

Skeletal Outline of Different Stakeholders and Their Potential Evaluation Role*

*This table 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."

Who	What	Why
End users		
Physicians	Order sets for specific diseases	Determine usefulness of the order sets and the use patterns for each.
Nurses	User feedback – what’s working and what’s not	Understanding from a user standpoint how the CDS affects workflow is key.
Pharmacists	Medication errors Medication turnaround time	Pharmacists are central figures in the medication management process.
Managers		
Unit/department	Departmental usage statistics	Has the system been adequately customized for this department?
Specialty	Usage statistics Override rates	Has the system been adequately customized for this specialty; has the right content been developed?
Quality Team		
Core team members	Core quality measures Patient safety measures	Is the CDS system helping the hospital achieve their desired quality and safety goals?
CDS Team		
Core team members	Entire evaluation program	Well positioned between clinical and IS to gather performance, structure and process metrics, and coordinate efforts on outcome metrics.