**Clinical Decision Support User Requirements Template**

**What is your understanding of the area of focus within the service department this tool aims to solve (not how)?**

1. What is the area of focus within the service department for this product (e.g., emergency department, in-patient/ambulatory)?

Emergency department triage service

**What roles will use this clinical decision support tool?**

1. What are the characteristics of the primary end user roles (e.g., providers and nurses)? Answer based on what you know about current system users, their Standards of Practice, and the information they need from databases.

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Title** | **Professional Background** | **Information Needs** |
| Provider | MD – resident or attending | Clinical training in Emergency medicine | * Patient demographics * History of present illness * Patient history * Review of systems * Physical exam * Medical decision-making * Assessment and Plan * Disposition * Med admin history |
| Nurse | RN, LPN, NP | Nursing training | * Patient demographics * History of present illness * Patient history * Physical exam * Assessment and Plan |

1. What are the characteristics of the secondary user roles? Secondary users are institutional representatives who need access to data and the outputs but aren't responsible for entering data.

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Title** | **Professional Background** | **Information Needs** |
| Pharmacist | PharmD | Clinical in pharmacy | Med admin history |
| Hospitalist/in-patient clinician | MD – resident or attending | Clinical in Emergency medicine | Patient demographics  H&P  Med admin history |
| Medical coders | varies | varies | Med admin history in order to code the encounter for billing purposes |
| Patient safety managers | varies | varies | Data necessary to reduce or prevent adverse events |

1. Would secondary users have similar backgrounds? **🞎 Yes** 🞎 No (Other backgrounds? \_\_\_\_\_\_\_\_\_\_\_\_\_\_)
2. Describe additional attributes of each user role relevant for the interactive system to be designed or evaluated, including any needs for accessibility.

|  |  |
| --- | --- |
| **Role** | **Attributes** |
|  |  |
|  |  |

1. What other people are interested in the in-direct results of this project (e.g., project requestor, VHA leadership) and why?

|  |  |
| --- | --- |
| **Other User** | **Interest** |
| Chief of service | Workload assignments |
| Programmers | Patient safety |

**Context of Use**

1. Where will it be used?

* In clinic
* Over-the-phone
* By video conference
* All of the above
* None of the above
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How might the use environment impact use of the clinical reminder?

* Time pressure
* Noise
* Distractions
* None of the above
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NOTE:**

The Clinical Decision Support (CDS) User Requirements Template is a companion document to the General Model to Evaluate CDS Interventions and Assessment Protocol. The document is targeted for use by clinical application teams and clinicians. Readers are expected to have at least basic knowledge about the clinical process and the use of CDS interventions in the VA, but they are not expected to be experts in research or informatics, although the document can be useful to these populations as well.

This template will guide the user in collecting the necessary information to understand the user requirements and needs. It contains a line of questions to guide the data collection process. Specifically, it asks about the problem at hand, the user roles, and context of use.