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Title: ***How to get clinical decision support work – problems and solutions.***

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Abstract

Background and aim

The objective of this workshop is to identify the opportunities of clinical decision support (CDS) in quality improvement, and discuss barriers and solutions for successful implementation. In Finland and in Belgium, nationwide implementation of the EBMeDS decision support service (www.ebmeds.org) is starting, and in Austria possibilities for implementation are currently discussed. In the U.K., CDS supports the Quality and Outcomes Framework. In the U.S.A., the Meaningful Use certification of all electronic medical records requires the application of CDS. Experience has accumulated on some successful implementations, but many problems need to be solved before the expectations of clinicians are fulfilled.

Organisation of workshop

Different functions of CDS and data on its effectiveness regarding quality of care and patient safety are presented in an introductory short plenary session, focusing on EBMeDS as an example. Identified barriers and solutions for implementation from Finnish, U.S. and Austrian experience are presented, and subsequently discussed in small groups by participants. Potential questions to be discussed:

- How to get leadership to understand how CDS could be of value in a strategic initiative.
- How to involve clinicians in the development of CDS.
- How to promote structuring of electronic medical records (which is an absolute requirement for CDS) and establish communication with EHR vendors.
- Reasons for poor acceptance or unintended consequences of implemented CDS interventions

Learning objectives

By the end of this session, participants will be familiar with the objectives and opportunities of CDS with particular focus on EBMeDS as an example. They will know the barriers to implementation and be able to promote CDS in their countries.

Impact of the workshop

This workshop will facilitate the implementation of CDS as a powerful tool to improve quality in primary care.