Consolidated CDA (C-CDA): Support Task Force

2/28/2013

C-CDA Task Force Agenda

- Welcome
- Approve support work flow
- Approve implementer satisfaction questions
- Review proposal on moderator and SME roles
- Pilot proposed support process
- Update on support tools
- Next steps

Finalize support work flow

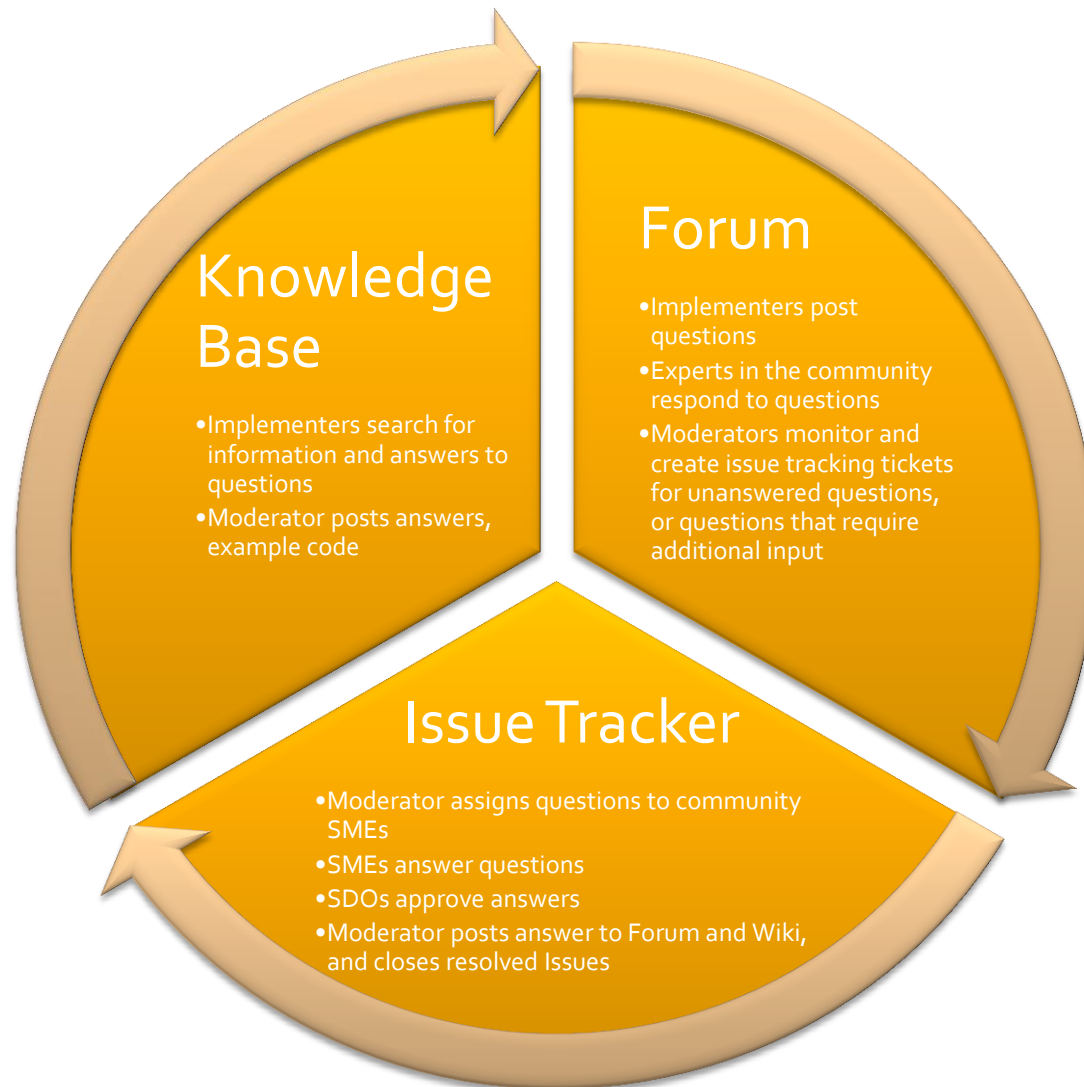- see work flow C-CDA Process Workflow v12.pdf

Implementer satisfaction questions

- Was this answer helpful?
  - Yes/No/Somewhat
- Did the response provided answer your question completely?
  - Yes/No

Review of support roles

|	Moderator	SME
Problem analysis capabilities	Capable of forming a single question to summarize the issue	Capable to perform in depth analysis
Availability	High level*	As available
Experience with the selected tool	Expert	Moderate
Ability to propose answers	Could provide answers from FAQ sheets, or knowledge of prior answers from KB	Yes. SME will have significant CDA R2 experience Vocabulary experience
Success criteria	Quick response, and categorization of questions	Able to coordinate with SDWG, and bring answer to completion
Role	Hired administrator	Volunteers?

