

1 SI Simplicity		9 MCL Minimize Cognitive Load	8 PC Preservation of Context
2 Na Naturalness			7 EIP Effective Information Presentation
3 Co Consistency	4 FoF Forgiveness and Feedback	5 EUL Effective Use of Language	6 EI Efficient Interactions

Promoting Usability In Health Organizations Using A Healthcare Usability Maturity Model

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Co-lead HIMSS Usability Taskforce*

Today's Presentation

- ✓ Discuss the value of usability to health organizations
- ✓ Present a new 5-phase model
- ✓ Provide initial steps to improve the user experience in health organizations
- ✓ Contrast two organizations with differing levels of usability maturity using the model

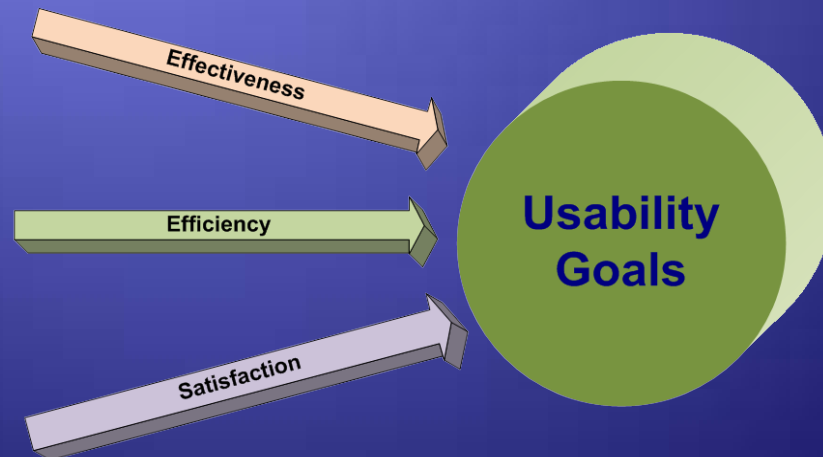
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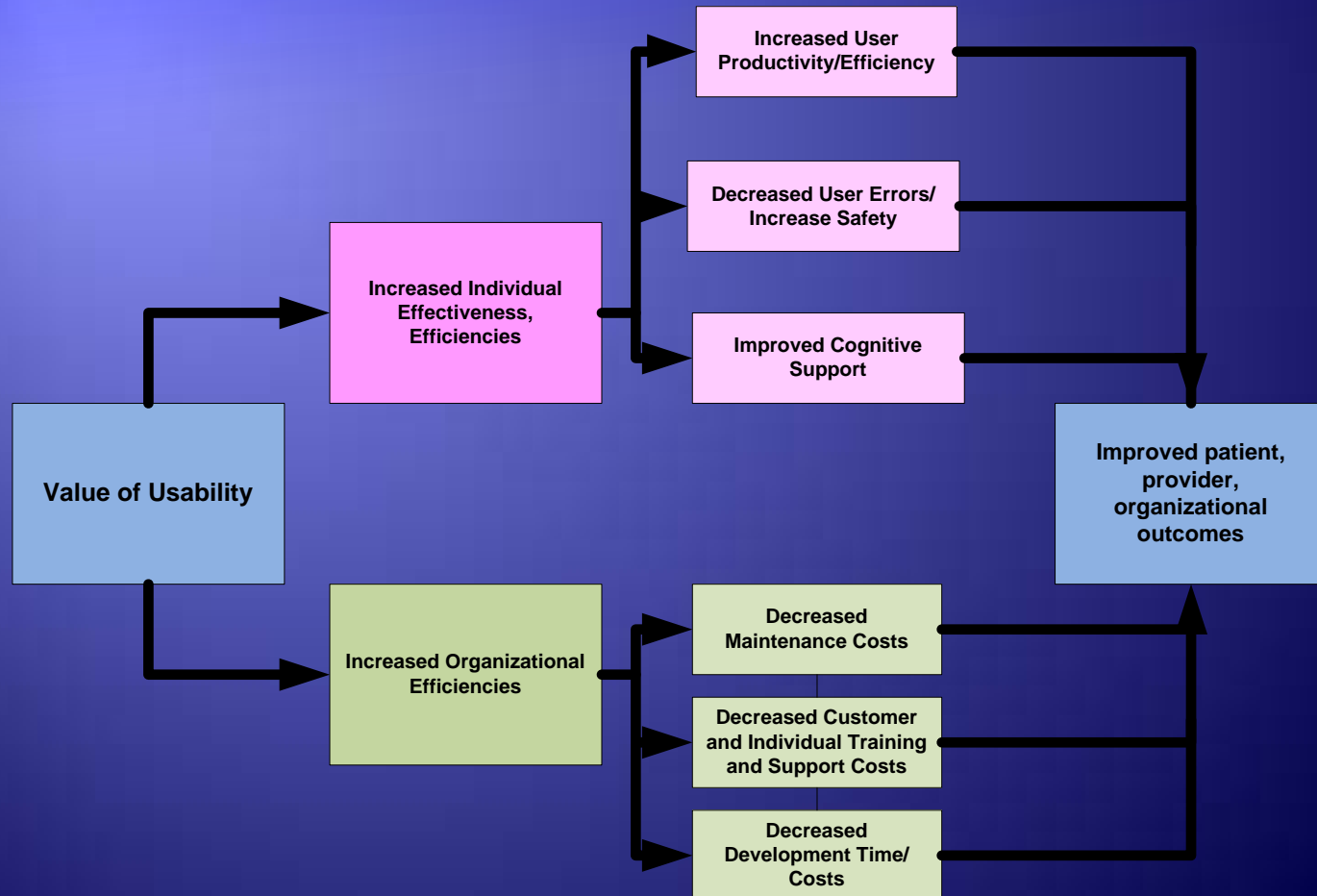


