



Clinical Decision Support Engaging Physicians in Change

Facilitate Physician Collaboration, a Flexible Learning Culture, and a Commitment to Change.

Numerous studies show that more than well-designed and user-friendly applications are needed to deliver pertinent clinical knowledge or clinical decision support (CDS) in ways that measurably improve outcomes. Meaningful use of CDS tools requires as much attention to people and process as it does to technology. Stakeholders must agree on specific CDS goals and objectives. They must support the implementation of CDS interventions, incorporate them into their workflow, and respond appropriately when they are delivered. The planning, development, implementation, and evaluation of order sets/clinical decision support are crucial steps for reaching the full potential of advanced clinical systems.

Our Approach

Dell Services will assign one of our highly knowledgeable physician consultants to facilitate effective Clinical Decision Support. Our physician consulting services are based on an established track record of healthcare leadership, an experienced clinician perspective, informatics knowledge and skill, and physician alignment strategies that drive change in a complex medical environment. Our resources utilize our proprietary and award-winning ADOPTS methodology which aligns the key aspects of people, processes, and technology to ensure successful implementations and sustainable results.

Dell Services Consultant Activities Involve:

- On-site interviews with stakeholders including executive management, physician executives, medical staff, and other clinical leaders.
- Assessment of the organization's current approach to order set development, deployment, and utilization.

- Assessment of the organization's approach to clinical decision support interventions—reminders, alerts, tailored forms, just-in-time references.
- Identification of organizational challenges and risks in the following areas:
 - » Development and maintenance of evidence-based clinical content
 - » Collaborative, interdisciplinary, consensus-building process
 - » Defined CDS clinical goals and objectives
- Education and recommendations on strategies and tactics to support a clinical decision support program.

Value From The Consulting Service

Our physician consulting services are designed to facilitate physician collaboration, a flexible learning culture, and a commitment to change. The Clinical Decision Support service offering leads to:

- Defined strategic direction for the planning, development, implementation, and evaluation of order sets/clinical decision support.
- A collaborative, structured approach to the customization of order sets and CDS that aligns with evidence-based medicine, formularies, clinical preferences, and quality improvement efforts.
- Improved clinical outcomes achieved by supporting the cognitive functions that physicians use to manage, organize, and coordinate the vast amount of information needed for effective healthcare.

For more information about solutions for your business or organization, contact your MEDITECH Solutions Group account representative or visit dell.com/meditechsolutions.