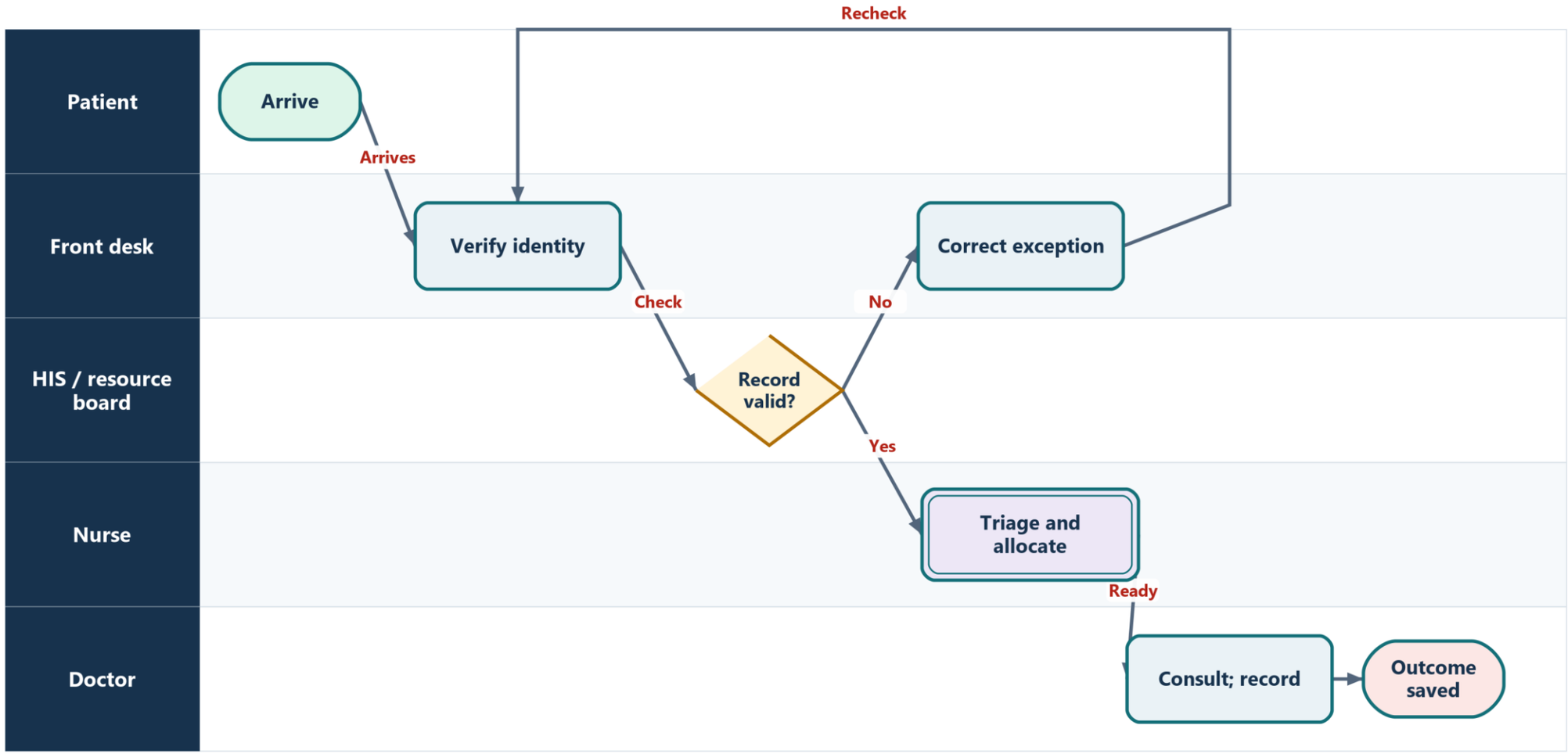
Appointment scheduling and confirmation



Appointment scheduling and confirmation

- The scheduling system owns conflict detection and reservation.
- Administrative staff own assisted-channel and delivery exceptions.
- Clinical teams maintain capacity rather than manually approving every ordinary request.