Usability Definition and Goals

Usability is “the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use.” (ISO 9241-11)



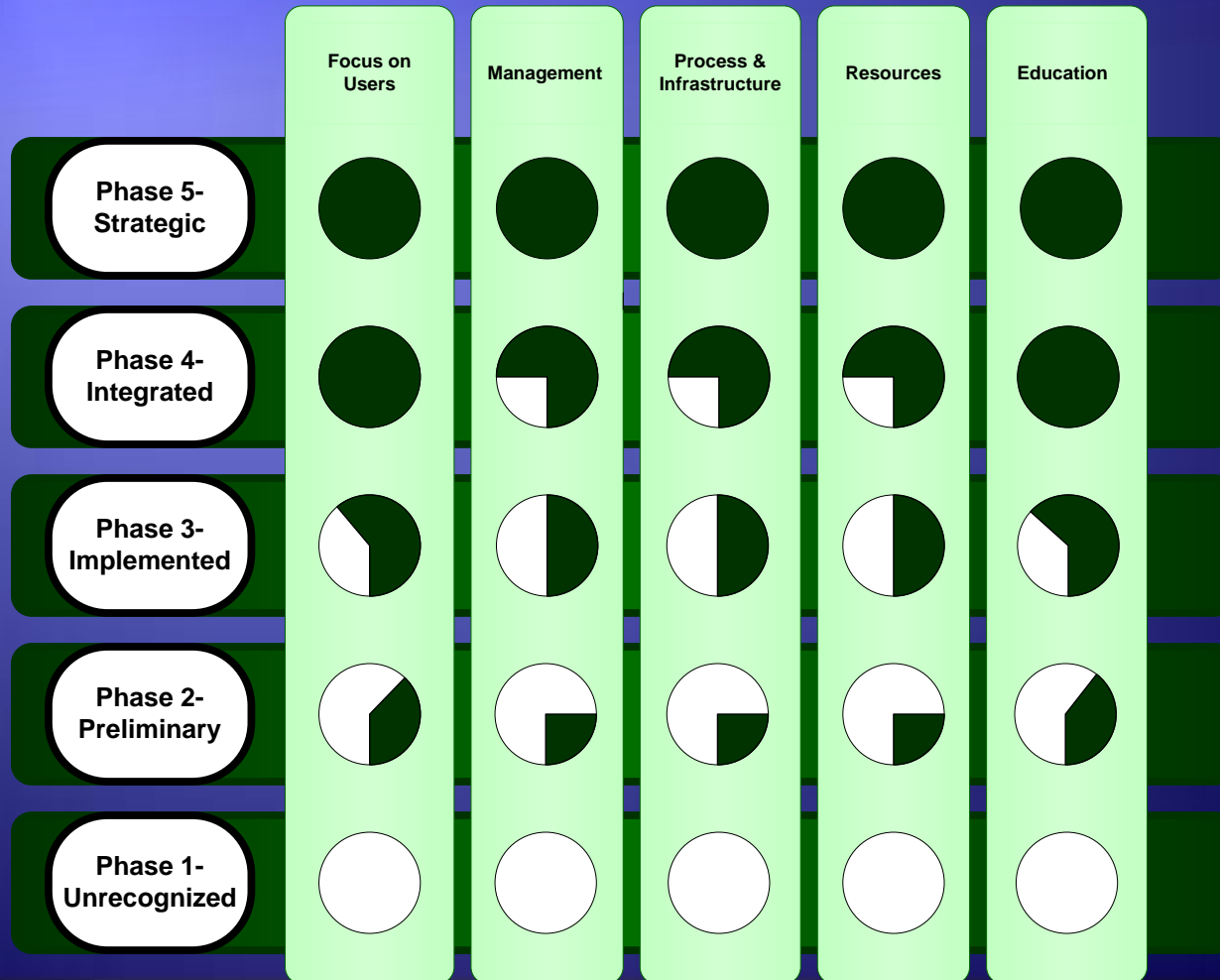
The Value of Usability to Health Organizations



