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

Jodi G. Daniel, JD, MPH
Director, Office of Policy and Planning
June 7, 2011
Federal Health IT Vision and Mission

Vision

• A health system that uses information to empower individuals and to improve the health of the population.

Mission

• To improve health and health care for all Americans through the use of information and technology.
ONC’s interest in Usability

The usability of EHRs is key to meet goals of EHR adoption and meaningful use.
The Approach

• Open and inclusive
• Working with key stakeholders in the private sector
• Partnership of federal agencies
• Not dictating EHR design
• Promoting innovation
• Identify flexible and rigorous options for usability measurement

• Eye on the prize: Ever increasing usability of health IT systems as a key enabler of meaningful use.
ONC’s Goals

- Improve transparency on usability
- Promote technology that fully supports care
- Identify and address potential safety issues, but also factors that affect efficiency and effectiveness, user satisfaction, etc.
- Enable constructive innovation
Health IT Policy Committee – EHR Usability Hearing

- Purpose of hearing
  - Real-life experience with EHR’s
  - Current state of usability testing
  - Potential future directions
- Panels
  - Care Providers
  - Consumers
  - Technology Developers
  - Measuring and Improving Usability
  - Market Feedback and New Technologies
- Blog comments
- Report presented at Health IT Policy Committee tomorrow
Federal Agencies Involved

- NIST
- AHRQ
- ONC
ONC’s Role in Usability

- Coordination of activities
- Strategic Health IT Advanced Research Project (SHARP) on usability
  - To further EHR usability through better cognitive and user-centered design
- IOM study on Patient Safety and HIT
- Public-private input into approach and policy
Where we go from here

- Assemble a community to build on the general technical framework
- Input on policy approaches
WE WANT YOUR HELP