All, thank you all for the discussion today. Here are the notes:

Hypothesis: CHIO staff at some VAMCs would value guidance on applying UX to their health information system (HIS) reconfiguration projects.

- Assumption: Some CHIOs want to mature UX competency and practices at their site.
- Assumption: Maturing UX competency at a VAMC will improve processes and/or outcomes for HIS reconfiguration projects.
- Assumption: The UX Guide team can provide UX guidance that CHIOs want and can use.
- Assumption: Some sites already apply 'UX' practices that should be disseminated

User Research Objectives

Target CHIOs interested in maturing UX competency and practices at their site in order to

a. Understand the mission of the CHIO office, the roles on a CHIO staff, and the individuals who work with the CHIO office on HIS configuration projects.
b. Understand the types of HIS reconfiguration projects for which a CHIO is responsible.
c. Understand how HIS reconfiguration projects are identified, carried out, and measured.
d. Understand the value system of CHIOs and their staff.
e. Explore UX materials likely to be of value to HIS configuration project team.
f. Explore opportunities to support CHIOs in process improvement for HIS reconfiguration.
g. Identify barriers to adoption (of UX practices and of UX Guide materials).
h. Identify current UX practices at VAMCs that might be captured and disseminated through the UX Guide.

Outcomes

- Decision: How can we work with CHIOs/staff to produce UX guidance for HIS configuration projects? Are we likely to successful? How will success be measured (and inform justification for continued funding)?
- Decision: How will materials be designed so that the appropriate level of guidance is provided to CHIOs, CHIO staff, and other roles on a VAMC HIS reconfiguration project? For instance, will the UX Guide support users with limited UX knowledge as well as users seeking to advance their UX practice?
- Deliverable: User stories that describe the needs for UX Guide materials.
- Deliverable: Description of the context of intended use of UX Guide materials.
- Deliverable: Study report

Approach

In advance, learn as much as we can about the CHIO role

Conduct interviews with CHIO and staff

Define and identify UX Guide 'early adopter' sites

User Research Objectives / Questions (not prioritized)

1. Common themes, need across VAMCs to identify solutions
2. Type of solutions that HFE might provide (UXG content, Webinar training, Consulting)
3. Types of informatics projects that: introduce usability problems, are technically difficult and/or take a lot of time (avoid rework); What are the sources of informatics projects (adverse event).
4. What is a day-in-the-life of a CHIO team (putting out fires, responding to executive request,

process improvement)?

5. Interest in MC Staff training on when and how to utilize multi-disciplinary approach, e.g. ADPACs and Nursing Informatics, Pharmacy, Patient Safety etc.
6. What are examples of problems that the VAMC face? What kinds of issues would you like the website to include?
7. How do you see informatics and user-centered design addressing the issues in the MC?
8. How would you like to see the VA use informatics and user-centered design.
9. Recognition of and working with biomedical device HL7 health factors communication.
10. Interest in fellowship programs (HCD)?

-----Original Appointment-----
From: Barnes, Heather J. (Allegretti Consulting, Inc) <Heather.Barnes2@va.gov>
Sent: Tuesday, April 21, 2020 10:21 AM
To: Barnes, Heather J. (Allegretti Consulting, Inc); Speir, Ross C.; teribrooks@gmail.com; Blake-Lesselroth@ouhsc.edu; Arnold, Timothy J. (NCPS); Adams, Kathleen 'Kas' (Portland); Tallett, Stephanie L (Portland)
Cc: davidclarke@bacteam.com; Janey Barnes; Clarke, David L. (Allegretti Consulting, Inc)
Subject: UX Guide Content Development
When: Tuesday, June 9, 2020 10:30 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Skype Meeting

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