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

June 7, 2011
National Institute of Standards and Technology
Gaithersburg, MD

Final Agenda

8:00 – 9:00 **Registration / Breakfast available in NIST Cafeteria**

9:00 – 9:20 **Welcome / Opening Remarks by**

James A. St. Pierre,
Deputy Director, Information Technology Laboratory, NIST

Jodi G. Daniel,
Director of the Office of Policy and Planning, ONC

9:20 – 9:35 **Introduction: Why is Improved Usability of EHRs Important?**

The Promise of EMRs
David Brick, M.D.,
Village Pediatric Cardiology

9:35 – 10:55 **Overview of Current Programs for Improving EHR Usability**

NIST EHR Usability Program
Matt Quinn,M.B.A.,
NIST

Resources for the Regional Extension Centers
Allen Traylor, M.P.H., M.B.A.,
Meaningful Use Policy Analyst, ONC

Evidence-based Usability Guidelines for Promoting Safety and Efficacy
Ben Shneiderman, Ph.D.,
University of Maryland, College Park

TURF – A Unified Framework for Defining, Evaluating, Measuring, and Designing EHR Usability
Jiajie Zhang, Ph.D.,
SHARPC, University of Texas Health Science Center

Muhammad Walji, Ph.D.,
SHARPC, University of Texas Health Science Center

Overview of HIMSS Usability Taskforce Initiatives
Janey Barnes,Ph.D.,
HIMSS Usability Task Force

Safety, Usability and User Interface Standards in the NHS (Virtual Presentation)
Tim Chearman, M.Sc.,
CUI CAPS Project Lead, NHS UK

Stephen Corbett, B.Sc.,
User Experience Head, Connecting for Health, UK

Human Factors Approaches to Improving EHR Usability
Anjum Chagpar, M.H.Sc., P.Eng.,
Manager, University Health Network

10:55 – 11:10   **Break**

11:10 – 12:00   **Models for Collaboration**

Collaboration and Consensus through Standards – The National Technology Transfer and Advancement Act
Gordon Gillerman,
Chief of the Standards Services Division in Technology Services, NIST

A Community Approach to EHR User Experience Measurement
Arien Malec,
Coordinator, Direct Project, ONC

Community of Profession Model
Edna Boone, M.A., C.P.H.I.M.S.,
Senior Director, Health Information Systems, HIMSS

Human Factors / Usability for Medical Devices at FDA: An Historical Perspective
Ron Kaye, M.A.,
FDA

12:00 – 12:35   **Building More Usable EHRs – Supporting the Needs of Developers**

Building More Usable EHRs – Supporting the Needs of Developers
"Focus on Faster & Usable Clinical Documentation"
Jorge Ferrer, M.D., M.B.A.,
Medical Informaticist, VHA

Developers: Supporting the Needs of Patients
Janet Campbell,
Software Developer, Epic

Educate, Motivate, and Improve: In Favor of Inspecting and Rating UCD/Usability Processes
Mary Kate Foley,
Vice President, User Experience, Athenahealth

12:35 – 1:30   **Lunch available in NIST Cafeteria**

1:30 – 2:05   **Supporting the Needs of Care Delivery Organizations: Incorporating Human Factors Considerations into Acquisition, Implementation and Ongoing Use of EHRs**

Usability is the Key to Stimulating EHR Innovation and Adoption
Lyle Berkowitz, M.D., F.H.I.M.S.S.,
Medical Director, Clinical Inf. Sys., Northwestern Memorial Physicians Group

Promoting Usability in Healthcare Organizations with a New Usability Maturity Model
Nancy Staggers, Ph.D., R.N., F.A.A.N.,
Professor in Informatics, University of Maryland, Baltimore

2:05 – 3:15   **EHR Usability Evaluation Protocol (EUP) – Overview**

Guidelines for Improving Usability: Proposed EHR Usability Evaluation Protocol
Lana Lowry, Ph.D.,
NIST

Robert Schumacher,Ph.D.,
Managing Director, User Centric

Bob North, Ph.D.,
Chief Scientist, Human Centered Strategies, LLC

The Relationship between Health IT Usability and Patient Safety: Towards an EHR Usability Safety Framework
Chris Gibbons, M.D., M.P.H.,
Assistant Professor & Associate Director, Johns Hopkins Urban Health Institute

Emily S. Patterson, Ph.D.,
Ohio State University

Patricia Abbott, Ph.D., R.N., B.C., F.A.C.M.I., F.A.A.N.,
Associate Professor, Johns Hopkins Center for Global Health

3:15 – 3:30   **Break, Move to Breakout Rooms**

3:30 – 4:25   **(Red) Technical Feedback on EUP – Moderated by Lana Lowry, NIST**

3:30 – 4:25   **(Green) Building a Collaborative Community for Improving Usability, Moderated by Arien Malec, ONC**

4:25 – 5:15   **Report Outs from Breakout Sessions / Next Steps**
- *Summary of Technical Feedback on EUP*
- *Summary of Next Steps for Building a Collaborative Community for Improving Usability*