

# Roles and Responsibilities of Clinical and Non-Clinical Stakeholders\*

\*This worksheet was adapted from a 2011 book published by the Healthcare Information and Management Systems Society (HIMSS) entitled "Improving Outcomes with Clinical Decision Support: An Implementer's Guide, Second Edition."

*Front-line clinical participants who will be affected by the CDS intervention, such as patients, nurses, pharmacists, and physicians, deserve careful attention. Their successful participation throughout intervention development and deployment can dramatically increase the likelihood that the intervention will produce its intended results. Mapping out the roles that these stakeholders should play in preparing the interventions and in the change management process—in addition to completing corresponding tasks by the CDS team—can help ensure that these stakeholders are effectively engaged and their efforts coordinated. You can use this worksheet to help get that process started.*

*Copy into the first column of this worksheet each CDS intervention for which you will now detail the principal stakeholders and their roles in the change management process. If you are addressing more than one objective, you can use one or more versions of this worksheet. The clinical goal and CDS objective can be listed at the top of each worksheet to provide further context.*

*In the second column, outline the tasks that the CDS team needs to address for intervention success. Use the remaining columns to assign corresponding roles in developing the intervention to other stakeholders. Continue adding columns as needed for additional stakeholders, such as quality officers or committees.*

## Roles and Responsibilities of Clinical and Non-clinical Stakeholders

**Clinical goal:** Reduce preventable ADEs

**Medication management objective:** Prevent patients from getting drugs to which they are allergic

CDS Intervention	CDS Team	Patient	Nurse	Physician	Pharmacist	Clinical IT Advisory Committee
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<p><b>Prescription allergy alert window</b></p>	<ul style="list-style-type: none"> <li>• Document and validate changes to workflow</li> <li>• Determine/ validate data flows need to manage allergy information</li> <li>• Provide and validate database to be used for checking</li> <li>• Develop/implement evaluation plan</li> <li>• Prepare preliminary training/communications for broader stakeholder community</li> </ul>	<p>Know and communicate their allergies [develop tools and strategies to support this – such as gathering information from previous admissions for prompting]</p>	<ul style="list-style-type: none"> <li>• Help with testing and validating workflow that involves accurately recording medication list and allergies on admission to floor</li> <li>• Define nursing constraints</li> <li>• Convey the process to other front line nurses</li> <li>• Help create implementation plans</li> </ul>	<ul style="list-style-type: none"> <li>• Help finalize and accept alerting strategy/ logic,</li> <li>• Define prescriber workflow constraints (time, efficiency)</li> <li>• Convey alerting process to colleagues</li> <li>• Help create implementation plans</li> <li>• Advise on alert management such as override handling</li> </ul>	<ul style="list-style-type: none"> <li>• Validate workflow components and identify gaps</li> <li>• Help with intervention testing and validation</li> <li>• Educate colleagues</li> <li>• Verify drug information and alerting strategy</li> <li>• Help create implementation plans</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate alert management and updates</li> <li>• Oversee development, rollout and monitoring , help with problem solving</li> </ul>
<p><b>Pharmacy med check system</b></p>	<p>[Will be similar to above]</p>	<p>[Will be similar to above]</p>	<p>[Will be similar to above]</p>	<p>[Will be similar to above]</p>	<p>[Will be similar to above]</p>	<p>[Will be similar to above]</p>