

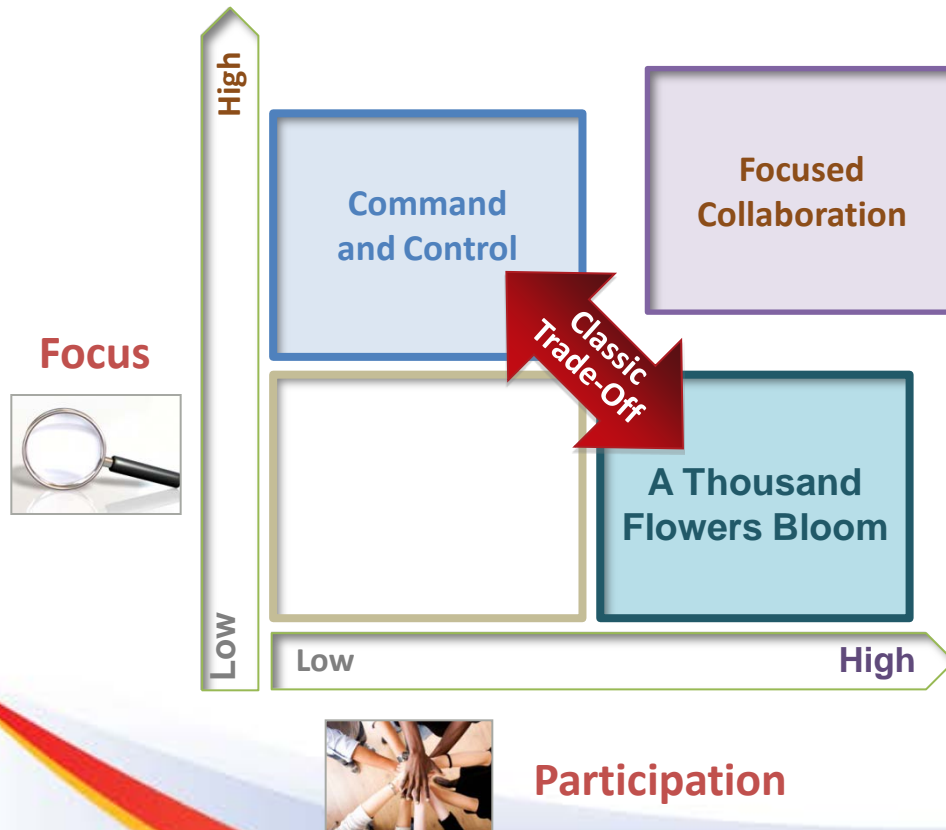


The Office of the National Coordinator for
Health Information Technology

A Community Approach to EHR User Experience Measurement

Arien Malec

Focused Collaboration



CORE PRINCIPLES

Prioritization

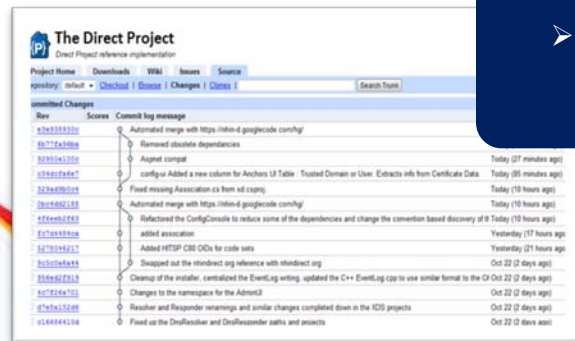
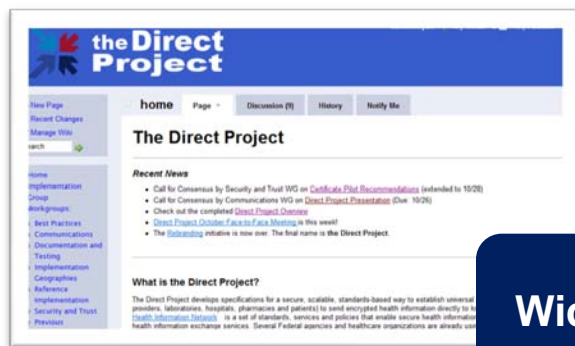
Transparency

