

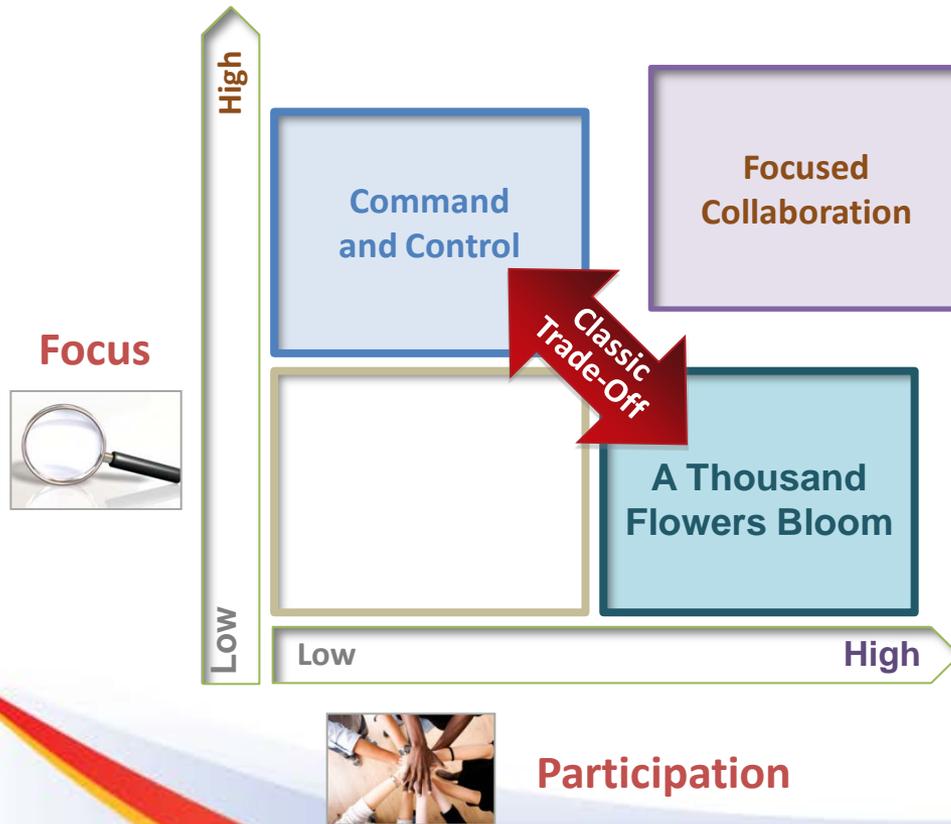


The Office of the National Coordinator for
Health Information Technology

A Community Approach to EHR User Experience Measurement

Arien Malec

Focused Collaboration



CORE PRINCIPLES

Prioritization

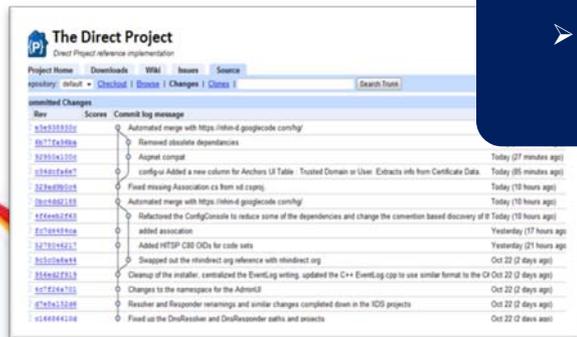
Transparency

Engagement

Rapid Results



Direct Project Example



Direct Project Output:

- Standards and Service Definitions
- Implementation Guides
- Reference Implementation
- Pilot project testing and real-world implementation

