# RESOLVING CLINICIANS ON-LINE INFORMATION NEEDS: A SHORT HISTORY OF BUTTONS

James J. Cimino, M.D. Biomedical Informatics and Medicine Columbia University February 11, 2005

## **Objectives**

- Studying clinician information needs
- Evolution of infobuttons
- Research agenda
- Evaluation
- The Coumadin Story
- Methods for integration
- Infobuttons in the real world

Everybody is worried about losing their job to automation. They're afraid they'll be replaced by a button. But I'm smart. I'm going to get a job in the factory where they make the buttons.

- Jackie Gleason, The Jackie Gleason Show, circa 1968



## **Studying Information Needs**

Covell DG, Uman GC, Manning PR. Information needs in office practice: are they being met? Ann Intern Med. 1985 Oct;103(4):596-9.

## **Results of Observational Study**

- 47 physicians
- Observed during a half day of typical practice
- Estimated 2-3 questions per physician per day
- 269 questions raised about patient management
- Only 30% were answered during the patient visit
- Usual resource was another physician

## **Other Observational Studies**

The information needs of practicing physicians in northeastern New York State.

Assessment of physicians' information needs in five Texas counties

Information needs of rural health care practitioners in Hawaii.

Knowledge management in clinical practice: a systematic review of information seeking behavior in physicians

Information needs and information-seeking behaviors of on-call radiology residents

- Expanding the concept of medical information: an observational study of physicians' information needs
- Curbside consultation practices and attitudes among primary care physicians and medical subspecialists
- Information needs of health care professionals in an AIDS outpatient clinic as determined by chart review

Methods for assessing information needs of clinicians in ambulatory care.

- Real-time information-seeking behavior of residency physicians
- Information seeking in primary care: how physicians choose which clinical questions to pursue and which to leave unanswered
- Physicians' use of computer software in answering clinical questions.

Residents' medical information needs in clinic: are they being met?

## Findings

- Information needs occur often
- They are often unresolved
- Computer-based resources are underused:
  - Lack of knowledge of existence
  - Lack of access
  - Lack of navigational skills
  - Perceived lack of time

## Information Needs of CIS Users

Stereotypical tasks suggest recurrent needs

- System knows:
  - Who the user is
  - Who the patient is
  - What the user is doing
  - What information the user is looking at
- User is sitting at a computer!

## Information for Decision-Making



## Information for Decision-Making



# Information for Decision-Making





## Unified Medical Language System

The purpose of the UMLS is to improve the ability of computer programs to "understand" the biomedical meaning in user inquiries and to use this understanding to retrieve and integrate relevant machine-readable information for users. - Donald A.B. Lindberg 1986/1993



## First Attempt: The Medline Button

- CIS (WebCIS's predecessor) on mainframe
- BRS/Colleague (Medline) on same mainframe
- Get them to talk to each other
- Search using patient diagnoses and procedures
- Kludge required

#### CIS Physician Main Menu

Select One Function..... 4 Display Results 1 2 **Display Selected Results** 3 Display Demographic Profile 4 Admission and Discharge History 5 Display Sensitive Results Enter Patient Medical Record Number....: 1925809 or Enter Patient Name (last, first)..... or Enter Patient Location.....:

A

Mark (	Onfiguration WILLIAMS	Fonts Exit Help , JOHNNIE Sex: F Birthdate: 02/26/920 MRN: 1925809 Admission Record Detail
Adr Doc Pri	nission D tor: CI imary Dia act Terms	ate: 01/03/95 Discharge Date: 02/16/95 Location: M6HS MINO, JAMES J Discharge Summary: N gnosis: 410.71 ACUTE MI,SUBENDO INFARC, INITI You Are interested in:
		Diseases:
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	F8 =	for more information







## First Attempt: The Medline Button

- CIS (WebCIS's predecessor) on mainframe
- BRS/Colleague (Medline) on same mainframe
- Get them to talk to each other
- Search using patient diagnoses and procedures
- Kludge required
- Technical success
- Practical failure



## **One-Stop Information Shopping?**



## One-Touch Information Shopping



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Would you like to see some pathology image of PULMONARY EDEMA?

What's the pathology explaination of PULMONARY EDEMA?

What's the differential diagnosis of PULMONARY EDEMA?

