

# **MODELLING HEALTHCARE PROCESSES USING ROLE ACTIVITY DIAGRAMMING**

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## **Abstract**

This paper presents an investigation into the use of Role Activity Diagramming (RAD) to model complex processes in the healthcare sector, with reference to the process of Cancer Care and Registration in Jordan. We argue that RAD models are generally useful as a means for understanding, analysing and improving complex processes. Also, we show that using these models it is possible to discover process bottlenecks and unvalidated data, to identify cross functional boundary problems, and to focus discussion about automation of processes.

## **Key Words**

Process modelling, process of cancer care and registration, role activity diagramming, case study.