Vendors incorporate reference implementation into HIT products

Wide-scale adoption of Direct standards by late 2012

- Opportunity for States and HIEs to build on and drive adoption

First phase grounded in real-world pilot projects implemented by early 2011

Incorporation of HITPC, HITSC, and ONC policy guidance

S&I Framework Example



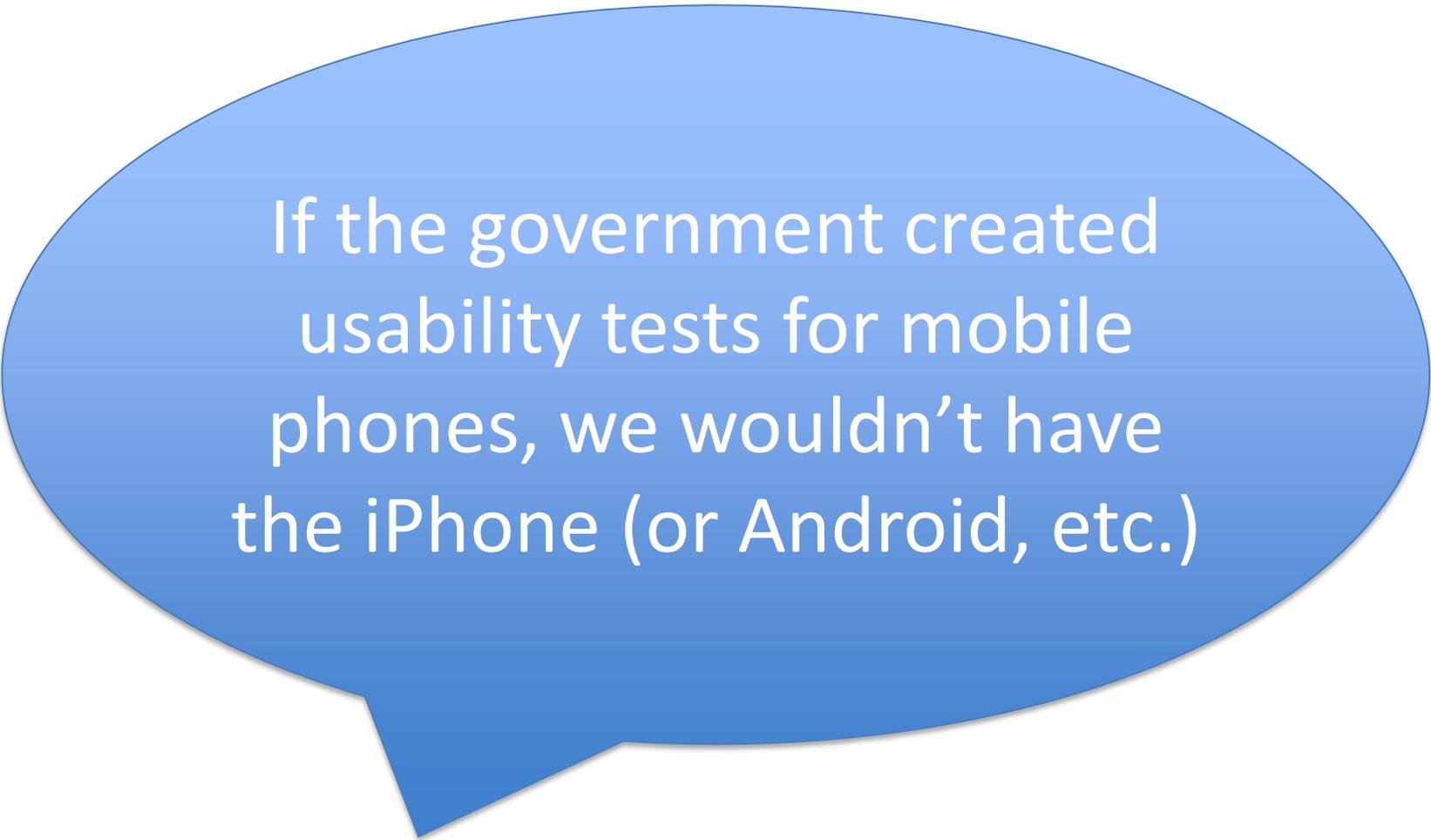
- Create a collaborative, coordinated, incremental standards process that is led by the industry in solving real world problems
- Promote a sustainable ecosystem that drives increasing interoperability and standards adoption
- Leverage “government as a platform” – provide tools, coordination, and harmonization that will support interested parties as they develop solutions to interoperability and standards adoption.





