A Community Approach to EHR User Experience Measurement

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Focused Collaboration

**CORE PRINCIPLES**

- Prioritization
- Transparency
- Engagement
- Rapid Results

**Focused Collaboration**

- Command and Control
- A Thousand Flowers Bloom

**Focus**

- Low
- High

**Participation**

- Low
- High

**Classic Trade-Off**
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
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
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 mediation 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
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