#### **Pulmonary Pathology**



At high magnification, the alveoli in this lung are filled with a smooth to slightly floccular pink material characteristic for pulmonary edema. Note also that the capillaries in the alveolar walls are congested with many red blood cells. Congestion and edema of the lungs is common in natients with heart failure and in areas of inflammation of the lung

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Document: Done





Guidelines DXPLAIN Differential Diagnosis	Lab test: 1996-02-29					
SUMMARY	NAME	VALUE		RANGE	UNITS	MEDLINE
1. 🔿	NA	141		135-146	mM/l	MEDLINE
2. 🔿	К	5.2	۲	3.2-4.6	mM/l	MEDLINE
3. 🔾	CL	109		96-108	mM/l	MEDLINE
4. 🔿	CO2	26		23-29	mM/l	MEDLINE
5. 🔿	BUN	26	۲	6-19	mg/dl	MEDLINE

Below is the list of laboratory tests and findings ALREADY included in DXplain's search request:

$\boxtimes$ ELDERLY (>65 YRS)	$\boxtimes$ MALE	
⊠Hyponatremia	⊠Hyperkalemia	⊠Hyperglycemia
⊠ Creatinine, Elevated	⊠ Hypocalcemia	⊠ Hypoalbuminemia
⊠ Serum Total Bilirubin Elevated	$\boxtimes$ Serum Conjugated Bilirubin Elevated	$\boxtimes$ Alkaline Phosphatase, Elevated
⊠ Sgot (Ast), Elevated	⊠ Sgpt (Alt), Elevated	⊠no Hyperchloremia
⊠no Hypochloremia	⊠no Bicarbonate, Increased	⊠no Bicarbonate, Decreased
⊠no Blood Urea Nitrogen Decreased	⊠no Blood Urea Nitrogen Elevated	$\boxtimes no$ Serum Phosphate Decreased
⊠no Serum Phosphate Elevated	⊠no Hypouricemia	⊠no Hyperuricemia
⊠no Serum Lactic Acid Dehydrogenase Elevated	⊠no Serum Creatine Phosphokinase Elevated	

CHECK OUT the terms you don't want to include in the search.

NOTE - the following labtests were NOT included in the request: CHOLESTEROL

If you wish to add terms to the search - Please type them into the following line (separated by ' + ' !!):

#### Free-text search string:

abdominal pain + weight loss

To see the text associated with each diagnosis hit the button on the left, when you are done hit [back]

DXplain's Diagnoses					
• Disease Information • Explain Disease	interp.				
1 ALCO HO LISM	+				
2 DIABETES MELLITUS, NON-INSULIN DEPENDENT	+				
MAGNESIUM DEFICIENCY SYNDROME	+				
4 COLITIS, ULCERATIVE	+				
5 NON-KETOTIC HYPEROSMOLAR COMA	+				
RENAL CELL CARCINO MA	+				
7 NEPHROTIC SYNDROME					
CHOLECYSTITIS, ACUTE					
ENTERITIS, REGIONAL (CROHNS DISEASE)					
10 HEART FAILURE, CONGESTIVE					
O Disease Information O Explain Disease					
11 SPRUE, TROPICAL					
12 POLYMYALGIA RHEUMATICA					
13 SCLERO DERMA, RENAL DISEASE					
14 HYPOVOLEMIC SHOCK					
15 CELIAC DISEASE, ADULT					
18 KIDNEY, POLYCYSTIC DISEASE					
17 MALNUTRITION					
18 MYELOMA, MULTIPLE					
19 RECTUM, ADENOCARCINO MA					
20 GLOMERULO NEPHRITIS, MEMBRANO PRO LIFERATIVE					










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[Losec was probably the cause of interstitial nephritis].	
Lakartidningen. 1999 Apr 7;96(14):1717-8. Swedish. No abstract available.	
PMID: 10222687; UI: 99239193.	
Freeman HJ. [See Related Articles]	
Therapy for ulcers and erosions associated with nonsteroidal anti-inflammatory drugs.	
Can J Gastroenterol. 1998 Nov-Dec;12(8):537-9. Review. No abstract available.	
PMID: 10206732; 01: 99217414.	
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#### Infobutton Use vs. Other Resources

- Six months of log files
- 38,763 health resources
  - 14,036 anonymous health resources
  - 19,913 health resources from WebCIS
  - -4,814 infobuttons
- 2,607 users
  - 51% resident physicians
  - 34% attending physicians
  - 5% nurses
  - 10% other (pharmacists, administrators, etc.)

