Consolidated CDA (C-CDA): Support Task Force

2/07/2013

C-CDA Task Force Agenda

- Welcome
- Finalize proposal for categorizing questions
- Review proposed support work flow
- Discuss characteristics of a good answer
- Draft implementer satisfaction questions
- Update on tooling plans
- Next steps

Q-ticket contains:

- Submitter
  - Date of submission
  - Submitter Info
    - Name, telecom phone and e-mail contacts for Implementer
    - HL7 Member number (can be blank)
    - check box to hide identity when posted to K-base
  - Short description to clarify the question
  - Referenced sample(s), if appropriate/provided
  - Single, well-formed question
  - Tagging:
    - CDA RMIM-based classification
    - Template identification: (filling in one, populates the other)
      - Template name
      - Template OID
    - C-CDA Guide heading
    - CDA R2 standard Heading
    - Other meaningful phrase(s)
- Moderator
  - Q-ticket type
    - Link to prior Question/Answer pair which did not meet the Implementer's need
  - Question Owner
  - Status (see Q-ticket state model for possible values)
  - Status Comment (notes)
  - Group with: (list of other similar Q-tickets – used to show the set of questions linked to a single A-ticket)

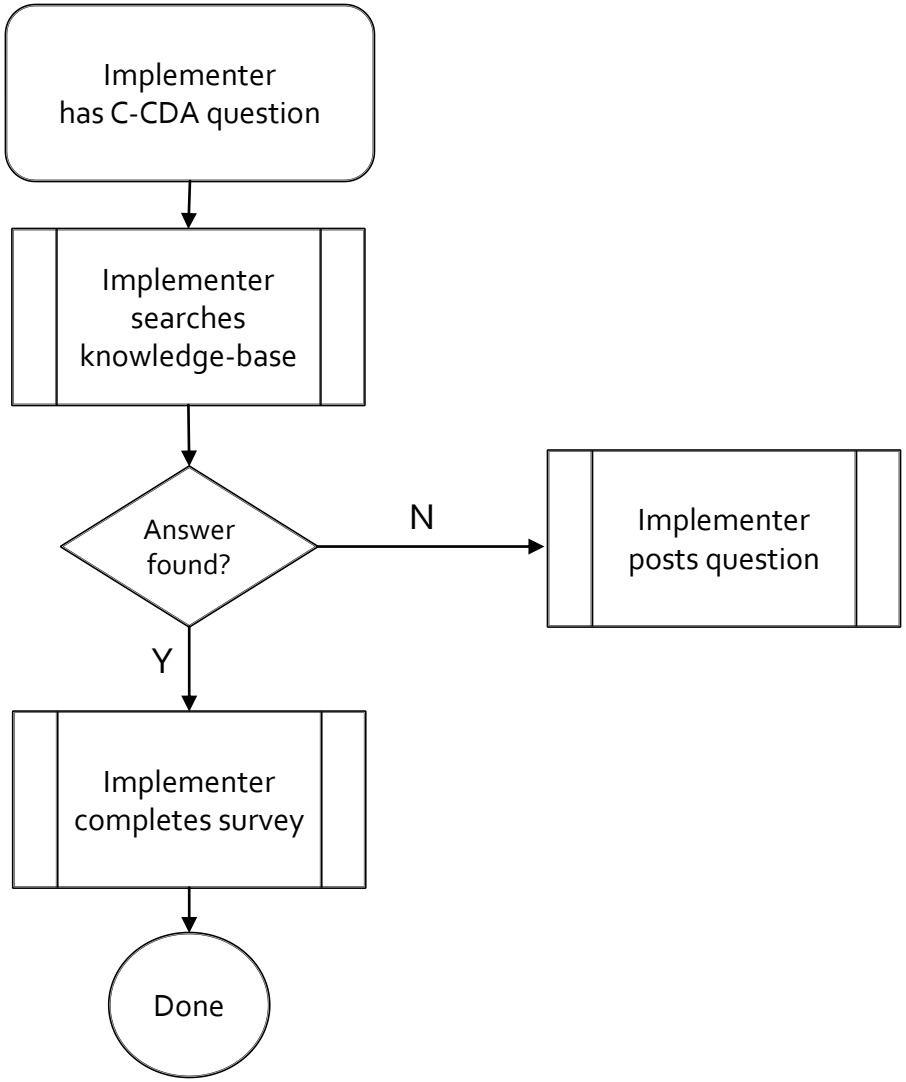
Q-ticket types

Q-ticket types:	Initial possible dispositions
Request for C-CDA Clarification	Use process under pilot
C-CDA Errata Report	Escalate to SDWG
CDA R2 Extension Report	Escalate to SDWG
CDA R2 New Feature Request	Escalate to SDWG
CDA R3 New Feature Request	Escalate to SDWG
CDA Request for Specific Assistance	Escalate to SDWG

