



The Office of the National Coordinator for  
Health Information Technology

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

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# Federal Health IT Vision and Mission

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## 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

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

# The Approach

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- 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

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- 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

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- 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

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- NIST
- AHRQ
- ONC



# ONC's Role in Usability

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- 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

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- Assemble a community to build on the general technical framework
- Input on policy approaches



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**WE WANT YOUR HELP**