

# Consolidated CDA (C-CDA): Support Task Force

2/14/2013

# C-CDA Task Force Agenda

- Welcome
- Finalize support work flow
- Finalize proposal for categorizing questions
- Finalize proposal for categorizing answers
- Update on tooling plans
- Next steps

# Support work flow

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- See C-CDA Process Workflow.pdf

# 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

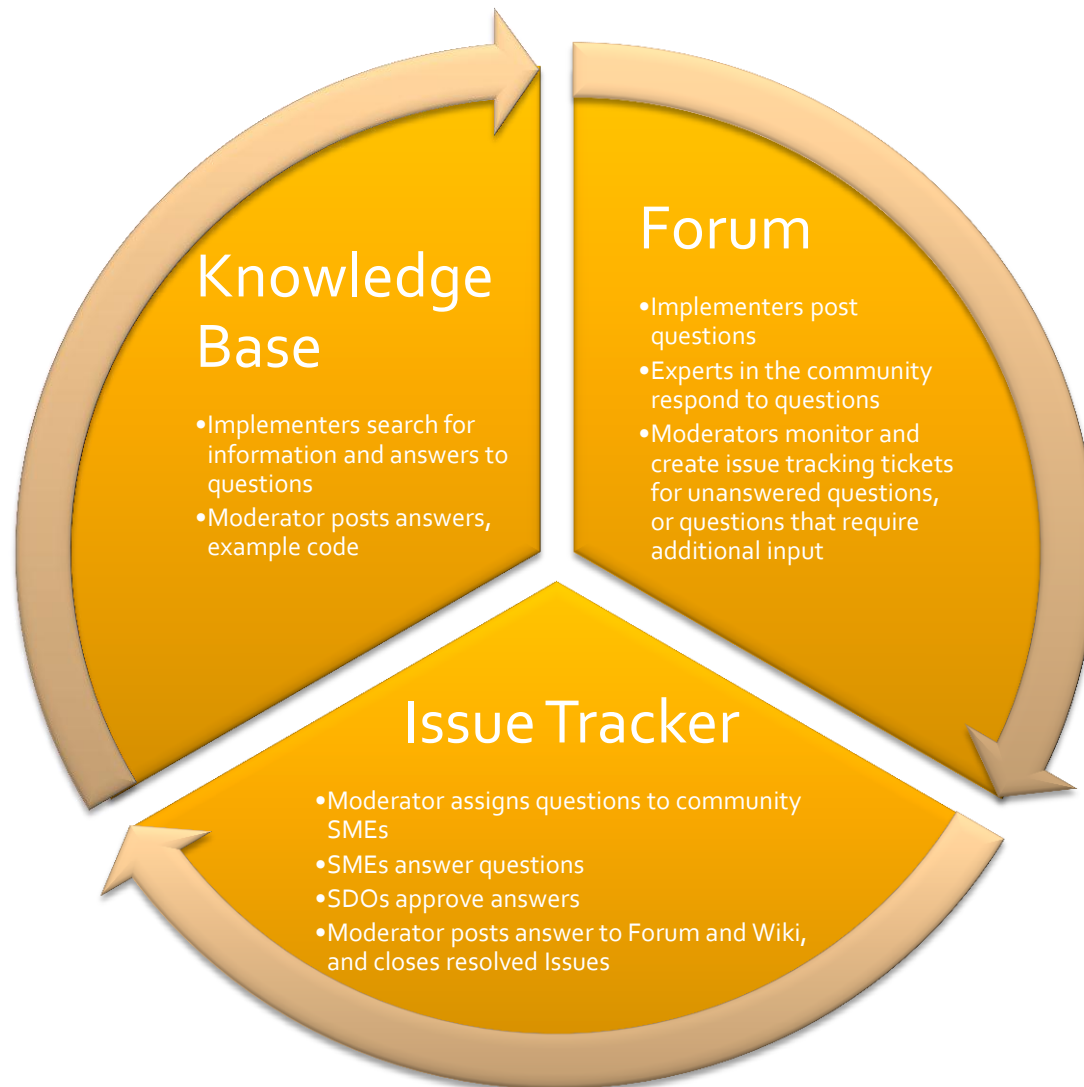
# Q-ticket status (state model)

State	Classification	Possible transitions
<b>Pending</b>	Status when a Q-ticket has been started, but more information is needed from submitter to complete it as well-formed.	Open ; Closed
<b>Open</b>	Status when Q-ticket is confirmed to be well formed and appropriate to be escalated to Tier 2	Open ; Assigned; Closed
<b>Assigned</b>	Question requires SDWG review. Clear policy is needed when to classify this type.	Closed
<b>Escalated</b>	Additional assistance is required by SDWG or another work group to answer this question	Assigned
<b>Closed</b>	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.	

# A-ticket status (state model)

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

# Update on Tools





# Next Steps

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- Present current tools
- Pilot the process

# Contact Information

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