

Abstract

Care process monitoring is needed to provide performance management reporting to measure how quality of care goals are being met for a specific care process. There are special challenges faced when monitoring community care processes, especially if one wants to manage performance for community care across an entire geographic region. In this paper, we evaluate an application meta-model for defining a care process monitoring application (CPMA) previously developed for monitoring care processes in a hospital, to determine its effectiveness for addressing community care processes. A case study developed in collaboration with a regional health authority is used.