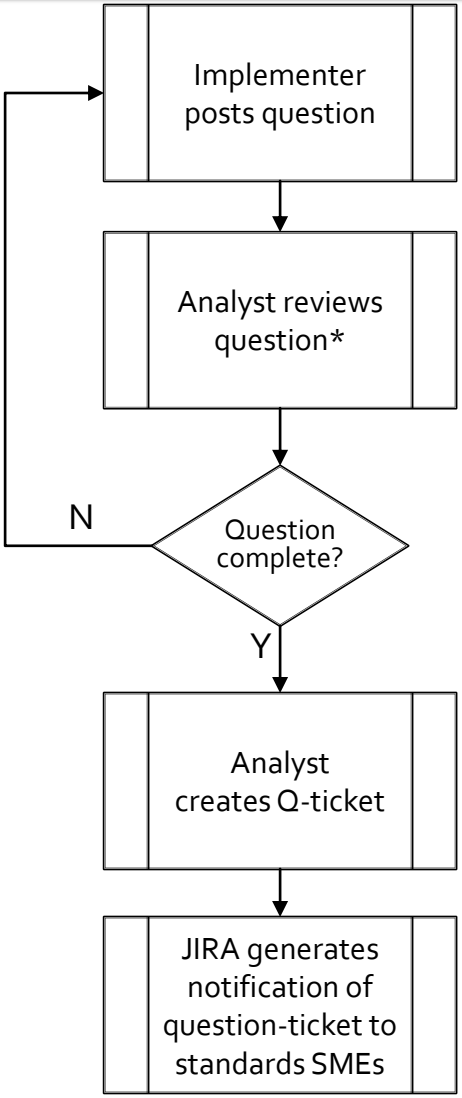
Q-ticket status (state model)

State	Classification	Possible transitions
Pending	Status when a Q-ticket has been started, but more information is needed from submitter to complete it as well-formed.	Open – C-CDATF; Open – SDWG; Closed
Open – C-CDATF	Status when Q-ticket is first accepted by task force.	Open – SDWG; Closed
Open – SDWG	Question requires SDWG review. Clear policy is needed when to classify this type.	Open – C-CDATF; Closed
Closed	Status when an Q-ticket has been closed either by finding an existing Answer, or when the closing of an A-ticket triggers the Q-ticket to be closed.	