APPLYING THE MODEL TO EHR USABILITY



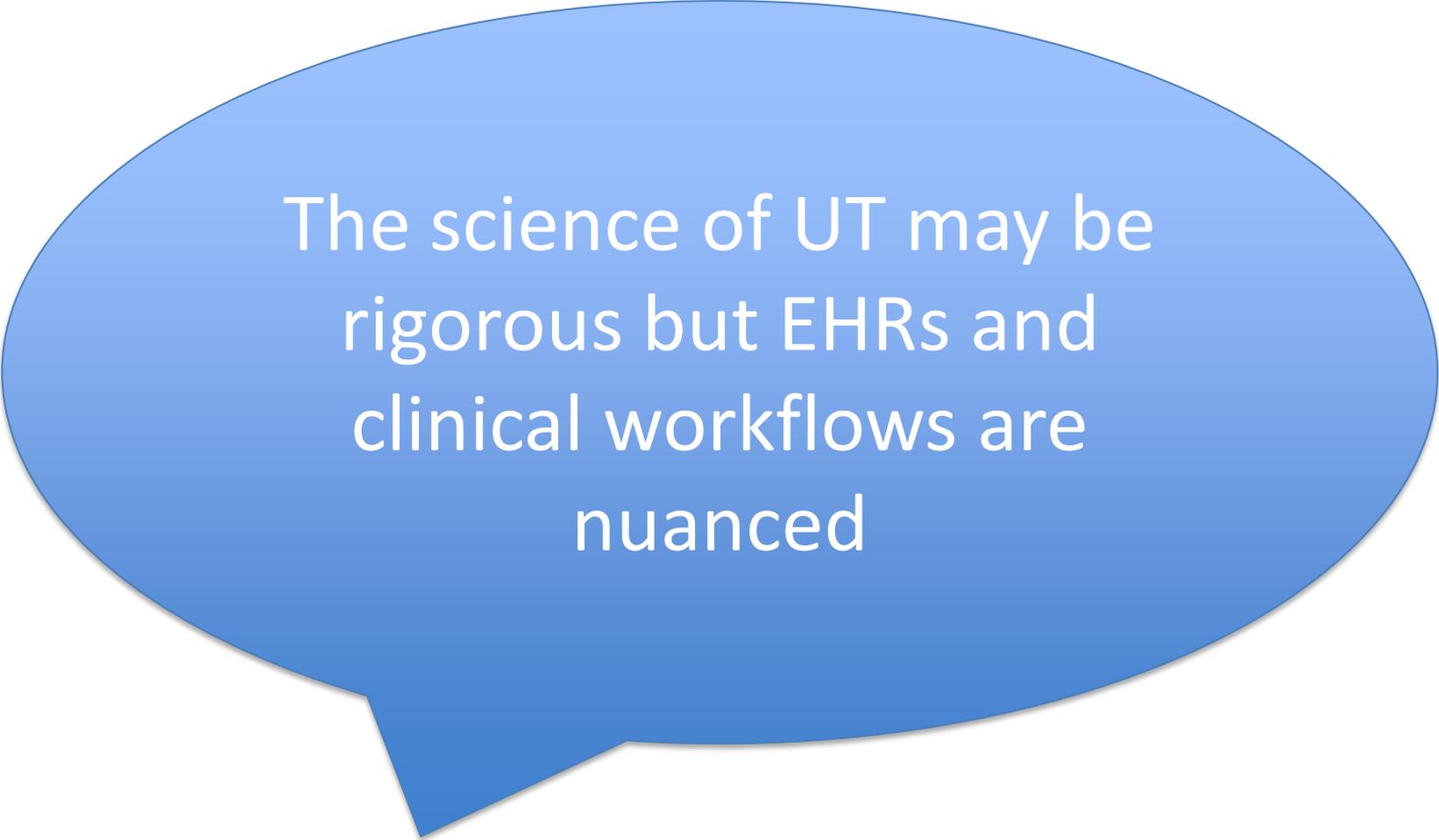
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If the government created
usability tests for mobile
phones, we wouldn't have
the iPhone (or Android, etc.)

