

Questions to consider about Organizational Knowledge Management*

*This content 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."

- What intervention types are deployed throughout the enterprise?
 - How many of each type is deployed and what domains/topics are covered?
 - What are the content sources, monitoring/maintenance plans,¹ and effects of each intervention?
 - Are the clinical information and recommendations consistent across interventions?²
 - Is there an appropriate balance of content that is developed locally, shared, obtained from free sources, and purchased from commercial vendors?
 - How do subject matter experts and CDS implementation staff collaborate on determining and implementing the above steps, and communicating with leadership?
 - Is available CDS content optimally leveraged to meet CDS goals given available IT infrastructure?
 - How are individuals (e.g., subject matter experts) compensated for their role in maintaining the knowledge assets?
 - Is there an audit trail for what decisions are made about the content assets, and why and how they are made? Who maintains this trail, and how is that done?
 - What tools is the organization using to manage its repository of content assets³ (e.g., for authoring, storing, updating, and editing content, and tracking changes)? Who is responsible for these tools and how are content versions managed?
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