#### **Information Use Contexts**



#### Information Resource Usage



- Micromedex
- Pharmacy IB
- Sensitivity IB
- Culture IB
- Ovid Medline
- Online Formulary
- □ Harrison's
- PubMed
- Journals
- MedlinePlus
- □ ICD9-CM
- Other Resources

#### **Context-Specific Resource Use**



#### What resources do they like?



















## **Research Issues**

• What are the information needs?





## What are the Information Needs?

- Observations:
  - Four days, three sites, 159 minutes of videotape
  - 154 information needs
- 1/3 information about the patient

   Abdominal CT was abnormal, what are LFTs?
- 1/3 institutional information

   What specimen do I collect for this test?
- 1/3 health information
  - What does this pill look like?
  - What are the patient instructions?
- Computers used 50% of the time
- 81/154 needs not satisfied

#### **Research Issues**

- What are the information needs?
- Which context information is important?

#### **Context-Dependent Information Needs**



#### **Research Issues**

- What are the information needs?
- Which context information is important?
- What resources can satisfy needs?
- How can retrieval be automated?
  - What context data are used?
  - How are the data translated?

## The Medical Entities Dictionary (MED)



#### **Research Issues**

- What are the information needs?
- Which context information is important?
- What resources can satisfy needs?
- How can retrieval be automated?
  - What context data are used?
  - How are the data translated?
  - How are the data transmitted?



#### Infobuttons vs. Infobutton Manager



## **Heuristic Evaluation**

- Expert evaluation
- Used to identify potential problems
- Principled system analysis
- Problems ranked by severity
- Evaluation with limited heuristic set
- Paper-based evaluation

# **Evaluation Methodology**

Heuristic	Reviewer 1	Reviewer 2	Reviewer 3
1. Consistency	$\checkmark$	$\checkmark$	$\checkmark$
2. Visibility			
3. Match	$\checkmark$	$\checkmark$	$\checkmark$
4. Minimalist	$\checkmark$	$\checkmark$	$\checkmark$
5. Memory	$\checkmark$	$\checkmark$	$\checkmark$
6. Feedback			
7. Flexibility and Efficiency			
8. Error Message			
9. Prevent Errors			$\checkmark$
10. Closure		$\checkmark$	
11. Reversible Actions		$\checkmark$	
12. Language	$\checkmark$	$\checkmark$	$\checkmark$
13. Control		$\checkmark$	
14. Document		$\checkmark$	

# Definitions

Heuristic	
Consistency	The users should not have to wonder whether different words, situations or actions mean the same thing
Match	The image of the system perceived by the users should match the model the users have about the system
Minimalist	This involves judging whether any extraneous information is a distraction and a slow-down
Memory	Users should not have to memorize a lot of information to carry out tasks.
Language	The language should be presented in a form, easily understandable by the intended user.

#### **Paper-based Evaluation**

- Evaluators given narrative of a scenario
- Screen shots of scenario included
- Heuristics applied to screen shots

#### Results

- 18 screen shots
- 4 evaluators
  - -clinical
  - -sociology
- 108 comments on design and layout

#### **Frequency of Usability Problems**



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National Guidelines Clearinghouse			
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	New/Noteworthy	PMID: 14697403 [PubMed - indexed for MEDLINE]	
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Lab Tests Online	MeSH Database	Diverse toxicity associated with cardiac Na+/K+ pump inhibition: evaluation	
<u>UpToDate</u>	Single Citation Matcher	J Pharmacol Exp Ther. 2003 May;305(2):765-71. Epub 2003 Feb 20.	
Harrisons Principles of Internal Medic	Batch Citation	PMID: 12606646 [PubMed - indexed for MEDLINE]	
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HEENI				angiography or MRA is recommended.			
Pharmacy				A limited renal ultrasound was performed. There are no	o prior ultrasounds ava	ailable for comp	arison
PFT							
Non-chart				The right kidney measures 13 cm. The left kidney meas	sures 13 cm. There is i	no evidence of a	a focal
Alerts				renal <u>mass</u> , <u>calculi</u> or <u>hydronephrosis</u> .			
Signout				Arterial flow is identified within both renal arteries. The	re was pulsatility of flo	w within both r	enal
Notes				veins, possibly due to <u>cardiac</u> <u>disease</u> . If the clinical sus	spicion is <u>occlusion</u> of	the renal arterie	s or
DOP notes				renal veins, further evaluation with digital <u>angiography</u> o	or <u>MRA</u> is reccomend	ed.	
Self Rep Lab		-		The bladder is collapsed. The prostate measures 4.5 cr	m x 2.7 cm x 3.4 cm.		<b>_</b>
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- Chair of Medicine wants link to Coumadin protocol
- First, I have to find the guidelines

