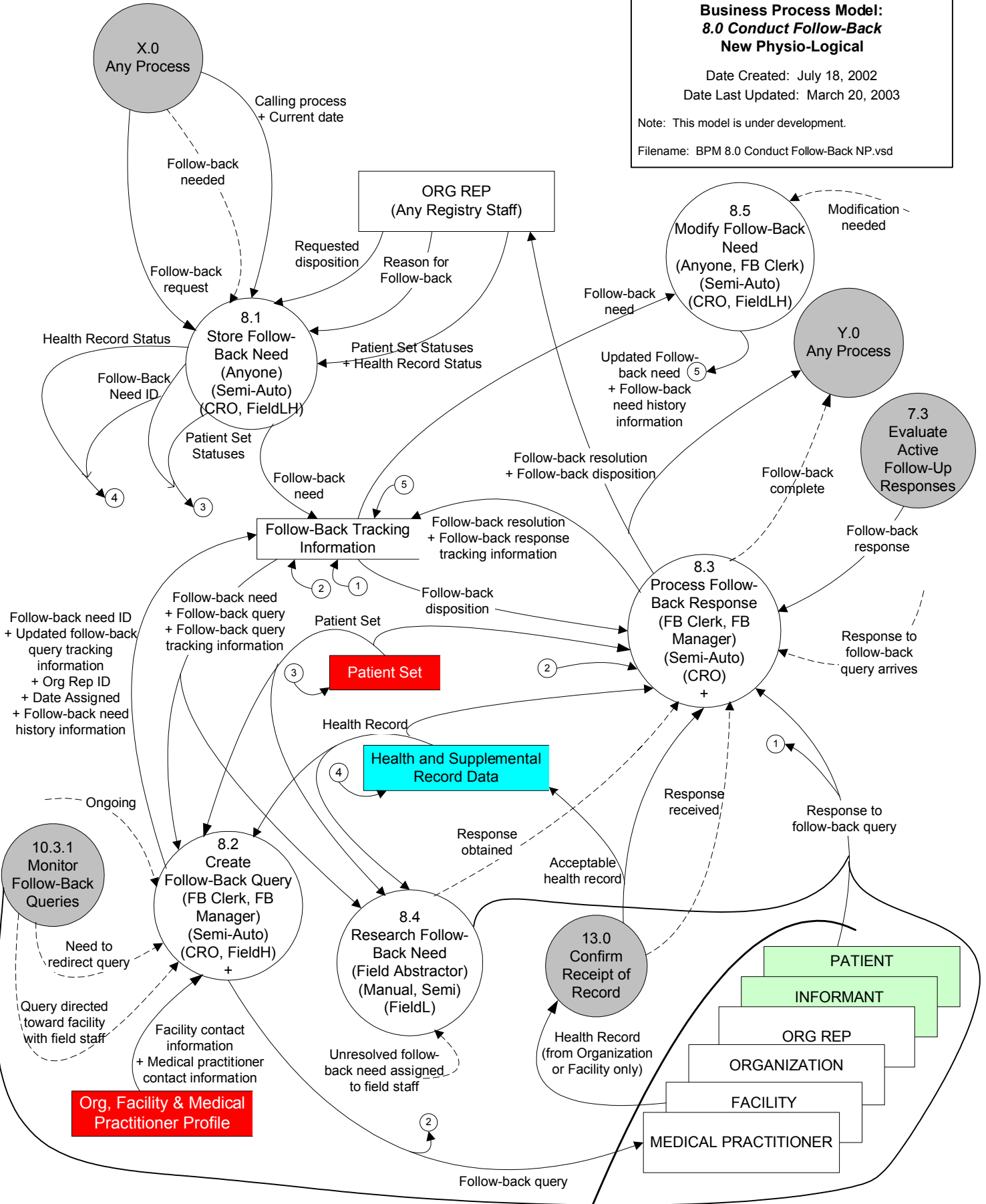SEER Registry
Data Management Project

Business Process Model:
8.0 Conduct Follow-Back
New Physio-Logical

Date Created: July 18, 2002
Date Last Updated: March 20, 2003

Note: This model is under development.

