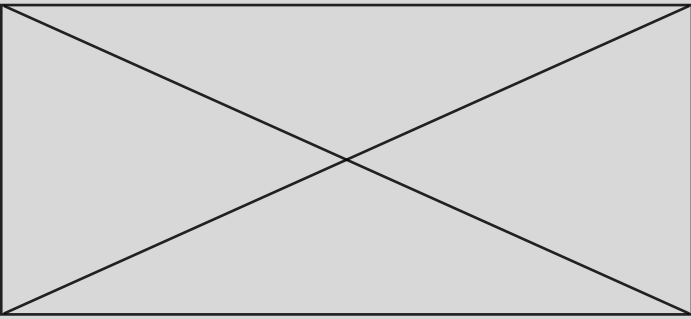


The User Experience Guide for Veterans Health Administration (VHA) Systems helps VHA project teams create easy-to-use health information technology (HIT) systems by focusing on users and their needs.

- Explore **user experience** (UX) and learn how consideration of a user’s perceptions and responses to a system, product, or service can be leveraged to improve design.
- Incorporate principles and practices of **human-centered design** (HCD), an approach to systems design and development that aims to make interactive systems more usable.
- Improve the value of your products.

How to Perform a Heuristic Evaluation



Watch a video that shows how to identify usability flaws based on visual design principles and best practices.

[Learn more](#) >>

Research Users

Understand how people want to use what you build by studying their goals and environment — and increase satisfaction and efficiency.

Create Designs

Produce products that are accessible to all types of people and follow design best practices so they can achieve their goals.

Test Designs

Get feedback from users and experts throughout the development process to improve the end result.

Get Started with UX

Learn how user experience practices can benefit you and the people who use what you produce.

Fundamental Concepts

UX Process

Training

Establish a UX Program at Your Facility

Make UX a part of your strategy and you’ll quickly see the value it adds. Training programs can help.

Establishing Value

Team Training

Share Your Ideas

Send us feedback to help us better serve you.

Interested in contributing to the UX Guide?

Get in touch

Submit your ideas