Assess Barriers & Facilitators + Monitor Interventions + Evaluate Outcomes

& Monitor Degree of Use

Innovation:
Decision support

Potential Adopters: Nurses
- Awareness
- Attitudes
- Knowledge and skills
- Confidence
- Current practice

Practice Environment:
Call centre
- Organization policies, mandate
- Caller characteristics

Interventions:
- Online autotutorial
- Decision support protocol
- Skill-building workshop
- Feedback on the quality of decision support provided to simulated callers

Adoption:
- Intention
- Actual use
- Sustainability

Outcomes:
- Patient
- Practitioner
- System