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- Chair of Medicine wants link to Coumadin protocol
- First, I have to find the guidelines
- Then I have to add the question to the IM table

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	http://infonet.nyp.org/Pharmacy/Forms/Medication/INR-policy-pediatric.pdf	What is the NYPH guideline for managing pediatric patients with elevated INR due to warfarin?					
	http://infonet.nyp.org/Pharmacy/Pharmacy-M/HeparinGuidelinesWeb.pdf	What is the NYPH guideline for prescribing intravenous unfractionated heparin in adults?					
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- Chair of Medicine wants link to Coumadin protocol
- First, I have to find the guidelines
- Then I have to add the question to the IM table
- Finally, I link the question to the context

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- Chair of Medicine wants link to Coumadin protocol
- First, I have to find the guidelines
- Then I have to add the question to the IM table
- Finally, I link the question to the context
- Voilá!

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					H	<u>naer</u>
Lab su	arks	TABLE 1: Recom	mendations for the Med	ical Management of ADULT Patients with an Elevated		
Lab ur		THE SECOND	INR Value Secondary	to Chronic Warfarin Administration		
1261	B.	INR value	No significant bleeding	INP 3 1-3 9 Day 1: subtract 5-10% of total weekly dose (TWD)		F
Admin	mbnails	(assuming target INR is 2-3*)	Low bleeding risk based on INR value	INR 5.1-5.9 Day 1: Solidat O'ROB Weekly dose (1905) Weekly: reduce TWD by 5-10% Re-Check INR in 72 hours** INR 4.0-5.0 Day 1: no warfarin Weekly: reduce TWD by 10-20% Re-check INR in 72 hours**		F F F
• All 1	14	INR >5 but <9	No significant bleeding	Hold warfarin**		F
O Befo Labora	ents		At risk for bleeding based on elevated INR value	<ul> <li>Monitor INR daily until it reaches upper limit of the therapeutic range*</li> <li>Weekly: reduce TWD by 20-50%</li> <li>Re-check an INR in 72 hours***</li> </ul>		F
<u>Radiol</u> Pathol Diret	Comm		(No additional risk for bleeding based on Appendix A)			
Op/Cli Oper Cons Clin S	Signatures	INR > 9	At risk for bleeding based on elevated INR value (No additional risk for bleeding based on Appendix A)	<ul> <li>Floid Warrann<sup>++</sup></li> <li>Give vitamin K 0.5 mg IV or approximately 1 mg PO (one quarter of a commercially available 5 mg tablet)<sup>++</sup></li> <li>Admit the patient to the hospital</li> <li>Monitor INR frequently over the next 24-48 hrs (at least daily) until it reaches the upper limit of the therapeutic range<sup>+</sup></li> <li>Re-institute warfarin after decreasing the TWD by 20-50%</li> <li>Re-back INR dails until us stabilized then weakly</li> </ul>		
Eclips <u>Neuroj</u> Ob/Gy <u>GI Enc</u> Cardio		INR > 5	At risk for bleeding based on elevated INR value And At risk for bleeding based on characteristics outlined in Appendix A	<ul> <li>Hold warfarin</li> <li>Give vitamin K 0.5 mg IV or approximately 1 mg PO (one quarter of a commercially available 5 mg tablet)**</li> <li>Monitor INR frequently over the next 24-48 hrs (at least daily) until it reaches the upper limit of the therapeutic range*</li> <li>Re-institute warfarin after decreasing the TWD by 20-50%</li> <li>Re-check INR daily until re-stabilized, then weekly</li> </ul>		
HEEN		INR >3*	Bleeding	<ul> <li>Hold warfarin</li> <li>Give vitamin K by TV infusion <sup>a, b</sup></li> </ul>		
<u>Pharm</u> : PFT				ADULT DOSE: 1-5 mg     Give FFP <sup>2</sup>		
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### Simple link

- Concept-based link
- Simple search
- Concept-based search
- Intelligent agent
- Calculator

#### Question has "hardcoded" URL

e.g.: "www.columbia.edu/potassium.pdf"

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**Questions of Interest** From the Columbia University <u>Infobutton Manager</u><sup>©</sup>

Concept of Interest: K Preferred Name for Searching: POTASSIUM Date of Patient Data: 2004-08-19 11:44

Frequently Asked Questions.