Update on Tools

Knowledge Base
- Implementers search for information and answers to questions
- Moderator posts answers, example code

Forum
- Implementers post questions
- Experts in the community respond to questions
- Moderators monitor and create issue tracking tickets for unanswered questions, or questions that require additional input

Issue Tracker
- Moderator assigns questions to community SMEs
- SMEs answer questions
- SDOs approve answers
- Moderator posts answer to Forum and Wiki, and closes resolved Issues

Contact Information

- Primary SDWG points of contact
  - Brett Marquard (brett@riverrockassociates.com)
  - Lisa Nelson (LisaRNelson@cox.net)

Minutes 2/28
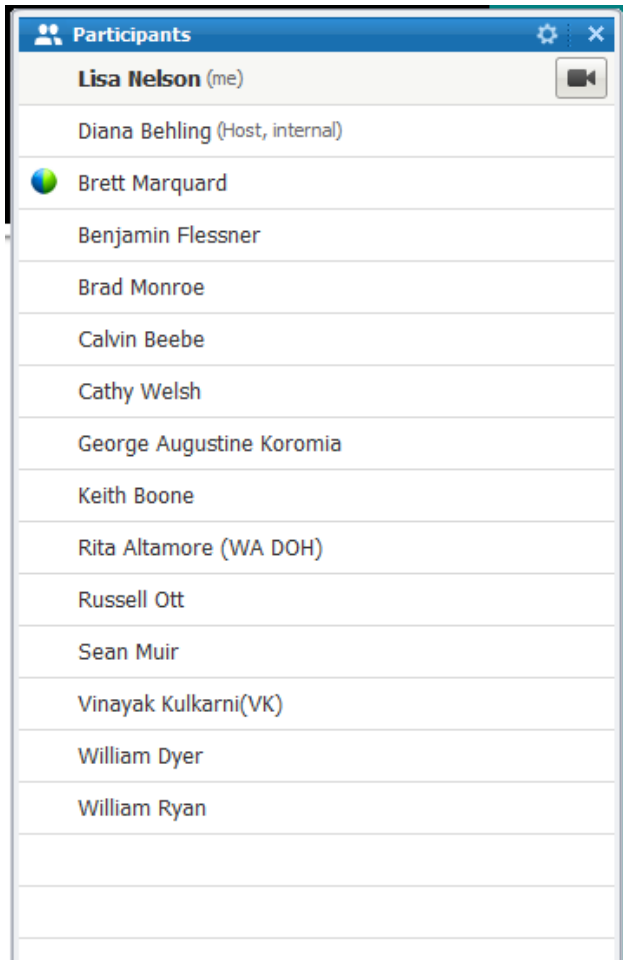
Motions Made:

Motion to accept the revisions to the Proposed Support Process Flow
Made by: Diana Behling
Second: Calvin Beebe
Abstain (0), Against (0) For (14)
Motion Carries.

Motion to accept the proposed satisfaction survey questions
Made by: Lisa Nelson
Second: Diana Behling
Abstain (0), Against (0), For (14)
Motion Carries.

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
Non-standards question	Escalate to appropriate party or mark out of scope

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 ; Closed
Open	Status when Q-ticket is confirmed to be well formed and appropriate to be escalated to Tier 2	Open ; Assigned; Closed
Assigned	Question requires SDWG review. Clear policy is needed when to classify this type.	Closed
Escalated	Additional assistance is required by SDWG or another work group to answer this question	Assigned
SME Closed	Status when an Q-ticket has been closed by finding an existing Answer	Closed
Closed	Classification after the answer is complete an implementers have been notified.	

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	Possible transitions
Pending	An "Answer Project" has been proposed.	
Resource Needed	An Answer Project requires resources to be found.	
Open	An Answer Project has been resourced	
In Progress	The Answer is being developed.	
Ready for Review	The Answer is scheduled to be reviewed within HL7 SDWG or as required.	
Approved	The Answer is approved as written.	
Closed	The Answer is posted in the K-Base	