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

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S&I Framework Example



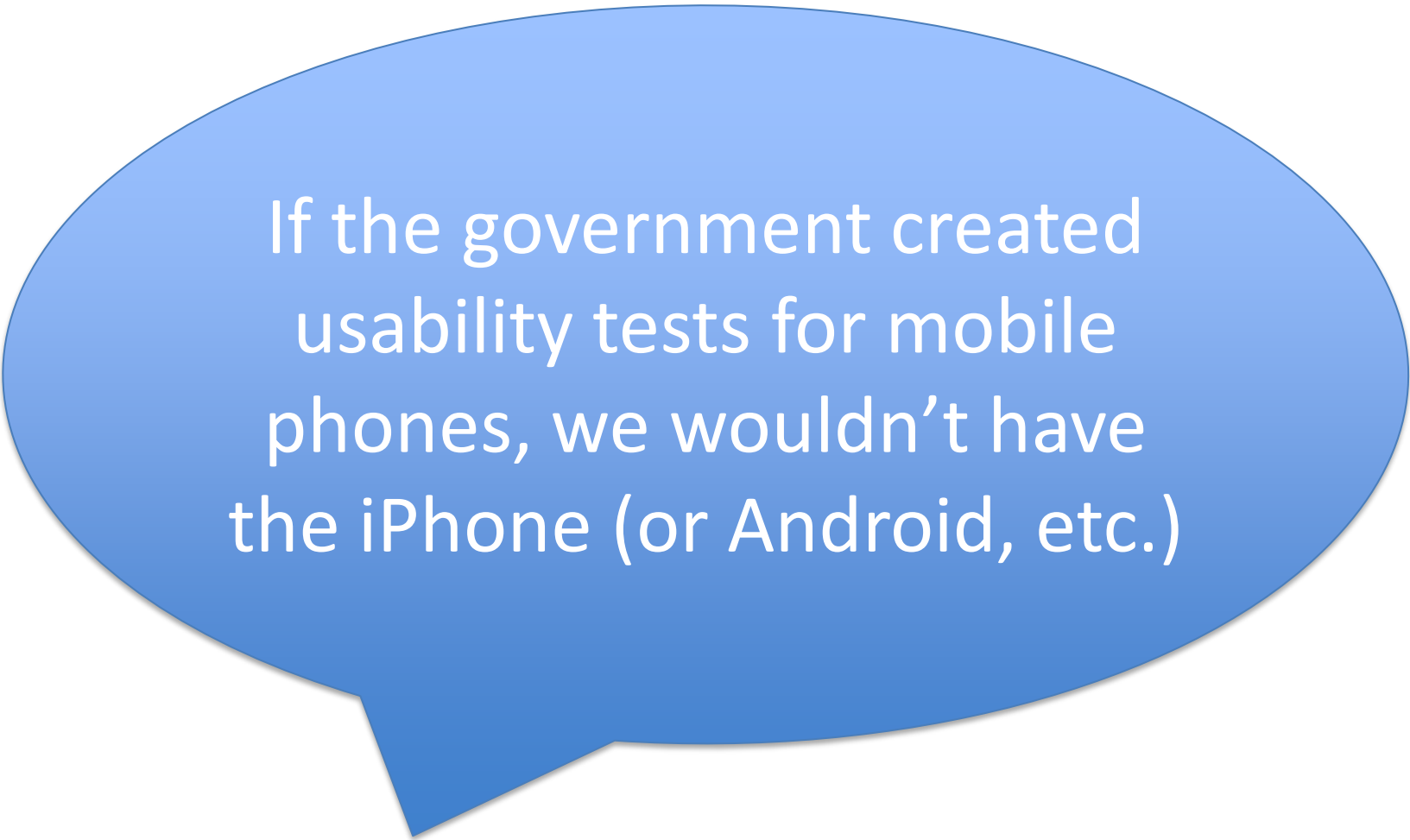
- Create a collaborative, coordinated, incremental standards process that is led by the industry in solving real world problems
- Promote a sustainable ecosystem that drives increasing interoperability and standards adoption
- Leverage “government as a platform” – provide tools, coordination, and harmonization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





