NIST: A Community-Building Workshop: Measuring, Evaluating and Improving the Usability of Electronic Health Records

# **Evidence-based Usability Guidelines** for Promoting Safety and Efficacy

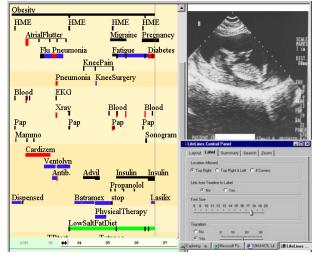
Ben Shneiderman ben@cs.umd.edu

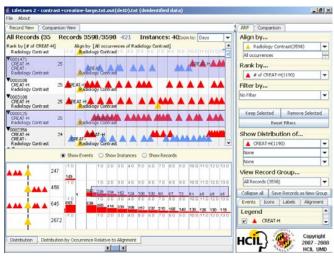
Founding Director (1983-2000), Human-Computer Interaction Lab Professor, Department of Computer Science Member, Institute for Advanced Computer Studies Member, National Academy of Engineering

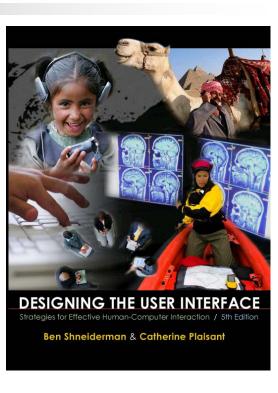




#### **UMd HCIL's work for NIH & ONC**







#### **Strategic Health IT Advanced Research Projects**

- Security of Health Information Technology
- Patient-Centered Cognitive Support
- Healthcare & Network Platform Architectures
- Secondary Use of EHR Data

Sharpc.org www.cs.umd.edu/hcil/sharp



### **Usability Guidelines are Powerful**

Apple, Microsoft, Android, ...
NASA, FAA, DoD, ...
HFES, WWW-Consortium, ...

## RAISE QUALITY

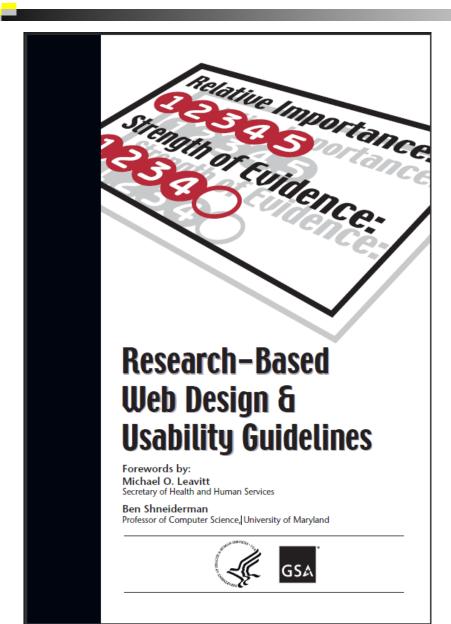
Promote Consistency → User Performance

Speed Development → Programmer Productivity

Reduce Errors → Organization Reputation



## **Usability Guidelines are Powerful**



Education
Enforcement
Exemption
Enhancement

- 209 Guidelines
- 400+ References

Usability.gov



#### Improving Usability of EHRs

- Publish EHR guidelines documents
- Permit examination & discussion of products
- Report on usability study results



#### **Improving Usability of EHRs**

- Publish EHR guidelines documents
- Permit examination & discussion of products
- Report on usability study results
- Promote consistency with industry-led common user interface guidelines
- Report failures periodically with common metrics
- Work with Government agencies to coordinate specific industry practices





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