Technical Expert Panel Teleconference, May 2012
CDS Products:
Packaging and Marketing for the Customers

GLIDES PROJECT
GuideLines Into DEcision Support

sponsored by
The Agency for Healthcare Research and Quality

Today

- **CDS Products - Packaging and Marketing for the Customers**
  - What are the products?
  - How have we packaged and marketed the products to date?
  - What is our strategy for the future?
  - What packaging and marketing changes are we making now, to position us for the future?

- Voices of the Customers
  - Andrew Hamilton, Alliance of Chicago
  - Abid Khan, American Urological Association (AUA)

GuideLines Into Decision Support: What Are The Products?

Tools For Guideline Developers

Tools For Guideline Implementers

BRIDGE-Wiz

A tool for guideline authors to improve clarity, transparency, and validity

Recommendation Authors Should Be Explicit About

- **WHEN** {under what circumstances}
- **WHO** {in the Intended Audience}
  - **Ought** to {with what level of obligation}
    - **DO WHAT**
- {To **WHOM**} {which members of the target population}
    - **HOW**
    - **WHY**

GLIA

An instrument to identify obstacles to successful implementation

eGLIA

Number of complete appraisals

Cell background: Green: final report complete, Red: final report partially done, Grey: no final report decisions

Generate report for Screening for gonorrhea, version 2

Generate GLIA report for global dimension

Pin color: Blue = discuss, Green = no need for discussion, Pink = No completed appraisals

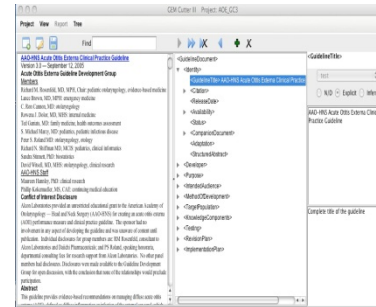Facilitates appraisal and consensus development

GEM

- Guideline Elements Model
- Knowledge model for guideline documents
- XML-base
- ANSI standard (ASTM E2210-06)

GEM CUTTER

- Parses guideline text into chunks compatible with the Guideline Elements Model schema
- Preserves "audit" trail

EXTRACTOR

- Creates reports and extracts information to be used as inputs to the CDS design process (logic specifications)

IMPLEMENTATION TOOLKIT

- Project methodology
- Sample work plans/checklists
- Design documents/forms
- Lessons Learned/Dos-Don'ts
- CDS System Examples
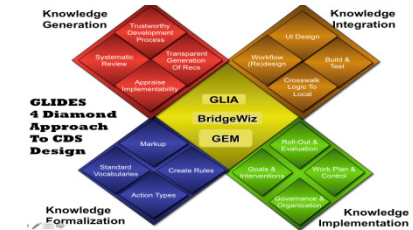
OPERATIONAL CDS SYSTEMS/DESIGNS

Asthma Control	Obesity Counseling
Premie Support	Low Back Pain

Patient Centered Data Capture

From Demonstration To Standard Practice

How Have We Marketed The Products To Date?

BridgeWiz	GLIA & eGLIA	GEM Suite
In use since 2009	In use since 2005	In use since 2002
Customize by Yale	Free download from Yale	Free download from Yale
7+ developers now using, including AAP, AUA, AAO-HNS, ASCO, ECRI	## now using	60+ users cited in 2011 literature review since 2002

Focus to date has been on development and pilot projects, rather than formal marketing and promotion

What Is Our Marketing Strategy For The Future?

1. Seek to fund development and support efforts through grants and awards, at least for next 2-3 years

2. Use Option Year 3 funding to strengthen our marketing and packaging/deployment capabilities (Dissemination)

3. Investigate Open Source options as a long-term support model

Marketing and Packaging Initiatives In GLIDES Option Year 3

- Improved web-deployment sites for all SW tools
  - Free downloads
  - Online tutorials
  - Examples
  - User surveys/feedback

- Implementation Toolkit
  - Four Diamonds model
  - GLIDES artifacts and lesson learned
  - Design forms, templates and implementation tools
  - CDS examples

- Whether to make GLIDES CDS Products (eg. Asthma CDS design/content) more broadly/formally available?
  - Will evaluate later in 2012, reflecting feedback from Alliance pilot

From Demonstration To Standard Practice

Other Marketing and Packaging Initiatives (non-GLIDES)

- Pursuing several new contacts/users of tools

- Pursuing grants to fund ongoing support operations

- National Guidelines Clearinghouse proposal to offer GEM-cut output over its website to facilitate the development of computer-based decision support

- Improving maintainability and support of GLIDES SW
  - User feedback/survey mechanisms
  - Version control
  - User documentation
  - Technical documentation
  - Refactoring of code

Open Source

- Exploring OS options for GLIDES tools
  - IP/Legal strategy
  - License selection
  - Communication and collaboration tools
  - Version control
  - Authorization/control of commits
  - Governance

- OS has potential for long term sustainability for GLIDES tools