What are the NYPH Guidelines for potassium replacement in adults? What does the CPMC Lab Manual say about this test?

What is its toxicity?

How does the CPMC Lab Manual say I should collect a specimen for this test? What is the anion gap for this (and other related results)?

What are the adverse reactions according to Micromedex?

Other Common Questions: <u>What is the differential diagnosis when it is abnormal?</u>

Search Other <u>Resources</u>: <u>Lab Tests Online</u> <u>UpToDate</u> <u>Harrisons Principles of Internal Medicine</u> <u>Micromedex</u> <u>PubMed</u> <u>National Guidelines Clearinghouse</u>

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#### http://infonet.nyp.org/Pharmacy/Pharmacy-M/AdultPotassium\_030503\_.pdf

#### Adult Potassium Replacement Policy

AVAILABLE PRODUCTS on NYPH FORMULARY

	Intravenous							
Small volume parenterals		Large volume parenterals						
(for intermittent piggyback infusion)		(for continuous mai	ntenance infusion)					
10 mEq in 50 mL Sterile Water for Inject	ction	20 mEq in 0.9 % Na0	C1 1000 mL					
10 mEq in 100 mL Sterile Water for Injo	ection	40 mEq in Dextrose 5%, 1000 mL						
20 mEq in 50 mL Sterile Water for Inject	ction	20 mEq in Dextrose 5% and Sodium Chloride 0.45%, 1000 mL						
20 mEq in 100 mL Sterile Water for Inj	ection	40 mEq in 0.9% NaCl 1000 mL						
		40 mEq in Dextrose	5% and Sodium Chloride 0.45%, 1000 mL					
Oral								
20 mEq/15 mL unit dose	40 mEq/30 mL unit	dose	Tablet, extended release 10 mEq/tablet					
30 mEq/22.5 mL unit dose	6.7 mEq/5 mL, Sug	ar Free (bulk bottle)	Tablet, extended release 20 mEq/tablet					

#### DOSING RECOMMENDATIONS

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Thumbnails

Comments

Signatures

- + Deviations from dosing parameters outlined in this policy MUST be approved by an ICU attending or fellow
- Replacement by oral or enteral route is preferred for non-critical potassium replacement. Use intravenous intermittent piggyback
  infusion only when rapid correction is necessary or the patient is unable to take oral medication.
- <u>Standing</u> orders of intermittent intravenous infusions on general care areas are not acceptable (eg. KCl 20mEq IV BID)

Serum K+	Total Replacement Dose
	(consider lower dose for renal insufficiency)
<u>&lt; 3 mEq/L</u>	40 - 80 mEq
3.1 - 3.4 mEq/L	40 - 60 mEq
3.5 – 3.9 mEq/L	20 - 40 mEq
4 – 4.2 mEq/L cardiac patient	10 mEq

- To accomplish an appropriate intermittent piggyback infusion dose utilizing the potassium chloride small volume parenterals available, "runs" are acceptable, providing the order adheres to administration rate and concentration parameters for the unit and IV access respectively. (e.g. KCl 20 mEq/50 ml over 1 hour x3)
- Generally,serum potassium rises 0.1 mEq/L for every 10 mEq of potassium administered.
- ......Ratients taking digitalis should be maintained at a second potassium ad mEal

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- Simple link
- Concept-based
- Simple search
- Concept-based search
- Intelligent agent
- Calculator

- Translate concept of interest to controlled term
- Find controlled term in data dictionary
- Obtain term attribute for constructing URL from data dictionary
- Construct URL, e.g.: www.columbia.edu/lab/<>.html + cl001900

www.columbia.edu/lab/cl001900.html

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Concept of Interest: K Preferred Name for Searching: POTASSIUM Date of Patient Data: 2004-08-19 11:44

Frequently Asked Questions: <u>What are the NYPH Guidelines for potassium replacement in adults?</u> <u>What does the CPMC Lab Manual say about this test?</u>

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Other Common Questions: What is the differential diagnosis when it is abnormal?