Support work flow

- See C-CDA Process Workflow.pdf
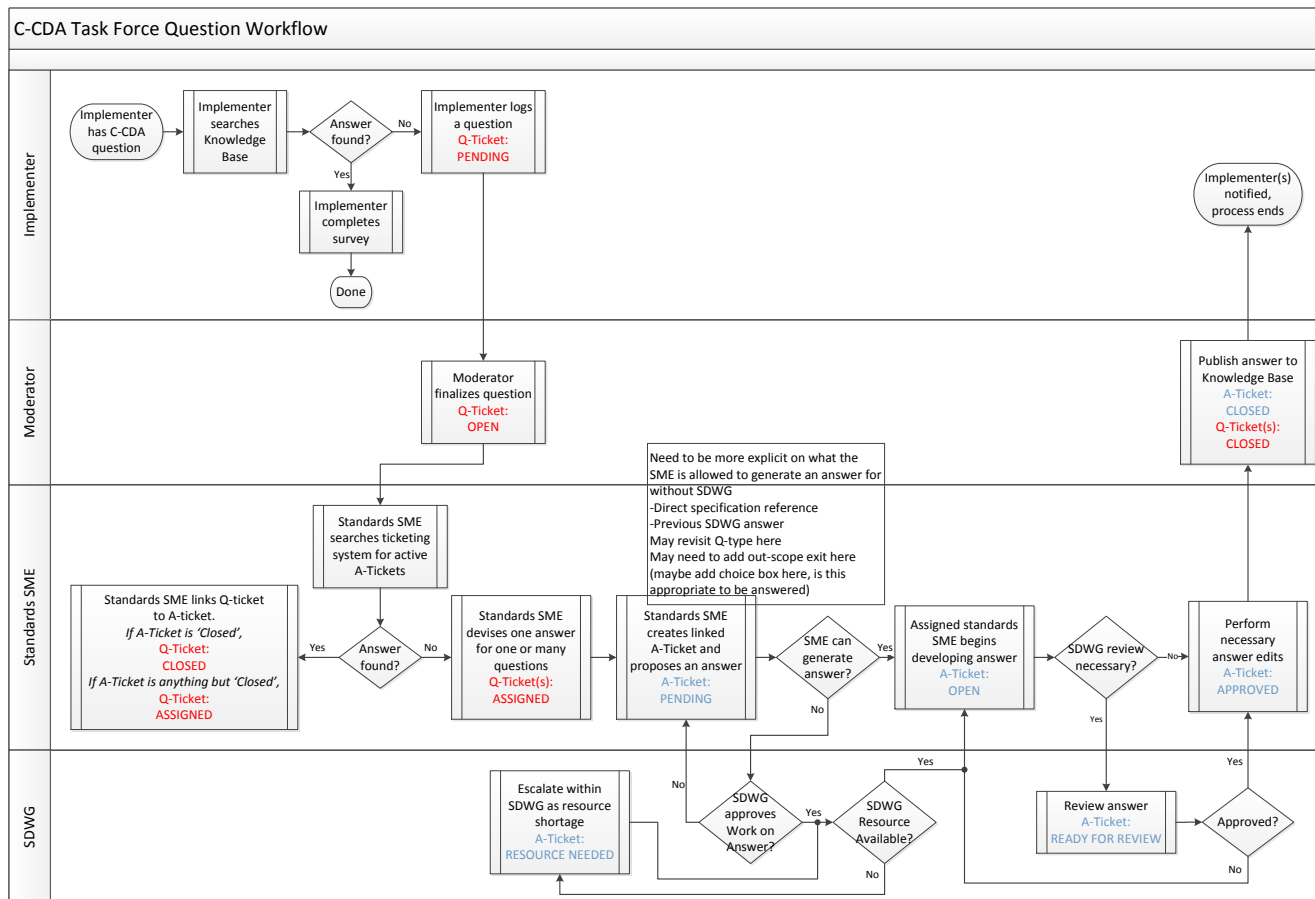
C-CDA Implementation Support Task-Force Charter (approved 2/7)

SDWG task force (1/3/2013)

Setup a task force to evaluate process for managing SDWG questions.

Scope and Mission

Recommend to SDWG a process for managing, and responding to implementer questions on C-CDA.

Deliverables for initial SDWG task force by 3/1

- Clarified problem statement, and solution requirements
- Draft high-level support process flow
    - Suggested vocabulary to classify question and answers
    - Develop template for questions, and answers
    - Develop roles and responsibilities
- Recommended tooling requirements and approach
    - Identify existing tools to support the proposed process
    - Initial hosting of tool, may be different than long term home.
- Readiness for pilot with approval from SDWG

Problem statement

ONC named the HL7 SDWG published C-CDA in MU Stage 2. A support mechanism is required to support the increased demand, due to limited examples, and ambiguous conformance statements. The industry does not currently have a mechanism to respond to implementer inquires.

Solution Requirements

- Rapid start-up, and results, validated by implementer feedback
- Tools to support communication process, and governance process
- Common terminology to parse issues and determine which process they go through
- Mechanism to collaborate with other HL7 working groups when C-CDA content overlaps
- Includes a searchable "examples library" for C-CDA
- Prioritized support for MU stage 2 data elements
- Ensures both immediate/tactical/interim resolution, and monitoring and follow-through of longer-term validation of interim solution and/or alternative via standards evolution process