

## Questions to Ask When Developing your Design Team and Rationale

| Questions and Rationale   | Yes/No | Follow-up   |
|---|--------|---|
| Do you have a multidisciplinary group of individuals representing physicians, nurses, pharmacists, discharge planners, patients, etc. to obtain perspectives and identify workflow issues based on the scope of your medication reconciliation process?   |        | <i>[Example: Contact manager of discharge planning to identify representative].</i> |
| Depending on the scope of your project, is there at least one individual from each discipline who is truly a member of front-line staff? Managers may play an active role on the team or may be a stakeholder. Managers should not represent front-line staff. Front-line staff need to be involved in the design to ensure their day-to-day practice is accurately reflected in the new design process.            |        |   |
| Depending on the scope and focus of your project, have you identified physician representation from Medicine, Surgery, the Emergency Department, specialty areas (i.e., Obstetrics, Psychiatry, Inpatient/Outpatient settings, etc.)? The workflow on the medicine service may be quite different than it is in surgery. It will be important to understand and address these variances during your process design. |        |   |
| Do you have a patient safety representative on your team to approach the process design from this perspective? Based on their expertise, they may help identify new sources of error that potentially could be introduced with design considerations as well as help incorporate patient safety principles and human factors considerations into the new process design.  |        |   |
| If you will be developing a process that utilizes an electronic medical record and/or computerized prescriber order entry, do you have representation from your information technology department to address functionality capabilities and limitations from a process design perspective?  |        |   |
| If you utilize a paper process, do you have representation to help with the design and verbiage on your forms and to help obtain final approval for use (eg. medical records representative, forms committee representative, etc.)?   |        |   |