Support work flow

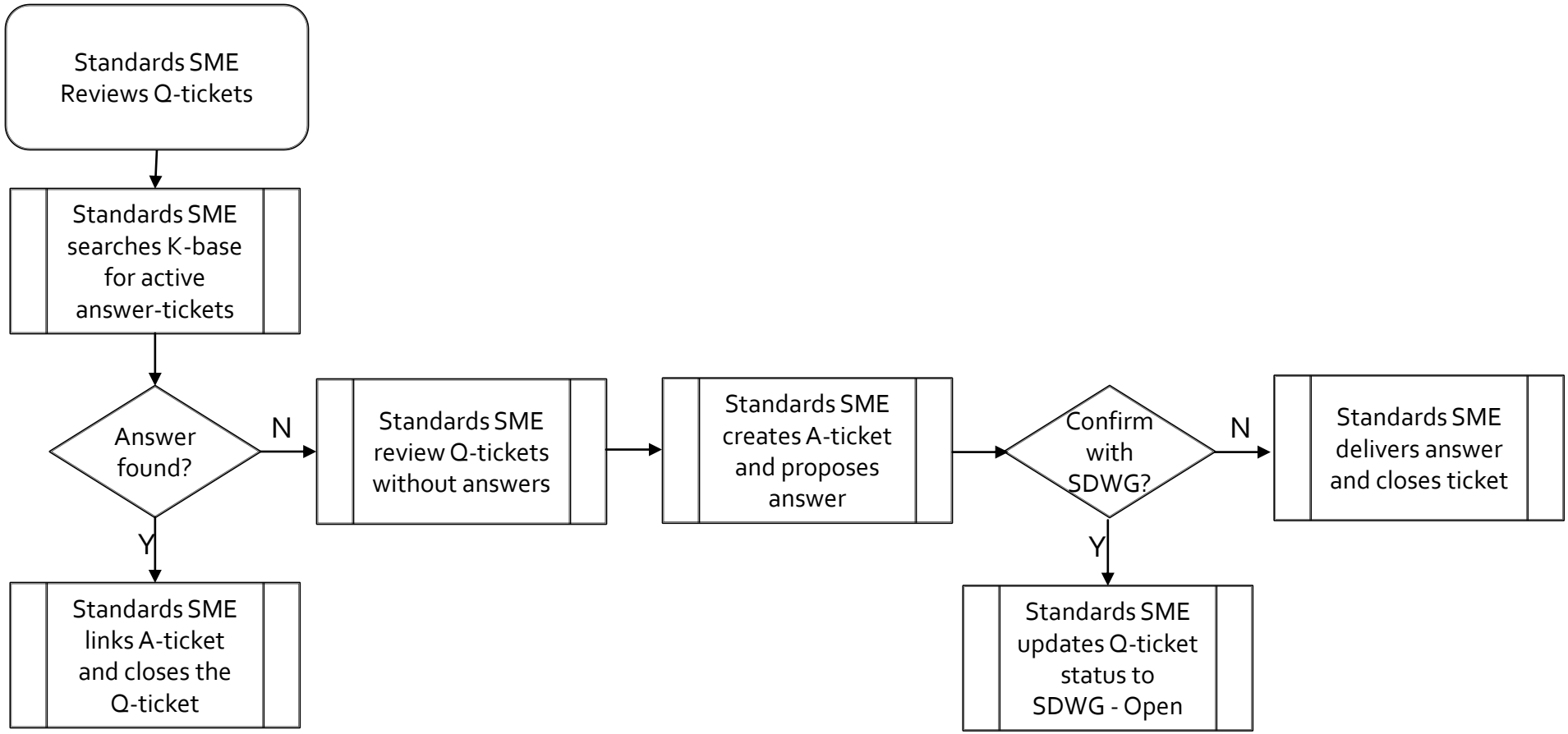


Support work flow



*Analyst confirms single well-formed question with appropriate attributes present. The analyst will respond in 24-hours. May prioritize per HL7 guidelines.

Support work flow



Characteristics of a good answer

- Date of creation
- Owner info
  - Could be standards SME or SDWG if the A-ticket gets escalated to SDWG
  - check box to hide identity when posted to K-base
  - Name, telecom phone and e-mail contacts for Implementer
- A-ticket type
- Status (see A-ticket state model for possible values)
- Status comment (notes)
- Single, well-formed Primary question (should encompass all underlying questions)
- Questions addressed: used to show the set of Q-tickets linked to this A-ticket (sub questions under the Primary question)
- Short description to clarify how/why the included explanation and example(s) address the question being answered.
- Referenced sample(s), where appropriate
  - example included in stub at the document-level, or section-level,
  - validate against the CDA-schema
  - Schematron, if appropriate, in a standard stub document.
- Tagging:
  - CDA RMIM-based classification
  - Template identification: (filling in one, populates the other)
    - Template name
    - Template OID
  - C-CDA Guide heading
  - CDA R2 standard Heading
  - Other meaningful phrase(s)

A-ticket Types

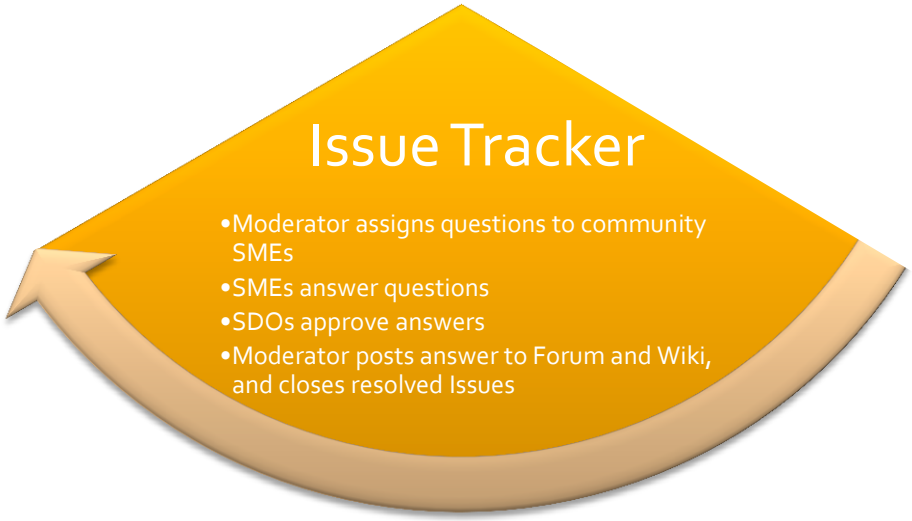
Q-ticket types:	Description
C-CDA Clarification	Contains implementation guidance and clarification for Consolidated CDA

