access to over 15,000 healthcare providers and over 1 million out-patients visits
QuickTime™ and a decompressor are needed to see this picture.
## HF Informed Procurement

<table>
<thead>
<tr>
<th>Metrics</th>
<th>System 1</th>
<th>System 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario Performance Index**</td>
<td>62%</td>
<td>85%</td>
</tr>
<tr>
<td>Scenario Completion Time*</td>
<td>20.5 min</td>
<td>16 min</td>
</tr>
<tr>
<td>Number of Usability Issues</td>
<td>13</td>
<td>1</td>
</tr>
<tr>
<td>Perceived ease of use, satisfaction and patient safety**</td>
<td>3.5 out of 7</td>
<td>5.2 out of 7</td>
</tr>
<tr>
<td>System Preference**</td>
<td>2 out of 29 users</td>
<td>21 out of 29 users</td>
</tr>
</tbody>
</table>

Critical priority: directly jeopardizes patient safety, high likelihood of occurrence

High priority: impacts efficiency with possible patient safety implications, medium likelihood of occurrence

* Differences between vendor systems significant at p<.05

** Differences between vendor systems significant at p<.001
Human Factors & The FDA
To determine how well a given solution meets the needs of end users in terms of workflow optimization, ease of use and patient safety.
Solution Usability

Approach

Focus: Areas of intersection or overlap between the front end user interfaces of different vendor applications in a solution

Checking for:

Consistent behaviours

Common terminology and metaphors

Equivalent help and efficiency tools

Unnecessary redundancies
Solution Usability

Findings

• Functions that apply to local applications versus the global system should be distinct

Information shared across applications (e.g. patient demographics) should be in a consistent location in the application

Single sign-on and context management tools are essential in accelerating and automating frequent actions

Information sharing and automatic data-population across applications improves efficiency
Challenges

• Generalizability?
• Resource Requirements?
• Focus on Risk vs Usability?
• Comprehensiveness?
• Co-operation a la Interoperability Standards?
Early Software and Hardware Prototypes