

Computerized clinical decision support: Defining end-user requirements for primary care staff and patients

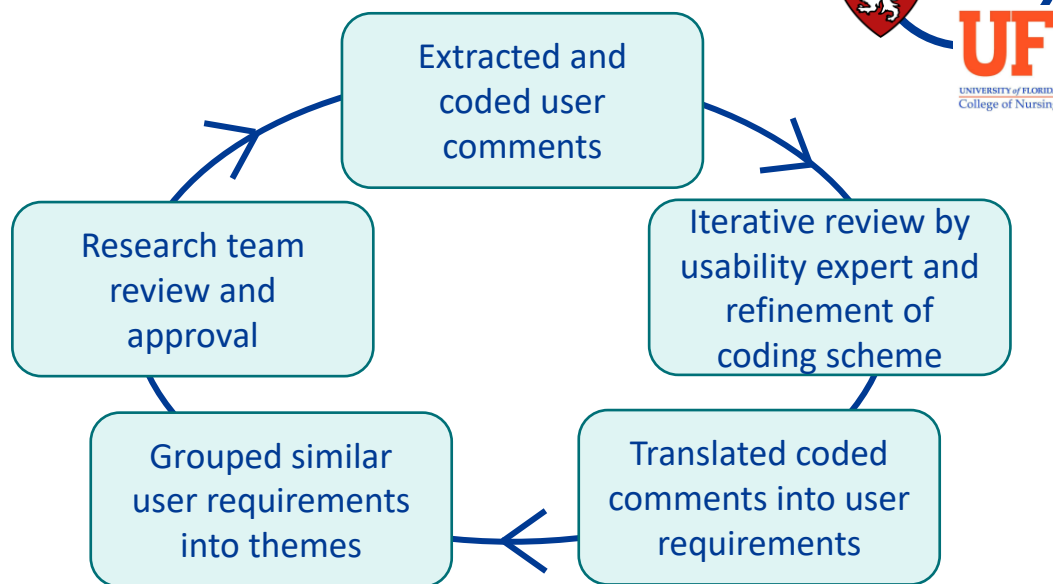
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Introduction

The goal of this research is to identify end-user requirements through a user-centered design process for a tool that will generate CCDS to protect older adults from falls and injuries.

Methods

Semi-structured interviews and exploratory interviews with primary care staff (n=24) and patients (n=18).



Conclusion

These findings suggest that there are many care gaps in fall prevention management in primary care and that personalized, actionable, and evidence based CCDS has the potential to address some of these gaps.

Results

Primary Care Staff User Requirement Themes

CCDS must not add time to pre-existing workflows	Standardized resources for primary care team members to share with patients when creating fall prevention plans
Work with patient to resolve ambivalence around fall risk and to highlight reason(s) for change	Systematic communication between and among care team members, patients and family
Evidence based, safe exercise recommendations	In-person assessment of patient symptoms and diagnoses

Patient User Requirement Themes

Understanding of personal fall risk and awareness of personal preventative strategies	Patient support network to encourage adherence to fall prevention plans
Intrinsic and extrinsic motivation to engage in and maintain behavior change	Expert guidance to trust and feel confident in fall prevention recommendations

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