

Making it easy to do the right thing: effective order set design

Brian Hiestand MD, MPH
Wake Forest University

Disclosures

- None

Clinical Decision Support

- Improve efficiency
- Enhance detection / screening
- Prevent adverse outcome
- Reduce cost
- Increase convenience
- Reduce unnecessary / unproductive variance

The 5 Rights of Clinical Decision Support

- **Right Information** – evidence base, correct data
- **Right Person** – get the support to the right user
- **Right Format** – deliver clear messages
- **Right Channel** – best method of delivery
- **Right Time** – task interruptions can range from irritating to dangerous

Osheroff et al, J Healthcare Inf Manage, 2009

Clinical Decision Support

- Multiple ways to skin the cat
 - Templated charts
 - Background reminders
 - Pop ups (BPAs in Epic-ese)
 - Links out to guidelines
 - Guided decision making



Clinical Decision Support Pitfalls

- Breaks the workflow
 - Requiring external link
 - The user was in their workflow for a reason
- Hard stops
 - Offer alternatives



Clinical Decision Support Pitfalls

- Long, rambling documents
- Minimize visual search time
- Break things into sections
- Start collapsed
- Requiring additional input / clicks
 - Default universal items
 - Do not force “unclicks”



Content

- Do you even need this orderset?
- For obs unit protocol, yes.
- For general use:
 - High frequency
 - High risk / memory steps
 - High variance



Content Experts

- Obs expertise
- End User
- Nursing
- Specialists?



Structure - Autochecks

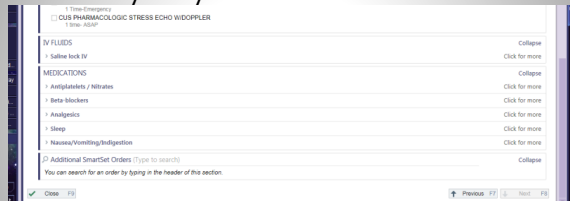


Structure – order matters

- High rate of dobutamine echo
- First in the list
- Reversed the order
- Added guidance



Visually tidy



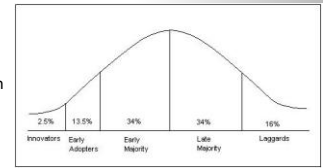
Not done yet - Testing

- Not just you
 - Other docs
 - Nurses
 - Rad techs
 - Pharmacy
 - Specialists (maybe)



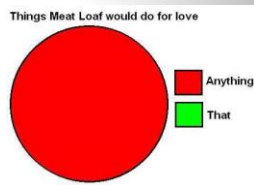
Getting the word out

- I still get the "oh, we have a hypoglycemia protocol?"
- It was there when I joined in 2010
- Not a one-off, especially in academic shops



Monitor

- Usage reports
- Admission rates from the protocol
- Admission rates off protocol



Conclusion

- Good orderset design is clinical decision support
- Know your system architecture capabilities
- Sometimes less is more, sometimes less is dangerous
- Wetware issues (humans) often more critical than software issues