A-ticket status (state model)

State	Classification	Owner	Possible transitions
Open	Status when A-ticket is first entered.	Standards SME	Ready for Review; Escalated
Ready for Review	Status when a an answer needs to be confirmed/QA's by standards SME.	Secondary standards SME	Escalated; Approved for Posting
Escalated	Status when an answer needs to be addressed or approved by SDWG	Standard SME presents to SDWG; need metrics to track	Approved for Posting; Other states as needed; Closed.
Approved for Posting	Status when the Answer is ready to be logged in the K-base.	Analyst	Closed
Other states as needed	To be determined by internal HL7 SDWG processes		TBD; Approved for Posting; Closed
Closed	Status when an A-ticket has been closed either by completing the answer or by SDWG.		

Implementer satisfaction questions

Update on tools



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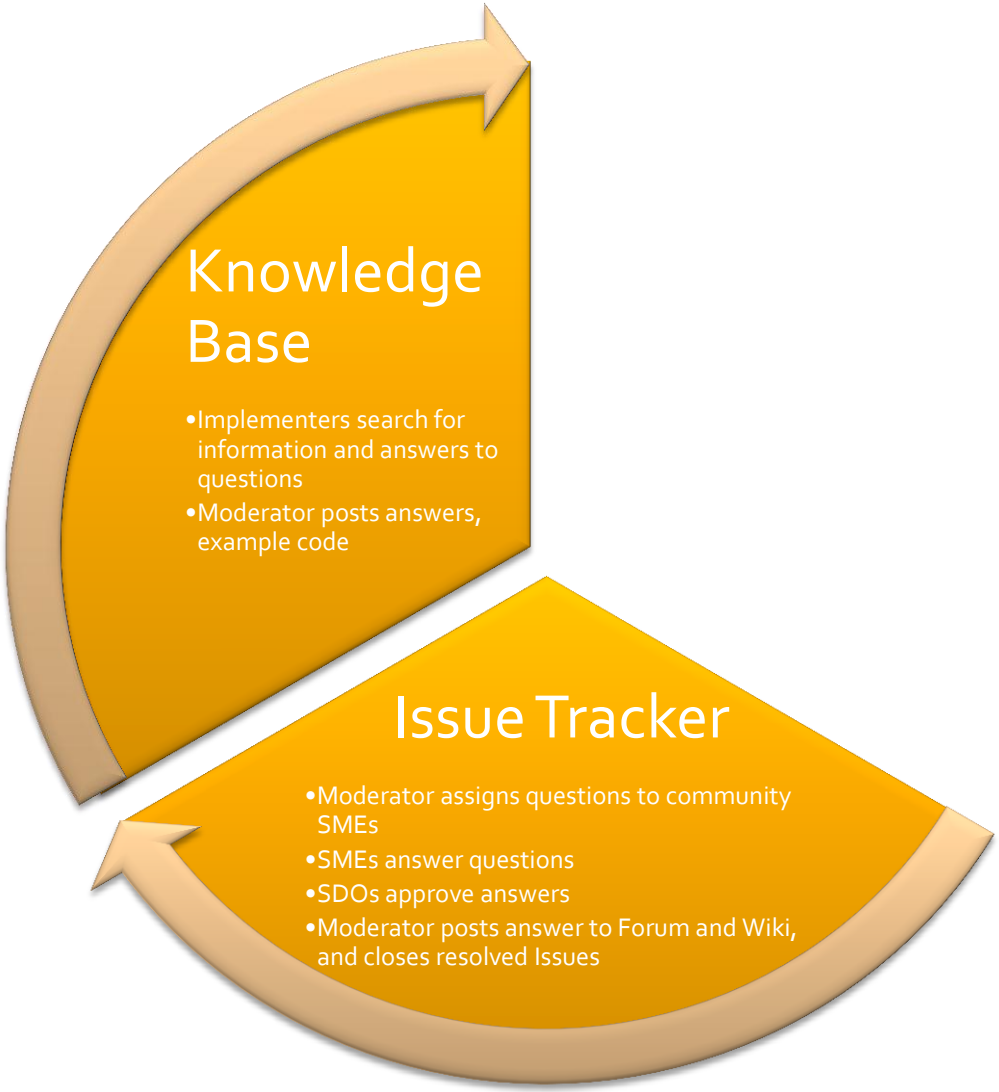