Search Other <u>Resources</u>: <u>Lab Tests Online</u> <u>UpToDate</u> <u>Harrisons Principles of Internal Medicine</u> <u>Micromedex</u> <u>PubMed</u> <u>National Guidelines Clearinghouse</u>

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Insert concept of interest into CGI function call as a parameter

e.g.:

www.Uptodate.com/search.cgi?term=<> + POTASSIUM

www.Uptodate.com/search.cgi?term=POTASSIUM

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#### Search Other Resources:

Lab Tests Online UpToDate Harrisons Principles of Internal Medicine Micromedex PubMed National Guidelines Clearinghouse

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- Translate concept of interest to controlled term
- Obtain term translation from data dictionary
- Insert translated term into CGI function call as a parameter
- e.g.:
  - pubmed.gov/search.cgi?term=<>[MeSH+Terms]
- + Potassium
- pubmed.gov/search.cgi?term=Potassium[MeSH+ Terms]

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- Intelligent agent
- Calculator

- Resource is not a simple document or search CGI
- Log-on, navigation or other interaction required
- Multiple context parameters used
- Agent:
  - parses context parameters
  - interacts with resource
  - parses results
  - presents summary
  - may modify links

- Simple link
- Concept-based link
- Simple search
- Concept-based search
- Intelligent agent
- Calculator

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 Questions of Interest

 Image: Concept of Interest: K
 Preferred Name for Searching: POTASSIUM

 Date of Patient Data: 2004-08-19 11:44
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- Simple link
- Concept-based link
- Simple search
- Concept-based search
- Intelligent agent
- Calculator

- No resource available
- Interaction too complex
- Create self-contained agent:
  - parses context parameters
  - constructs Web page
  - presents results
  - may have Infobuttons of its own

- Simple link
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Instructions:

To reuse this calculator enter the appropriate values for the electrolytes below.

If the value for potassium is omitted, the calculator will use 4mmol/l, then display the results.

#### Anion Gap Calculator Date of Patient Data: 2004-07-29 14:50

Sodium (Na):	136 mmol/l	
Potassium (K):	4.5 mmol/l	
Chloride (Cl):	102 mmol/l	
Bicarbonate (HCO3):	25 mmol/l	
The anion gap is:	13.5 mmol/l	
The normal anion gap is:	16 <u>+</u> 4 mmol/l	
Reset to Original Values	Calculate	

Search UpToDate for Anion Gap

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#### Discussion

- Resources are available
- Simple interactions are usually possible
- Interaction method (format) issues:
  - "Give me a page" vs. "Give me the answer"
  - Standards needed for asking questions
  - Standards needed for passing parameters
- Representation (terminology) issues:
  - Clinical systems use homegrown "standards"
  - Resources (except PubMed) don't use any standards (i.e., they are indexed by text word)





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You know it, and whow it – fast access to clinical knowledge is a must when it comes to improving patient care. That's why InfoButton Access gives physicians, nurses, and pharmacists an amazingly simplified way to get decision support. But beyond being relevant and reliable, InfoButton Access will put what they need to know right in their workflow applications. Talk about maximizing efficiencies!

But there are lots of ways InfoButton Access will optimize patient outcomes...

- Will... stop clinicians from searching high and low by putting patient- and context-specific information directly into their workflow – with one click.
- Will... add value to your existing investments by partnering with your CPOE, EMR, and HIS applications and maximize your Micromedex subscriptions.
- Will... make care consistent across your entire organization by increasing user satisfaction, which
  means more clinicians using evidence-based resources.
- Wwill... set new standards for efficiency by combining two systems into one integrated solution that's the power of knowledge applied!

Interested in learning more? **W**will tell you more, just <u>click here</u>.

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Jam available through our partners...



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# Next Steps

- Repeat the observational study
- Look at system logs to see if:
  - Infobutton use is rising (1000/month in first 8 months)
  - Use of other resources is falling (not yet; 8000/month)
- Order entry Infobuttons
- Collaborations: LDS/IHC, Regenstrief and NYSPI
- Infobutton Manager to be an ANSI standard

# Conclusions

- Information needs arise while using CIS
- Infobuttons are easy to build
- Build it and they may not come
- Can retrievals be standardized?
- Will information needs be satisfied?
- Will care improve?
- Resources exist
- Creative solutions required
- Need to engage resource providers
- Infobutton manager provides a platform for exploration

Button. - Jimmy Cimino, 1956

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www.dmi.columbia.edu/homepages/ciminoj/Infobuttons.html