

## Potential Interventions/Strategies To Increase Adoption

### 1. Taxonomy Of Adoption Improvement

The following types of Quality Improvement (QI) strategies are summarized from “Closing The Quality Gap: A Critical Analysis of Quality Improvement Strategies”, an AHRQ publication. They can provide a framework for organizing and implementing action plans to improve GLIDES adoption at Yale and Nemours clinical sites.

- **Provider reminders:** Information tied to a specific clinical encounter, provided verbally, in writing, or by computer, and intended to prompt the clinician to recall information or to consider performing a specific process of care.
- **Audit and feedback:** Any summary of clinical performance of health care providers or institutions that is reported either publicly or confidentially, to or about the clinician or institution.
- **Provider education:** Any intervention that included one of the following three sub-strategies:
  - Educational workshops, meetings (e.g., traditional Continuing Medical Education [CME]), and lectures (live or computer-based);
  - Educational outreach visits (use of a trained person who met with providers in their practice settings to disseminate information intended to change the provider's practice); or
  - Distribution of educational materials (e.g., published or printed recommendations for clinical care, including clinical practice guidelines, audio-visual materials and/or electronic publications).
- **Organizational change:** Changes in the structure or delivery of clinical care designed to improve its efficiency or comprehensiveness.
- **Financial, regulatory, or legislative incentives:** Interventions providing positive or negative financial incentives directed at providers.

Note, the following other QI Strategies delineated in the AHRQ report appear to have no direct application to the effort to improve GLIDES adoption:

- **Facilitated relay of clinical data to providers:** Clinical information collected directly from patients and relayed to the provider where the data are not generally collected during a patient visit.
- **Patient education:** In-person patient education, either individually or as a part of a group or community; distribution of printed or audio-visual educational materials.
- **Promotion of self-management:** Distribution of materials (e.g., devices for blood pressure self-monitoring) or access to a resource that enhances the patients' ability to manage their condition, provision of clinical data back to the patient, or follow-up phone calls to make recommendations regarding adjustments to care.
- **Patient reminders:** Any effort directed at encouraging patients to keep appointments or adhere to other aspects of self-care.

## 2. Potential Tactics For Increasing GLIDES Adoption

QI Strategy	Potential Tactic To Increase GLIDES Adoption
<b>Provider reminders</b>	<ul style="list-style-type: none"> <li>• Daily reminders (at log-in to the EMR) to use GLIDES for specific situations</li> <li>• Email blasts and reminders on goals and objectives of GLIDES program</li> <li>• Others?</li> </ul>
<b>Audit and feedback</b>	<ul style="list-style-type: none"> <li>• Performance reports and feedback on guideline compliance</li> <li>• Publish weekly adoption/usage chart for clinical staff</li> <li>• Discuss feedback and GLIDES' capabilities at clinical staff meetings</li> <li>• Provide usage reports to providers and clinical champions, to facilitate one on one coaching/encouragement</li> <li>• Others?</li> </ul>
<b>Provider education</b>	<ul style="list-style-type: none"> <li>• Communications explaining benefits and features of CDS</li> <li>• Publish testimonials from other CDS users</li> <li>• Provide remedial training and coaching for accessing and using the CDS</li> <li>• Regular meeting/forum between GLIDES leadership and clinical champions (cross-fertilization between Yale and Nemours?)</li> <li>• Others?</li> </ul>
<b>Organizational change</b>	<ul style="list-style-type: none"> <li>• Leverage Clinical Champions:               <ul style="list-style-type: none"> <li>○ Present at all sites</li> <li>○ Have confidence in GLIDES CDS' ability to meet clinical objectives</li> <li>○ Visibly committed to the organization's use of GLIDES CDS</li> </ul> </li> <li>• Assist each clinical champion in developing and implement a clear plan for encouraging adoption</li> <li>• In addition to clinical champions, provide a higher-level of authoritative direction for using GLIDES (i.e. mandatory use)</li> <li>• Demonstrate commitment to improving GLIDES               <ul style="list-style-type: none"> <li>○ Meet with users to identify and prioritize required enhancements</li> <li>○ Publish enhancement plans to all users</li> <li>○ Implement enhancements sequentially focusing on those that can help improve adoption</li> </ul> </li> <li>• Others?</li> </ul>
<b>Financial, regulatory, or legislative incentives</b>	<ul style="list-style-type: none"> <li>• Provider financial and other incentives to encourage adoption</li> <li>• Provider reminder to all participants of potential for additional funding and participation</li> <li>• Introduce competitive dynamic between individual clinical locations for adoption</li> <li>• Others?</li> </ul>

### 3. Develop Plans For Improving Adoption At Each (Plan For Each Organization/Guideline)

<b>QI Strategies</b>	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>	<b>Month 4</b>
Provider reminders	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>
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Organizational change	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>	<ul style="list-style-type: none"> <li>• Action 1</li> <li>• Action 2</li> <li>• Action 3</li> </ul>
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# Users – During Clinic				
# Uses – During Clinic				
# Users – After Clinic				
# Users – After Clinic				