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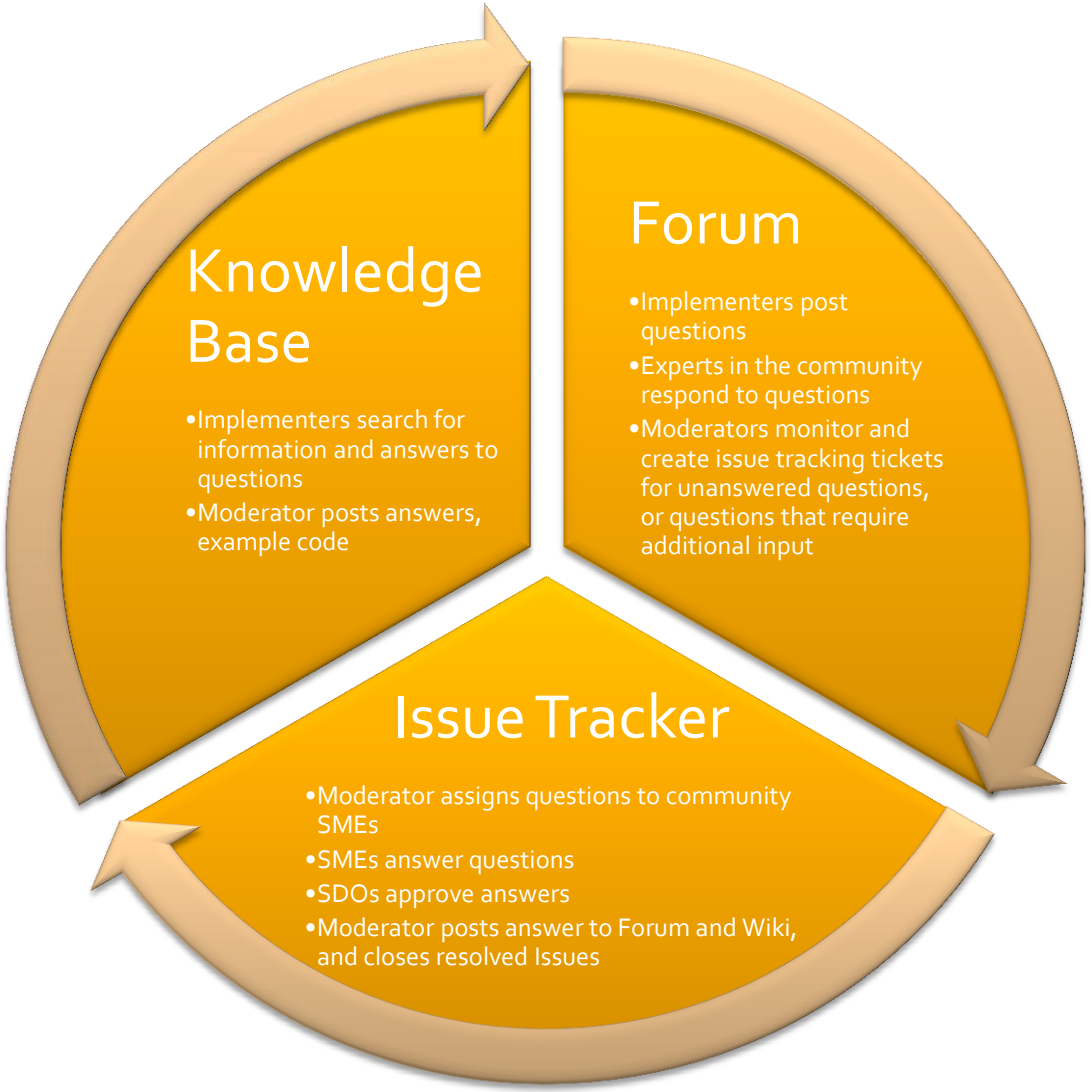

Next Steps

- Finalize task force work flow
- Implementer satisfaction questions
- Present current tools
- Pilot the process

Contact Information

- Primary SDWG points of contact
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