

Working with Outside Experts

Many organizations find that they need help from outside experts to support or optimize their CDS implementation. Organizations have many options for support, including educators and consultants, vendors, and user-groups and collaborative. The type of outside expert an organization brings in should correlate with the problems or questions the organization is trying to resolve. In the table below, common questions are listed by implementation stage and then mapped to the types of experts best suited to address them.

Implementation Stage	Educators/Consultants	Vendors	User-Groups/Collaboratives
Start with a Strong Foundation for CDS	<ul style="list-style-type: none"> - Is the culture of the organization ripe for change? What is the evidence? - What are the best methods for achieving stakeholder buy-in? 	<ul style="list-style-type: none"> - How long does it take to implement the technology necessary for a CDS program? - What is the evidence for ROI with this particular system? 	<ul style="list-style-type: none"> - What kind of organization has been successful using this system? - Why do you think your organization was successful or not successful?
Assemble a CDS Implementation Team	<ul style="list-style-type: none"> -How should different members of the organization work together to be most effective? - Are there particular change-management trainings that have proven to be helpful? 	<ul style="list-style-type: none"> - Are there any recommendations about the types of stakeholders who should be involved in implementation? 	<ul style="list-style-type: none"> - What are the best ways for potential users of the system to support the implementation? - Are there any particular roles or types of people who were especially helpful during implementation?

<p>Plan for Successful CDS Development, Design, and Deployment</p>	<p>- What common mistakes do practices make when trying to select the right system for their workflow and culture?</p>	<p>-What kind of options are available for customization and how can these be taken advantage of?</p> <p>-What steps are necessary to ensure continued success in using the system?</p> <p>- What kind of support can the vendor provide (workflow, training, other implementation help etc)?</p>	<p>- Are there any useful customizations available to be shared by the group?</p> <p>- What are some of the quirks of the system that should be considered when planning to turn on an intervention?</p> <p>- What steps did you take to prepare for using the CDS functionality? Would you recommend this plan to others?</p> <p>- Are there any particular challenges to be aware of?</p>
<p>Rollout of Effective CDS Interventions</p>	<p>- Are there any recommendations for training and roll-out of interventions?</p>	<p>When looking for an easy win, which interventions have worked reliably for novices?</p> <p>-Is there a suggested timeline for roll-out?</p>	<p>Are there an existing roll-out plans or training resources which were particular helpful in implementation?</p>
<p>Measure Effects and Refine CDS Interventions</p>	<p>-How can you maintain interest in evolving the CDS program and prevent change fatigue?</p>	<p>- How often is the system updated and what sorts of processes are involved in an update?</p>	<p>-How can organizations collaborate to keep interventions updated and useful?</p>