Ten Commandments for Effective Clinical Decision Support: Making the Practice of Evidence-based Medicine a Reality

Developing and implementing clinical decision support (CDS) solutions should be a collaborative effort with vendors, IT support and the users. Vendors make a decent effort to create the foundation of CDS for their customers based on analyses and experience. It’s important to note that the vendor solution is customer agnostic. I think a critical element that is often overlooked is monitoring the implemented solution, obtaining feedback through user group sessions and responding to the feedback by offering explanations or producing enhancements to rectify the issues. The feedback received from customers has the potential to create a robust and relevant CDS and a product that can increase market share and user satisfaction. That is the reason why I chose the 9th Commandment – Monitor Impact, Get Feedback, andRespond.

The article acknowledged that achieving the right balance between over and under alerting is a difficult challenge that requires further research. The authors believe that tracking compliance and obtaining feedback early in the process is essential. I agree. I believe that obtaining the feedback for compliance and non-compliance will offer insight on the usefulness of alerts or possibly which alerts are misplaced in the workflow process. The authors identified a good approach of setting thresholds for action-oriented and passive suggestions. For example, clinician feedback is expected 60% of the time for action-oriented suggestions, such as drug-drug interactions.

I have been involved in healthcare software and system development projects for the last seven years. I have personally experienced improvements in vendor solutions based on user feedback. As a Project Manager, I involve my users on a continuous basis during the implementation process. During the design phase, I validate the requirements that were obtained during the analysis phase. During the development phase, I obtain their feedback with prototypes. I validate the use cases prior to the testing phase and follow up on any unexpected and failed test results. This series of steps results in user satisfaction. I believe that the same process can be performed as part of the 9th Commandment referenced above.

Clinicians fought to reduce the amount of CDS rules that would be required in Meaningful Use Stage 1, but more rigorous CDS regulatory mandates are inevitable. The 9th Commandment is an important component to CDS over the long term in order for the clinician community to be prepared to take advantage of incentive funds in Meaningful Use Stages 2 and 3. In addition, CDS is an important component to technology advancements that depend on integrated applications. As the applications integrate, CDS will be expected in order to offer a treatment plan. The goal is to provide an integrated delivery solution to the patient.
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References