

Jotter Research Interview Findings, Readout

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Purpose of Research

1. The primary purpose of our research is to get an understanding of how our customers (Doctors & Clinicians) currently use the Jotter tool.
2. The secondary purpose of our research is to gain insight into how the user experience and functionality of the Jotter tool might be improved.

Clinician Interviews

Jon Azzariti - Internal Provider, Patient Safety Lead

6/14/22

Notes: <https://athenaconfluence.athenahealth.com/download/attachments/408295196/Jon%20Azzariti%206-14%20Interview%20Notes.docx?version=1&modificationDate=1655241922354&api=v2>

Use Case

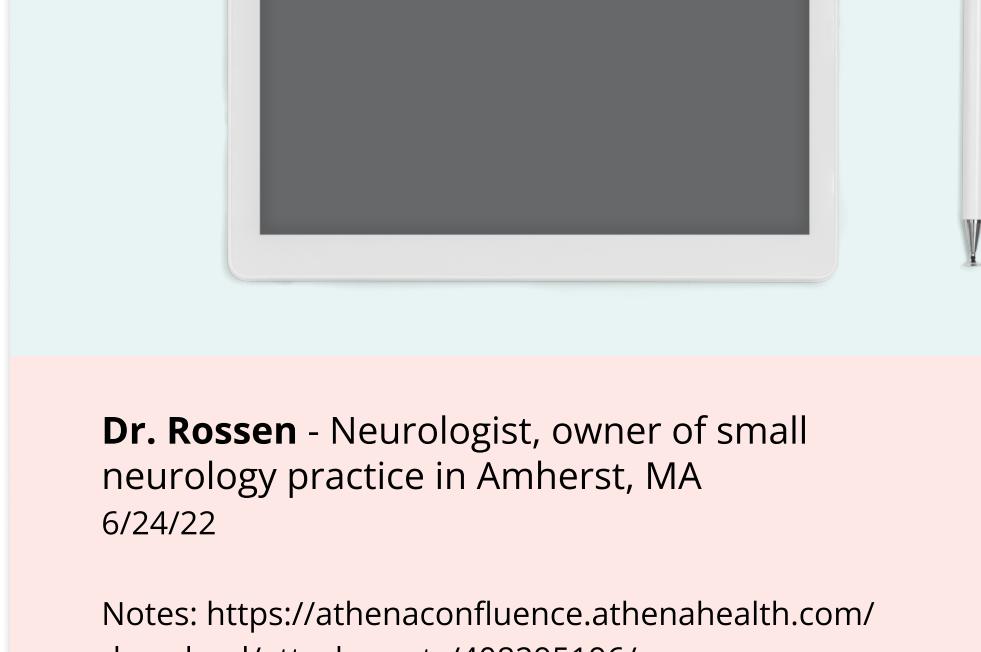
Drawing vascular charts to depict changes in different areas of the vascular system as a result of clinical procedures. E.g., Effect on kidneys from heart procedure.

Input Medium

Draws on a tablet with a stylus and then manually scans picture using athenaCapture.

Requested Features

1. Upload self-created drawings and templates on Jotter and annotate on them using Jotter. Finds athenaCapture too time consuming/limited options to annotate and no ability to draw.
2. Wants to be able to drag & drop images from computer directly onto Jotter drawing area.
3. Wants to view multiple images simultaneously so that he can compare the previous image with the new image for the current encounter.
4. Wants an easier way to share drawings with patients.
5. Open to the idea of a grid view overlaying the selected image (would allow for greater locational specificity of a lesion, for example).



Dr. Clark - ER Physician & athena clinicals presales advisor

6/15/22

Notes: <https://athenaconfluence.athenahealth.com/download/attachments/408295196/Todd%20Clark%206-15%20Interview%20Notes.docx?version=1&modificationDate=1655325276327&api=v2>

Use Case

Wants to explore the option of using Jotter as a way to allow patients to sign consent forms in behavioral health treatment plans.

