Slide 1: Technological Approaches to Quality Improvement: The Challenge of Use

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Slide 2: Themes and Points

- Balance focus on technology and content with focus on use
- Identify and surface assumptions regarding mechanisms of operation
- Balance observational and interventional work
    - Varieties of decisions and "decision" processes
    - Descriptive vs. normative models

Slide 3: Envisioning and Designing vs. Implementing New Care Processes

- Benefit = f(innovative [superior] process + use)
- Addressing the use problem via implementation or design? Tradeoffs?
- Barriers to use?

Slide 4: Implicit (Invalid?) Assumptions

- Attributes of "decisions" (and their diversity)
    - Implications for decision support
- Attributes of professional practices, actions
    - Explicit, decision-based vs. other
- Point-of-decision support vs. general reminders
- Permanent vs. temporary conditions, constraints
- Use: barriers, determinants of current patterns

Slide 5: Observational vs. Interventional Studies

- Normative vs. descriptive models of DM
- Types of decisions and decision processes, actions (and their determinants)
- Wealth of insights, evidence from existing experience: document, explain current patterns
    - Apgar score, MMSE vs. less transparent algorithms
    - Relative importance of validity, transparency/face validity, reducing work, financial incentives, policy