

Appendix 4. General characteristics of included reviews.

Review	Type of review	Design of included studies	Number of studies	Search dates	Target populations (n)	Health care settings
Anderson (2008)	Mixed	Various, including qualitative, experimental, quasi-experimental, and nonexperimental	17	Not reported	Nurses	Emergency department (ED), oncology nursing, in-hospital clinic, long-term care, neonatal unit, critical care
Bartoli (2009)	Mixed	Various including quantitative and qualitative (no specific designs were mentioned)	17 from 40 full-text articles	1996-2008	Patients (1236); nurses (23)	Not specified
Bowles (2007)	Mixed	Various, including prospective, pre- and posttest, group case control, observational, descriptive, randomized trial, intervention group only, pilot study, longitudinal, quasi-experimental, retrospective chart review	19	1995-2005	<i>For those numbered:</i> patients (1554), nurses (26)	Home care

Carrington (2013)	Rapid review (mixed)	Various, including qualitative, quantitative, and mixed-methods	80	August 1, 2011 to August 1, 2012	Nurses and nurse managers	Hospital; community; online; education, ambulatory; home health; long-term care
Dowding (2015)	Rapid review (quantitative)	Various, including before-after study, usability study, cluster randomized controlled trial (RCT), noncomparative study, time series analysis	11	November 1996 to December 2012	Patients (20), nurses (not numbered), clinical staff (175), mental health professionals (21), primary care physicians (72), clinicians (258), radiologists (47), anesthesists (29), pharmacists (51)	Primary care practices
Finkelstein (2012)	Mixed	Various, including quantitative (eg, RCT), qualitative, and usability studies	327	Unspecified to July 31, 2010	Physicians, patients, nurses, providers (clinic staff, clinicians), pharmacists	Home health care; clinic; primary care health center; hospital

Free (2013)	Quantitative	Controlled trials	42	January 1990 to September 2010	<i>For those numbered:</i> medical students (361), residents (356), physicians (80), second-year baccalaureate nursing students (36), nurse anesthetists (4), undergraduate nurses (87), nursing coordinators (16), nurses (71), patients (3767), patient scans (42), volunteers (62)	Acute care hospital; clinic
Georgiou (2013)	Quantitative	Various including: pre-post design, prospective studies, RCT, time series studies	22	January 1990 to May 2011	<i>For those numbered:</i> patients (32182); physicians (126); nurses (26)	ED

Husebo (2014)	An integrative review (mixed)	Various including RCT, descriptive, qualitative, longitudinal study, quasi-experimental with qualitative data, cross-sectional study	12	January 2003 to April 2013	Elderly patients aged 65 years and over (548), nurses (57), professionals caregivers (4), family users (8)	Home health care
Jones (2002)	Integrated review	Various including retrospective review, randomized prospective trial, cross-over design, pair wise comparison, randomized field experience, qualitative	18	1966-2001	Nurses, adult clients of a medical ambulatory clinic (152), patients (188), elderly (68, home care patients), residents long-term facility (120), patients receiving telenursing (22), caregivers of Alzheimer (102)	Medical ambulatory clinic, home care, long-term care facility, psychiatry service
Kelley (2011)	Integrative	Various, including descriptive and cross-sectional designs	24	Articles published over the past 30 years	Nurses	Hospital settings

Mador (2009)	Quantitative	Various including pre-and posttest, prospective observational analysis, RCT, comparative observational design, meta-analysis	12	1937-2008	Nurses, physicians, ward secretaries, respiratory therapists, and technologist	Intensive care unit (ICU)
Maenpaa (2009)	Mixed	Various, including survey research, case study, evaluation or constructive evaluation studies, and multimethodical triangulation	24	1966-2008	<i>For those numbered:</i> participants (262), health professionals (318), patients (324), nurses (41), physicians (1390), potential users (250), administrators (8), managers (12), representative of federally qualified clinic (1), local public health officials (2).	Community health centers, health departments and hospitals, provider organizations, academic health centers, and community health information exchange organizations.

McKibbon (2011)	Mixed	Various, including RCT, cohort, case-control, observational, and qualitative studies	789	Fall 2009 to Summer 2010.	Physicians, pharmacists, nurses, junior students, residents, respiratory technicians, health care providers, clinicians, physician assistants, midwives, staff, patients, hospital administrators	Ambulatory care; hospital; ambulatory clinic; acute care; American pediatric hospital; long-term care; elderly home care
Meißner (2014)	Meta-ethnography	Qualitative	7	January 2000 to January 2013	Administrators, director of nursing, nurses, charge nurses, personal carers	Residential aged care facilities
Mickan (2014)	Quantitative	RCT	7	2001-2013	physicians and residents, nursing students, RN ^a , patients	Clinic, ED, med-surg wards
Nguyen (2014)	Mixed	Various including single and multiple case studies, survey, ethnography, focus group, secondary	98	2001-2011	Clinicians (34, doctors and nurses), doctors only	Tertiary care, secondary care, primary care, long-

		data analysis, mixed-methods, longitudinal			(27), doctors and other nonclinical participants (4), nurses and nonclinical participants (12), management and/or administration only (8), patients only (5), organizations (4), IT ^b providers and staff	term care facilities
Nieuwlaat (2011)	Quantitative	RCT	33	In previous review: until September 2004; current review: extended search until Jan 2010	Patients (24,627), physicians, advanced practice nurses (APN), physician assistants, pharmacists, other health professionals	Academic centers, hospital outpatients or inpatients, primary care, community-based and subspecialty clinic
Poissant (2005)	Quantitative	Various, including RCT, posttest control studies,	23	1990-2004	Physicians, nurses (215)	Home, hospital, clinic

		one-group pre- and posttest designs.				
Randell (2007)	Quantitative	RCT	9	Up to April 2005. The search was rerun in May 2006.	Nurses (100 and more), patients (more than 24,000)	Primary care, National Health Service (NHS), ICU
Stevenson (2010)	Mixed	Various, including descriptive, cross-sectional, pre- and postquasi-experimental, qualitative	5	2000-2009	Midwives, nurses, nursing assistants, project managers (326)	Acute or inpatient care settings
Urquhart (2009)	Quantitative (Cochrane)	8 RCT; 1 controlled before and after study	9	Update of 2000 and 2003 review; searched up to the end of 2007	Patients and nurses (1846 in total)	Nursing wards, long-term care facility, psychiatric department, ICU

^aRN: registered nurse.

^bIT: information technology.

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