Usability and Design Workgroup



- Raise objections and concerns early in the process, and improve the resulting approach
 - Ensure the resulting usability test approach supports multiple modalities and is open for innovation
 - Learn from each other, and create UX and design best practice that create superior usability and UX through innovation
-
- A decorative graphic at the bottom of the slide, featuring a blue and red swoosh that curves from the bottom left towards the bottom right.

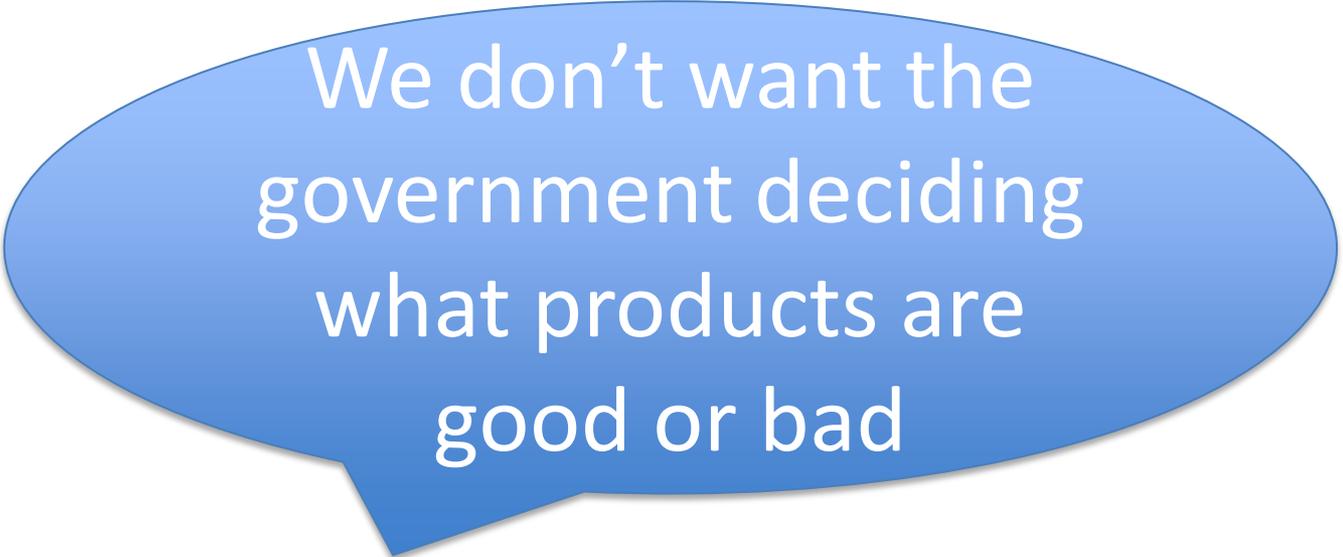


The science of UT may be rigorous but EHRs and clinical workflows are nuanced



Measuring Usability Workgroup

- Help us define and refine the instruments, measurements and methodologies.
- Help define workflow and context-sensitive tests
 - e.g., the usability expectations for prescribing:
 - Based on a standing order or off a favorites list with no alerts
 - Of an unusually prescribed medication requiring dose adjustments for age and/or renal impairment
 - Of a medication with an absolute contra-indication



We don't want the
government deciding
what products are
good or bad



We want the
government to incent
us into using
technology that stinks



Marketing Usability Workgroup

- Share end-user and vendor concerns and careabouts
- Define mechanisms (through information sharing, voluntary certification, government mechanisms, etc.) to ensure an efficient and well-functioning market that
 - Supplies relevant and accurate information to end-users
 - Rewards excellence in user experience
 - Spurs innovation

A blue speech bubble with a white border, containing the text "Sometimes I feel like an island in my own organization". The bubble is positioned in the upper half of the page and has a tail pointing towards the bottom left.

Sometimes I feel like an
island in my own
organization



Across Workgroups

- Learn and share excellence in UX, UT and related sciences from
 - Academic researchers
 - NIST and other Federal participants
 - Providers
 - Industry experts
 - Peers in HIT organizations



JOIN US IN THE BREAKOUT