Patient check in and resource allocation

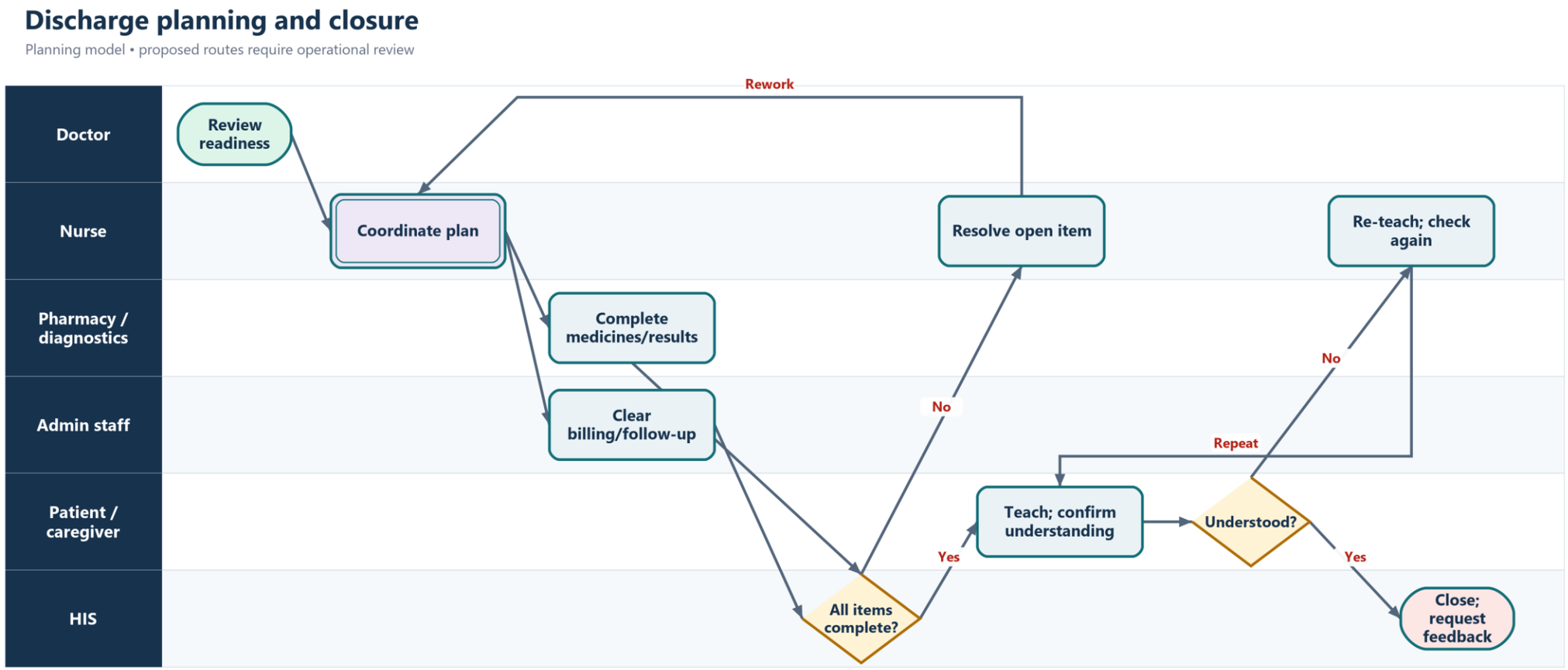


Patient check in and resource allocation

- Front-desk staff retain responsibility for identity and data exceptions.

- Nurses own triage and resource requests while the dashboard records availability.
- The consultation cannot be represented as complete until the clinical outcome is recorded.

Discharge planning



Discharge planning

- Discharge is a coordinated multi-workstream process, not a single clinical decision.
- The HIS blocks closure when a mandatory medicine, result, instruction, clearance or follow-up item remains open.
- Patient understanding is an explicit check with a teaching-repeat path.