Filename: BPM 8.0 Conduct Follow-Back NP.vsd

X.0
Any Process

Calling process
+ Current date

Follow-back
needed

Follow-back
request

ORG REP
(Any Registry Staff)

Requested
disposition

Reason for
Follow-back

8.1
Store Follow-
Back Need
(Anyone)
(Semi-Auto)
(CRO, FieldLH)

Patient Set Statuses
+ Health Record Status

Health Record Status

Follow-Back
Need ID

Patient Set
Statuses

④

③

8.5
Modify Follow-Back
Need
(Anyone, FB Clerk)
(Semi-Auto)
(CRO, FieldLH)

Modification
needed

Follow-back
need

Updated Follow-
back need
+ Follow-back
need history
information

⑤

Y.0
Any Process

7.3
Evaluate
Active
Follow-Up
Responses

Follow-back
response

Follow-back resolution
+ Follow-back disposition

Follow-back
complete

Follow-back
need

⑤

Follow-Back Tracking
Information

Follow-back resolution
+ Follow-back response
tracking information

② ①

Follow-back
disposition

Follow-back need
+ Follow-back query
+ Follow-back query
tracking information

Patient Set

③

Patient Set

②

8.3
Process Follow-
Back Response
(FB Clerk, FB
Manager)
(Semi-Auto)
(CRO)
+

Response to
follow-back
query arrives

①

Response to
follow-back query

Follow-back need ID
+ Updated follow-back
query tracking
information
+ Org Rep ID
+ Date Assigned
+ Follow-back need
history information

Health Record

Health and Supplemental
Record Data

④

Response
obtained

Response
received

Acceptable
health record

Ongoing

10.3.1
Monitor
Follow-Back
Queries

Need to
redirect query

Query directed
toward facility
with field staff

8.2
Create
Follow-Back Query
(FB Clerk, FB
Manager)
(Semi-Auto)
(CRO, FieldH)
+

8.4
Research Follow-
Back Need
(Field Abstractor)
(Manual, Semi)
(FieldL)

Unresolved follow-
back need assigned
to field staff

13.0
Confirm
Receipt of
Record

Health Record
(from Organization
or Facility only)

Facility contact
information
+ Medical practitioner
contact information

Org, Facility & Medical
Practitioner Profile

②

PATIENT

INFORMANT

ORG REP

ORGANIZATION

FACILITY

MEDICAL PRACTITIONER

Follow-back query

Follow-Back Tracking Information

PATIENT

INFORMANT

ORG REP

ORGANIZATION

FACILITY

MEDICAL PRACTITIONER

Follow-back need
+ Follow-back query
+ Follow-back query
tracking information

Updated follow-
back query tracking
information
+ Follow-back need
history information

Ongoing

8.2.1
Review Follow-
Back Needs
(FB Clerk, FB
Manager)
(Semi-Auto)
(CRO, FieldH)

New query
needed

8.2.2
Generate Follow-
Back Query
(FB Clerk, FB
Manager)
(Semi-Auto)
(CRO, FieldH)

Follow-Back
Query

8.3
Process
Follow-Back
Response

Follow-back need
for facility with
Field staff

Unresolved follow-
back need status

Follow-back query to
be redirected
+ Follow-back query
tracking information

Follow-back
Need ID

10.3.1.1
Review
Follow-Back
Queries

Need to
redirect
query

Facility contact information
+ Medical practitioner
contact information

Org, Facility & Medical
Practitioner Profile

Health
Record

Health and Supplemental
Record Data

Org Rep ID
+ Date assigned
+ Follow-back need ID

Query directed
toward facility with
field staff

8.2.3
Assign Follow-Back
Need to Field Staff
(FB Clerk, FB
Manager)
(Semi-Auto)
(CRO)

Patient Set

Patient Set

Y.0
Any Process

8.2
Create
Follow-Back
Query

8.3.2
Return Follow-
Back Response
(?Auto) (?or FB
Clerk) (CRO)

SEER Registry
Data Management Project

Business Process Model:
8.3 Process Follow-Back Response
New Physio-Logical

Date Created: July 18, 2002
Date Last Updated: March 20, 2003

Note: This model is under development.

Filename: BPM 8.0 Conduct Follow-Back NP.vsd

ORG REP
(Any Registry Staff)

Follow-back
complete

Response to
follow-back query
arrives

Follow-back
query

Response
acceptable

Follow-back
resolution

Follow-back
disposition

Follow-back
disposition

Patient Set

Patient Set

Health Record

Health and Supplemental
Record Data

8.3.1
Evaluate
Response
(FB Clerk, FB
Manager)
(Semi-Auto)
(CRO)

Follow-back response
tracking information

Follow-Back Tracking
Information

Response
obtained

Acceptable
health record

Response
received

Follow-back
response

Response to
follow-back query

8.4
Research
Follow-Back
Need

13.0
Confirm
Receipt of
Record

7.3
Evaluate
Active
Follow-Up
Responses

10.3.1.3
Contact Via
Another
Method

Health Record
(from Organization
or Facility only)

PATIENT
INFORMANT
ORG REP
ORGANIZATION
FACILITY
MEDICAL PRACTITIONER