Reviewer’s report

Title: Arduous implementation: does the Normalisation Process Model explain why it’s so difficult to embed decision support technologies in routine clinical practice?

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Reviewer: A Loh

Reviewer’s report:

This manuscript addresses an important question, namely, what are the factors influencing the implementation barriers of decision support technologies into health care practice? The authors decided not to engage in a new systematic review or an additional concept paper because they are presently available. Instead a concept test was performed using an existing theoretical approach, the Normalisation Process Model. This allows new insight in the relevance of endogenous and exogenous factors that foster or inhibit decision support technologies. As an achievement of the results the authors could highlight the systems perspective. That allows the construction of sensitive implementation strategies to respect also contextual influences and systems circumstances.

General comment:

This is an excellent article focusing on an important topic of implementation science. It provides a meaningful support for researchers as well as healthcare managers to improve future construction of strategies. The article is well structured and clearly written.

A few suggestions could be made:

Major Compulsory Revisions
None

Minor Essential Revisions

In the background of the manuscript the term interventions is used for strategies to help patients become involved in decision making and subsequently mainly material in the sense of decision support technologies is addressed. But the term interventions would also include educational interventions for health care providers and patients.

Discretionary Revisions

A short passage would be useful to outline both the conceptual differences and the common ground between shared decision making and decision support technologies.
The reader might be interested in a little more detailed explanation of how the interpretations were done to create the link between the constructs and dimensions of the general model to the understanding of the problems or barriers of the implementation of the decision support technologies. The process of the qualitative manipulation of the data derived from research is very interesting and could be outlined.

**Level of interest:** An article of outstanding merit and interest in its field

**Quality of written English:** Acceptable

**Statistical review:** No, the manuscript does not need to be seen by a statistician.