

TraceabilityAtt

I chose efficiency as the usability attribute for our SEAP management system. We designed the prototype to help users work quickly. For example, the “New Event” button is easy to find on the agenda page. The form for appointments hides fields that are not needed, such as payment fields for evaluation sessions. In addition, the system automatically creates the patient's folio number.

To measure efficiency, we use task time. This is a common metric in ISO standards [1]. It was defined for the future to collect three types of data:

- How many seconds it takes to create a new appointment.
- How many clicks the user has to make.
- How much time is spent correcting errors.

We chose this data because clinic staff work with many patients every day. Faster tasks mean less stress and better care.

- Other data we might collect to measure efficiency
- Error count (how many times users make mistakes).
- Mouse movement distance (longer mouse paths mean the design is not efficient).
- User feedback (they ask, “Is this faster than using paper calendars?”).

Efficiency is very important for our clinic. Therapists see more than 20 patients daily. Slow systems cause delays and problems. Our color-coded calendar (green for light days, red for busy days) also helps users see free slots quickly.

[1] ISO 9241-11:2018 Ergonomics of human-system interaction — Part 11: Usability: Definitions and concepts.