

Cranky comments: detecting clinical decision support malfunctions through free-text override reasons.

January 16, 2019

Aaron S, McEvoy DS, Ray S, et al. Cranky comments: detecting clinical decision support malfunctions through free-text override reasons. J Am Med Inform Assoc. 2019;26(1):37-43. doi:10.1093/jamia/ocy139. <https://psnet.ahrq.gov/issue/cranky-comments-detecting-clinical-decision-support-malfunctions-through-free-text-override>

Although clinical decision support is an important safety tool, unintended consequences include frequent alerts with resultant [alert fatigue](#) and [overrides](#). This observational study investigated whether override comments for clinical decision rules could be used to determine if a rule was broken. Investigators discovered that malfunctions were prevalent in clinical decision support. While the frequency of comments did not predict the presence of a rule malfunction, strongly negative comments were associated with erroneous decision support. The authors recommend routine monitoring of alert override comments to [identify](#) errors related to clinical decision support. A past [WebM&M commentary](#) recommended employing human factors engineering to make clinical decision support more effective.