Input Medium

Draws using a mouse on his PC. Uses Chrome to access Athena software.

Pain Points

1. Finds it difficult to draw using a mouse on chrome.
 - a. Finds it hard to draw in transition on chrome. Needs to keep his finger pressed while drawing.
2. Has to navigate through all existing templates to find the image he wants to use.

Requested Features

1. Make it easier to find templates on Jotter. We told him about the drop down feature we are looking to implement. The drop down would allow users to select the template they want to work on. We suggested the idea of utilizing text macros to fill up the type of template the doctor wants to use.
2. Allow users to view multiple pictures in Jotter simultaneously. Or have a side arrow or a button that allows him to flip between 2 images.
3. Allow Doctors to directly upload an image or a new template without having to go through the admin template page.
4. Allow patients to sign on Jotter board and use their signatures on consent forms. But once the image is signed, he wants it to be non-editable. The sign should then be visible only in the consent area and not in the encounter space.
5. Allow a button to zoom in or out of images currently visible in Jotter.
6. Wants more drawing tools such as options to draw circular lesions or ulcers on feet versus a paintbrush option to paint lesions on a cervix.

Dr. Rossen - Neurologist, owner of small neurology practice in Amherst, MA

6/24/22

Notes: <https://athenaconfluence.athenahealth.com/download/attachments/408295196/Michael%20Rosson%20Interview%206-24-24.docx?version=1&modificationDate=1656346229740&api=v2>

Use Case

Documents small/less complicated procedures. Uses Jotter as a visual redundancy for documenting his usual procedures.

Input Medium

Draws using a mouse on his Laptop. Uses his own templates.

Pain Points

1. Must copy by hand his previous Jotter drawings for new encounters as the "accelerate" function for copying over notes does not apply to Jotter drawings as well.

Requested Features

1. Accelerate Jotter drawings with notes from previous visits into the new visit
2. Cutting, sizing, shaping tool to focus on a specific part of an image
3. Open to the idea of a grid overlaying the image
4. Would like an option to allow for dictation into Jotter textboxes.

Dr. MacGregor - Solo practice dermatology in San Francisco, CA

6/29/22

Notes: <https://athenaconfluence.athenahealth.com/download/attachments/408295196/Dr%20MacGregor%20Interview%20Notes.docx?version=1&modificationDate=1656601372263&api=v2>

Use Case

Him and PA heavily use Jotter tool to document patient lesions and biopsies. Wants to minimize clicks to save time.

Input Medium

Draws using an iPad pro and Apple Pencil.

Pain Points

1. Stroke width too thick given size of global templates -- forced to upload his own, much larger templates, as a workaround for the large brush size
2. No preset "icons or labels" with which he can document his work -- would save him time for more common annotations (e.g., biopsy is represented with an 'X' in a circle)
3. Must go through AthenaCapture workflow to upload images or must redraw images in new encounters. Would prefer if images can be quickly uploaded and annotated on. Having an image would prevent time-consuming redraws. Jotter images can then be viewed in encounter summary view.

Requested Features

1. Finer preset stroke width
2. Zoom in/out
3. Shape/label tool
4. Image/template upload directly within Jotter tool

Takeaways

- ✓ Finding templates on Jotter must be simplified (via search or dropdown)
- ✓ Ability to upload or import saved templates/self-created drawings directly within the Jotter tool is a must
- ✓ Ability to view two drawings simultaneously would be helpful, particularly when viewing a previous drawing and comparing it with the current encounter
- ✓ Accelerating notes should also include previous Jotter images
- ✓ A shape/label tool would save users a significant amount of time
- ✓ A finer preset stroke width is a must
- ✓ Using Jotter as a means of signing forms must be explored
- ✓ Ability to zoom in/out on drawings, insert shapes, and other tools must be explored
- ✓ Sharing Jotter drawings with patients must be explored