

# Feedback and Resolution\*

\*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."

*Each intervention you are launching should be listed in this worksheet. In the third column, list the feedback strategy details, such as the use of online feedback, surveys, polls, etc. These should include feedback mechanisms that are both user-initiated (such as e-mail links within interventions) and implementation-team initiated (such as surveys and interviews), as appropriate. Record all the substantive feedback you receive for each intervention through the various channels in the fifth column, indicating the date and source for the feedback in the fourth column.*

*Although the details might not be immediately apparent, a plan for addressing each substantive issue should be documented at some point in the sixth column. When the issue is resolved, that can be noted in this column as well; the seventh column can be used to indicate the target or actual date for resolution, as appropriate. Use the last column to indicate the priority for addressing the issue (for example, low, medium, high).*

## **Feedback and Resolution**

<b>Intervention Name and ID</b>	<b>Clinical Decision Support Objective</b>	<b>Feedback Strategy</b>	<b>Feedback Date and User</b>	<b>Feedback</b>	<b>Plan/Resolution</b>	<b>Target Date/Actual Date</b>	<b>Priority</b>
Prescription allergy alert window	Reduce preventable ADEs	Survey	4-21-12/Dr. Brown	Took too much time to override alerts	Analyze/improve override process	5-15-12	High