Usability Maturity Phases

Phase	Title	Definition
1	Unrecognized	Lack of awareness of usability. No practices, policies or resources
2	Preliminary	Sporadic inclusion of usability. Very limited resources
3	Implemented	Recognized value of usability. Small team doing usability
4	Integrated	All benchmarks of usability implemented including a dedicated user experience team
5	Strategic	Business benefit well understood, usability mandated, budget and people part of each year's budget, results used strategically throughout the organization

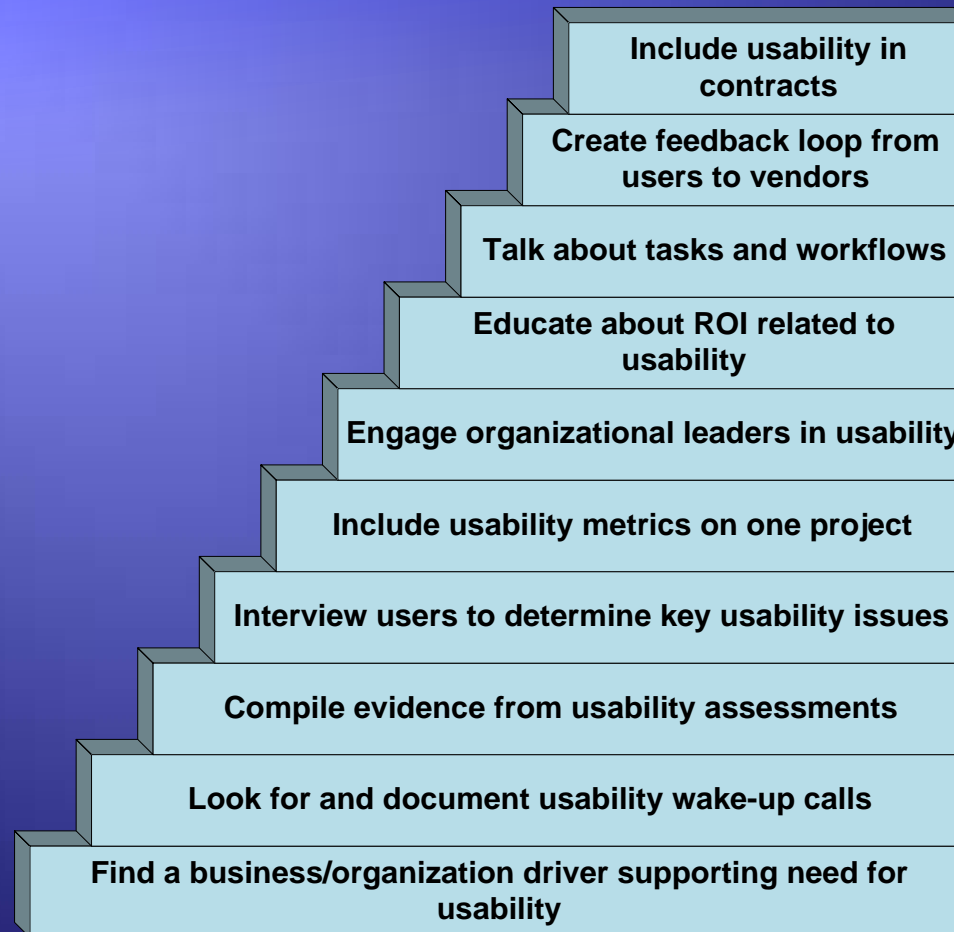
Health Usability Maturity Model



Typical Methods to Launch Usability in Organizations

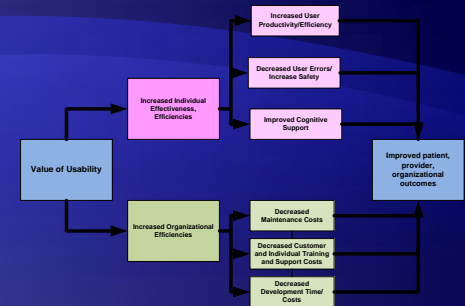
- **“Wake-Up Calls”**
- **Individual Infiltration Methods**
- **Finding Internal Champions**
- **Using External Experts as a Catalyst**

Initial Steps to Improve the User Experience



Contrasting Case Studies

- ✓ U.S. Military Health System
 - ✓ AHLTA ambulatory system
 - ✓ Recently entered phase 2
 - ✓ University Health Network, Toronto, CA
 - ✓ The user experience is part of all product purchases, cooperation with vendors in design, research on the user experience
- Phase 4



Next Steps

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- ✓ Develop an interactive tool for organizations to
 - ✓ Diagnose their current phase
 - ✓ Make recommendations for improving the user experience
- ✓ In process now
- ✓ Longer term
 - ✓ Assess the user experience in health organizations using the tool

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Maturity Model Resources

- ✓ HIMSS usability maturity model white paper:
http://www.himss.org/ASP/topics_FocusDynamic.asp?faid=358
- ✓ White paper co-leads
 - ✓ Nancy Staggers: staggers@son.umaryland.edu
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