

## **Author's response to reviews**

**Title:** Arduous implementation - Does the Normalisation Process Model explain why it's so difficult to embed decision support technologies for patients in routine clinical practice?

### **Authors:**

Glyn Elwyn ([elwyng@cardiff.ac.uk](mailto:elwyng@cardiff.ac.uk))

France Legare ([france.legare@mfa.ulaval.ca](mailto:france.legare@mfa.ulaval.ca))

Trudy van der Weijden ([trudy.vanderweijden@hag.unimaas.nl](mailto:trudy.vanderweijden@hag.unimaas.nl))

Adrian Edwards ([EdwardsAG@cf.ac.uk](mailto:EdwardsAG@cf.ac.uk))

Carl May ([c.r.may@ncl.ac.uk](mailto:c.r.may@ncl.ac.uk))

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**Author's response to reviews:** see over

Professor Glyn Elwyn BA MB BCh MSc FRCGP PhD  
Clinical Epidemiology Interdisciplinary Research Group  
Department of Primary Care and Public Health  
Cardiff University  
Heath Park CF14 4YS  
00 44 29 20 68 71 95

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**Dear Editor**

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

**Thanks for accepting the article. We have responded to the reviews as follows.**

**Loh review**

**Point 1. Clarification of the term 'decision support strategies'. See addition below, placed in Para1.**

**One set of such interventions are known as 'decision aids', interventions which provide decision makers with information about the nature and probabilities of options and their attributes, assume that a deliberate choice is necessary and, often though not always, provide methods to deliberate or clarify 'values' (1).**

**Point 2. Conceptual differences between DSTs and SDM. See addition below, placed in Para 2.**

**Shared decision making is used here to describe an approach of actively involving patients in making health care decisions. The approach assumes information provision and the existence of equipoise (legitimate viable options)(5), so that patients, when informed may choose to be involved to the 'extent they prefer' (5), recognizing that some people prefer others, such as health care professionals, to take decisions on their behalf.**

**Point 3. Adjustments have been made to clarify the handling of data from reviews and primary studies.**

**Armstrong review**

**Point 1. Clarification of DST. See Loh Point 1 and adjustments made to clarify the text.**

**Point 2. Examine / explore. We agree that this is confusing and have modified the text in the paper to read – explain / explanatory framework.**

**Point 3. See Loh point 3. Adjustments have been made to clarify the handling of data from reviews and primary studies.**

**Yours sincerely**

**Professor Glyn Elwyn**