V3 Project:

Quality: Why?
What?
Who?
When?
How?

George W. Beeler, Jr. Ph.D.
Principal, Beeler Consulting LLC
woody@beelers.com
507-254-4810

www.HL7.org
Quality: Why do we care?

• Because:
  – We serve the most demanding customers – patients
    – who have the right to expect the best we can do
  – Our HL7 community takes pride in doing it right
    and doing it best
  – The HL7 reputation depends upon it
  – We should
Quality: What is it?

• Products that:
  – meet the needs
  – are timely
  – are consistent within and between products
  – are comprehensible
  – are as easily implementable as we can make them
  – adhere to common standards (RIM, vocabulary, data types, methodology)
Quality: Who is responsible?

– the Board because the culture stems from there
– TSC because it has “product responsibility”
– each Work Group and member of HL7 – the products are theirs
– designers and facilitators – hands-on builders of the products
– Publishing Work Group – they assemble, collate & deliver the product
– balloters (voters) – our most sensitive critics
Quality: When do we look for it?

• Continually:
  – As we propose, plan, design, define, publish, review, reconcile and distribute

• At major check-points:
  – As we propose and review content with shared WG responsibilities, such as Harmonization
  – As WG approves and submits for ballot
  – When ballot is collated for voting
  – As ballot reconciliation is undertaken
  – As Normative Editions are packaged for delivery
Quality: How do we assess it?

• Eyeballs with prepared and concerned minds behind them

• Tools
  – Validation against defined schemas and standards
  – Completeness testing against established criteria

• Reports
  – Useful feedback from validation and other testing
  – Proposed changes to correct
Quality: Observations

– The perfect is the enemy of the good
– Timely and perfection can be conflicting goals
– Distinguish “systemic” errors and solve with tools wherever possible
– Enable authors and designers to do it right the first time
– Provide quality review as early in the process as possible
– Consider authorizing “votes” from “outside the ballot pool” for selected Work Group representatives who discover quality issues
Roles in HL7 Quality Efforts

- **Sponsor**: provides organizational legitimacy and policy
- **Over-seer**: Assures that the program is defined, manned and pursued. Also the “final appeal” locus
- **Arbiter**: review rules and act as “court of review”, should it be necessary
- **Manager**: (of quality process) sets specific expectations, validation suites, reports, and assures that Ballots and Editions meet these expectations
- **Reporter**: Identifies - opportunities for quality improvement; places where established rules conflict with ability to get work done; places where rules are being “bent” or worse.
- **Implementer**: Takes the action to make it right or not do it wrong in the first place.
Proposed Role Assignments

- **Sponsor**: Board of Directors
- **Over-seer**: TSC
- **Arbiter**: ArB
- **Manager**: Publishing Work Group
- **Reporter**: Facilitators, Work Group Leaders, Balloters, Customers
- **Implementer**: Each and every HL7 participant