APPLYING THE MODEL TO EHR USABILITY



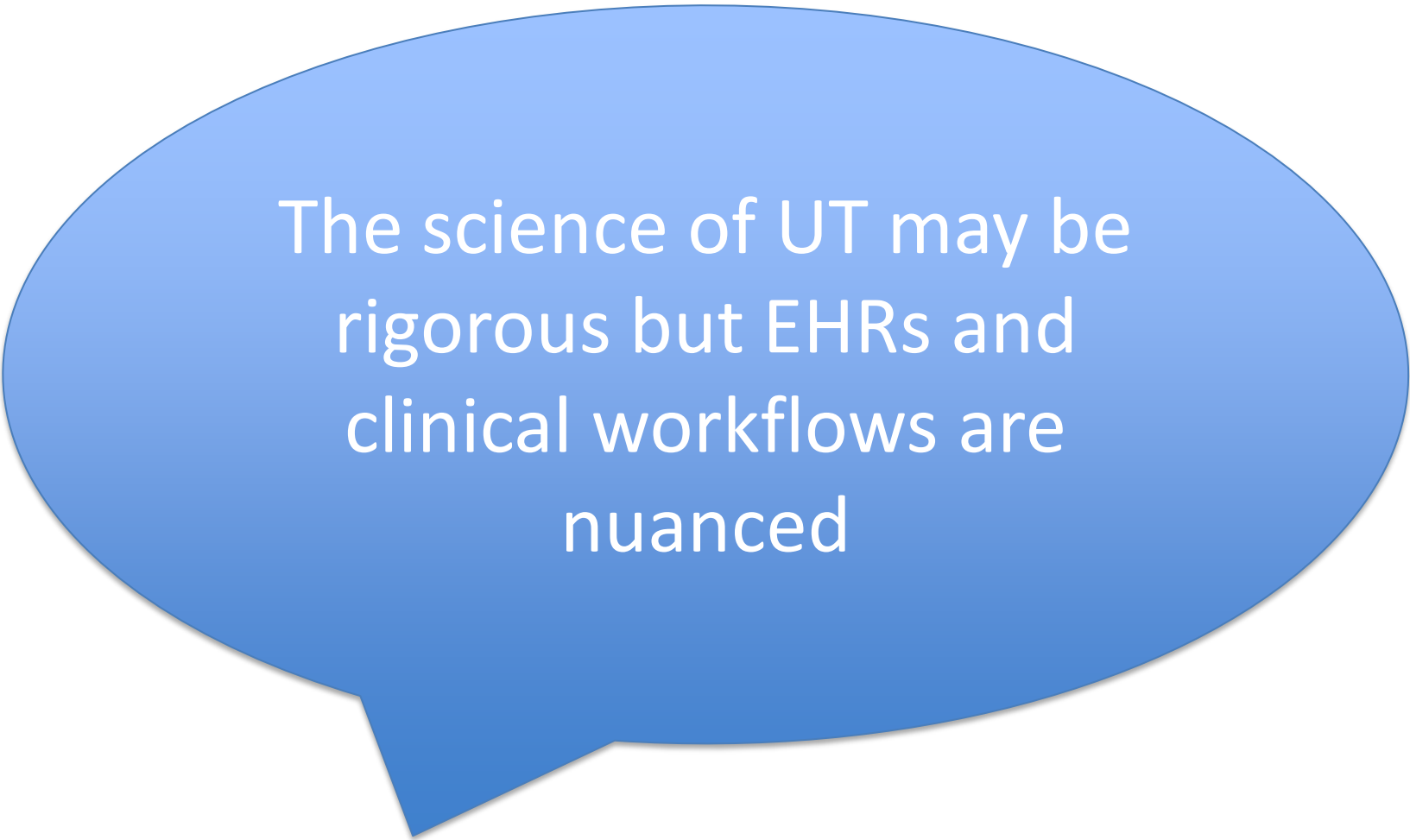
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If the government created usability tests for mobile phones, we wouldn't have the iPhone (or Android, etc.)

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

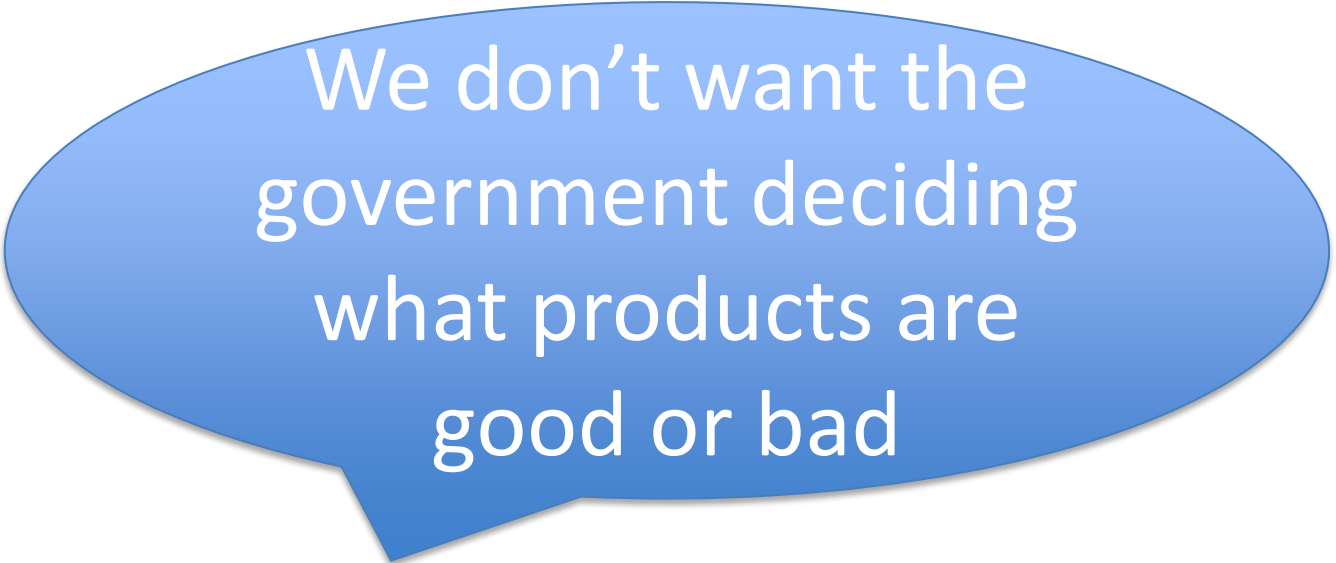
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The science of UT may be
rigorous but EHRs and
clinical workflows are
nuanced




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 and a drop shadow, containing the text "Sometimes I feel like an island in my own organization".

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

