Creating a Clinical Reminder

This playbook will help you apply a human-centered design process to the building of a clinical reminder.

The sections that follow suggest actions to follow during each phase of your project. It is up to you to decide where your time and efforts are best spent based on your project goals, timelines, and priorities.

OVERVIEW

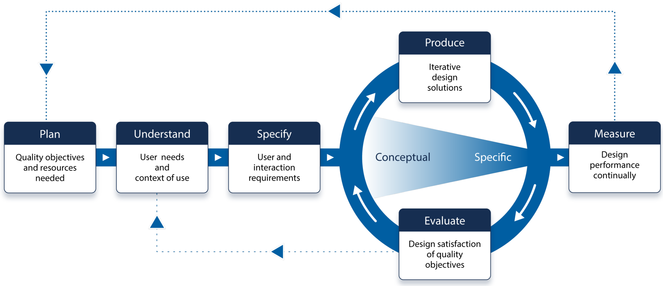
Applying the human-centered design process to your clinical reminder projects makes them safer and easier to use.

The approach works because it asks "What is best for the user?" at every step, from the initial request to delivery of the product.

The overall steps, called phases, are shown in the figure below.

Each phase has its own goals that depend on the where the project is in terms of development. Although phases tend to follow one after the other, there can be some overlap — and even some back and forth between them.

A hallmark of the human-centered design process is the back and forth cycling between Produce and Evaluate. The idea is to get feedback on designs before they are carved in stone. By following this principle, course corrections can be made more easily, avoiding resource expensive re-work later.



Plan

Understand

Specify

Produce

The Produce phase generates the designs for the clinical reminder. The design will be refined based on feedback collected in the Evaluate phase. The cycle between Produce and Evaluate continues until the design meets the quality objectives identified in the Plan phase.

The design evolves from a high-level concept to a definition of the visual layout and the user interactions with the clinical reminder. The design can be presented in a variety of formats, including:

- Concept models of the main data and features.
- Storyboards and flow diagrams to describe how the product integrates with the relevant clinical workflow.
- Wireframes that define how interface elements are grouped and ordered on the clinical reminder.
- A final solution that includes screen elements which conform to CPRS standards.

Checklist

When you are finished with this phase, you will have:

- [ ] Created a design to be evaluated.

Step 1: Consult CPRS Design Patterns

The design should address how the system outputs information to the user, as well as how the user inputs information into the system.

CPRS includes "design patterns" — strict standards that limit which displays and controls are available in the solution. Design patterns ensure best practices are applied when creating CPRS reminder dialogs.

Step 2: Consult Accessibility Guidelines

To ensure the final design can be used by all types of people on all types of devices, the design should conform to accessibility guidelines.

Not only will such a solution work for people with a wide variety of physical and mental limitations, they can interact with the product using laptops, phones, and tablets.

Below are the methods, examples, and tools you can use to complete the Produce phase.

Recommended Methods

This method will help you in this phase:

Visual Modeling

Example Outputs

Concept Model for Clinical Reminder (coming soon)

Clinical Reminder Wireframe (coming soon)

Tools

Summary of Accessibility Guidelines

International Guidelines for Accessibility

Evaluate

Measure

Other playbooks you might be interested in: