Usability in Health IT: Technical Strategy, Research, and Implementation

July 13, 2010
National Institute of Standards and Technology
Gaithersburg, MD

Final Agenda

8:00 – 9:00   Registration / Continental Breakfast

9:00 – 9:15   **Opening Remarks by ONC / NIST / AHRQ**

Farzad Mostashari, M.D., M.P.H.,
Senior Advisor, ONC/HHS

Cita M. Furlani
Director, Information Technology Laboratory, NIST

9:15 – 9:35   **Why are Electronic Health Records Hard to Use?**

The Good, the Bad, and the Ugly: Implementing an Electronic Health Record in an Innovative Medical Home Practice
Neil Patel, M.D.,
Associate Medical Director, Special Care Center

9:35 – 10:30   **Current State of EHRs and Need for Action**

Meaningful Use: Meaning More? Or Meaning Less? Defining and Defying Sub-Clinical HIT
Ross Koppel, Ph.D.,
Professor, University of Pennsylvania

Best Practices in Usability and Information Design of Electronic Health Records
Kristen Werner, M.H.S.A.,
Senior Analyst, Altarum Institute

Presenting the EHR within the Provider and Patient's Digital Lifestyle
Clifford Goldsmith, M.D.,
Health Plan Industry Strategist, Microsoft Corporation

Usability, User Experience, and Clinician Happiness: What's the Connection
Jacob Reider, M.D.,
Chief Medical Informatics Officer, Allscripts

Usability Perspective from HIMSS
Edna Boone, M.A., C.P.H.I.M.S.,
Senior Director, Health Information Systems, HIMSS

Building Usability into Purchasing and Implementation Processes
Rebecca Grayson
Healthcare IT Usability Consultant and Principle, User Reflections

10:30 – 10:45   **Coffee Break**

10:45 – 11:45   **Measuring and Reporting Usability**

Methods of Measuring Usability
Charles P. Friedman, Ph.D.,
Chief Scientific Officer, ONC

Health IT Design and Usability : Myths and Realities
Bentzi Karsh, Ph.D.,
Associate Professor, University of Wisconsin

Evidence-Based Usability Practice
Kai Zheng, Ph.D.,
Assistant Professor, University of Michigan

Methods of Measuring Usability
Scott Lind
Director, User Experience, Soarian, Siemens Healthcare

Impacting Usability with Appropriate User-Based Research
Janey Barnes, Ph.D.,
Human Factors Specialist, User-View, Inc.

Usability Testing at CCHIT
Alisa Ray, M.S.,
Executive Director, CCHIT

11:45 – 12:30   **"Points of Pain" – Addressing EHR User Disparities**

Accessibility and HIT
David Baquis
Accessibility Specialist, U.S. Access Board

Creating an Inclusive Infrastructure to Allow Affordable Access across
Technologies, Disabilities and Ages
Gregg Vanderheiden, Ph.D.,
Professor and Director, Trace R&D Center,
University of Wisconsin

The SHARP Approach to EHR Usability
Jiajie Zhang, Ph.D.,
Dr. Doris L. Ross Professor and Associate Dean of Research,
University of Texas Health Science Center

TeachEHR: Who's Training the Clinical Workforce
Juan Gilbert, Ph.D.,
Professor and Chair of Human Centered Computing Division,
Clemson University

Usability is More than User Satisfaction: 10 Principles of EMR Usability
Jeffery Belden, M.D.,
Family Physician, University of Missouri

12:30 – 1:30	**Lunch (NIST Cafeteria)**

1:30 – 2:00 **Defining Federal Strategy: ONC, NIST, AHRQ, and FDA Usability Collective Efforts**

Building a Technical Framework for Usability and Accessibility of EHRs
Lana Lowry, Ph.D.,
Human Factors Lead, Health IT, NIST

AHRQ Research Efforts to Assess and Improve the Usability of EHRs
Matt Quinn, M.B.A.,
Special Expert, Health IT, AHRQ/HHS

Enhancing User Performance and Avoiding Safety Problems through Analysis, Discovery, Prioritization, and Design
Ron Kaye, M.A.,
Human Factors and Device Use-Safety Team Leader, FDA/HHS

2:00 – 3:00 **Recommendations and Next Steps**

Federal and Private Strategy and Tactics in Health IT Usability
All Roundtable Participants

Moderator: *Janice (Ginny) Redish, Ph.D.,*

Discussion Points
- What should be the role of the federal government in improving the usability of EHRs?
- How can the federal government work to improve the availability of objective information about the usability of electronic health records?
- Based on the day's presentations, what are the key breakthroughs necessary to advance the usability of electronic health records? How can the federal government facilitate these breakthroughs?
- What are the key needs of the private sector efforts to improve usability that the government can support?

3:00 – 3:15   **Coffee Break**

3:15 – 4:45   **Recommendations and Next Steps (Continued)**