

User Experience Guide for VHA Systems

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

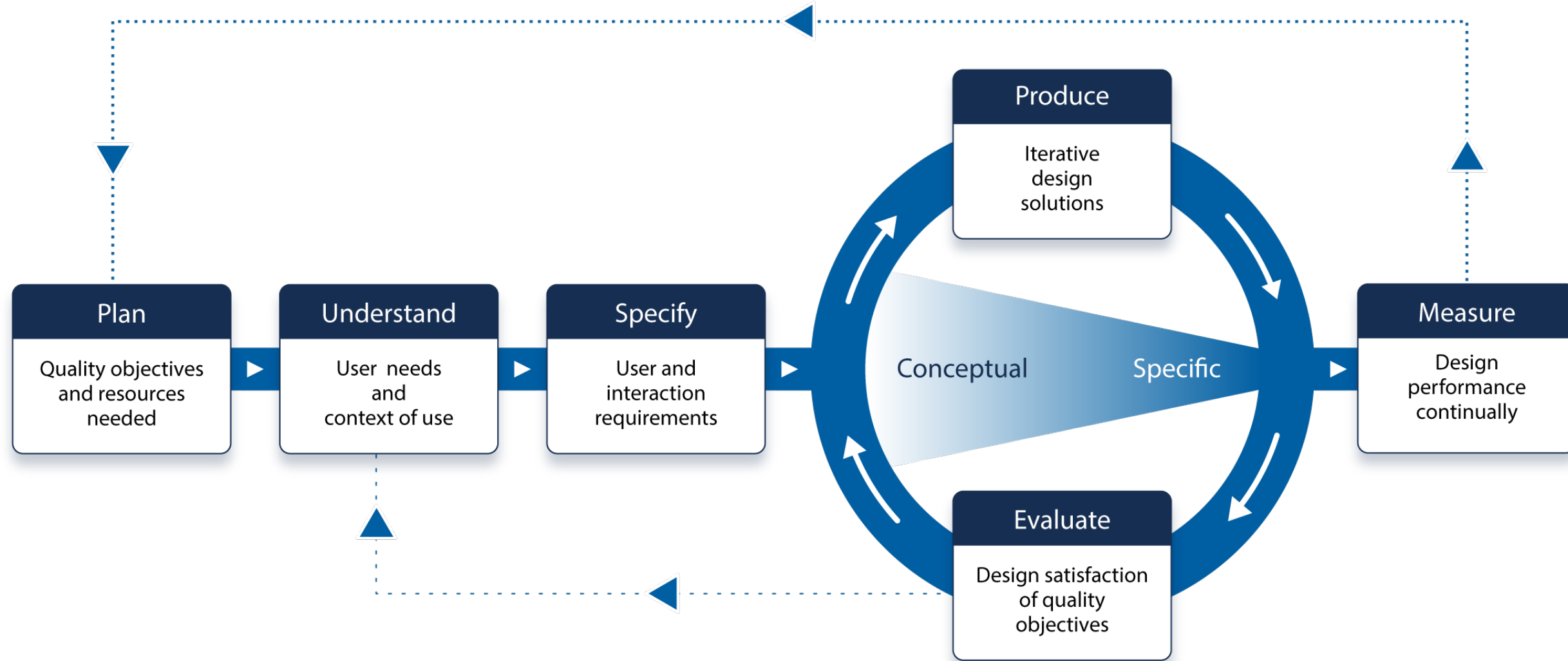
Applying the human-centered design process to your clinical reminder projects makes them safer and easier to use.

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

Evaluate

The Evaluate phase collects data to determine how well the current design meets the quality objectives set at the start of the project. Human-centered design is generally an iterative process. Evaluations are often conducted at several stages in the development of the design, from the early mockups all the way to a fully coded product.

Evaluation supports clinical reminder development by providing a:

- Check against the original set of requirements.
- Check to see if it meets best practices for clinical reminders.
- Check to see if there are any usability concerns.
- Set of recommendations for design improvements.

We recommend that you use a **heuristic evaluation** to evaluate your clinical reminder.

With this method, the clinical reminder is evaluated against a set of rules called heuristics. When elements of the design break one or more of these rules, usability issues will likely be encountered if the product is deployed without being revised.

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

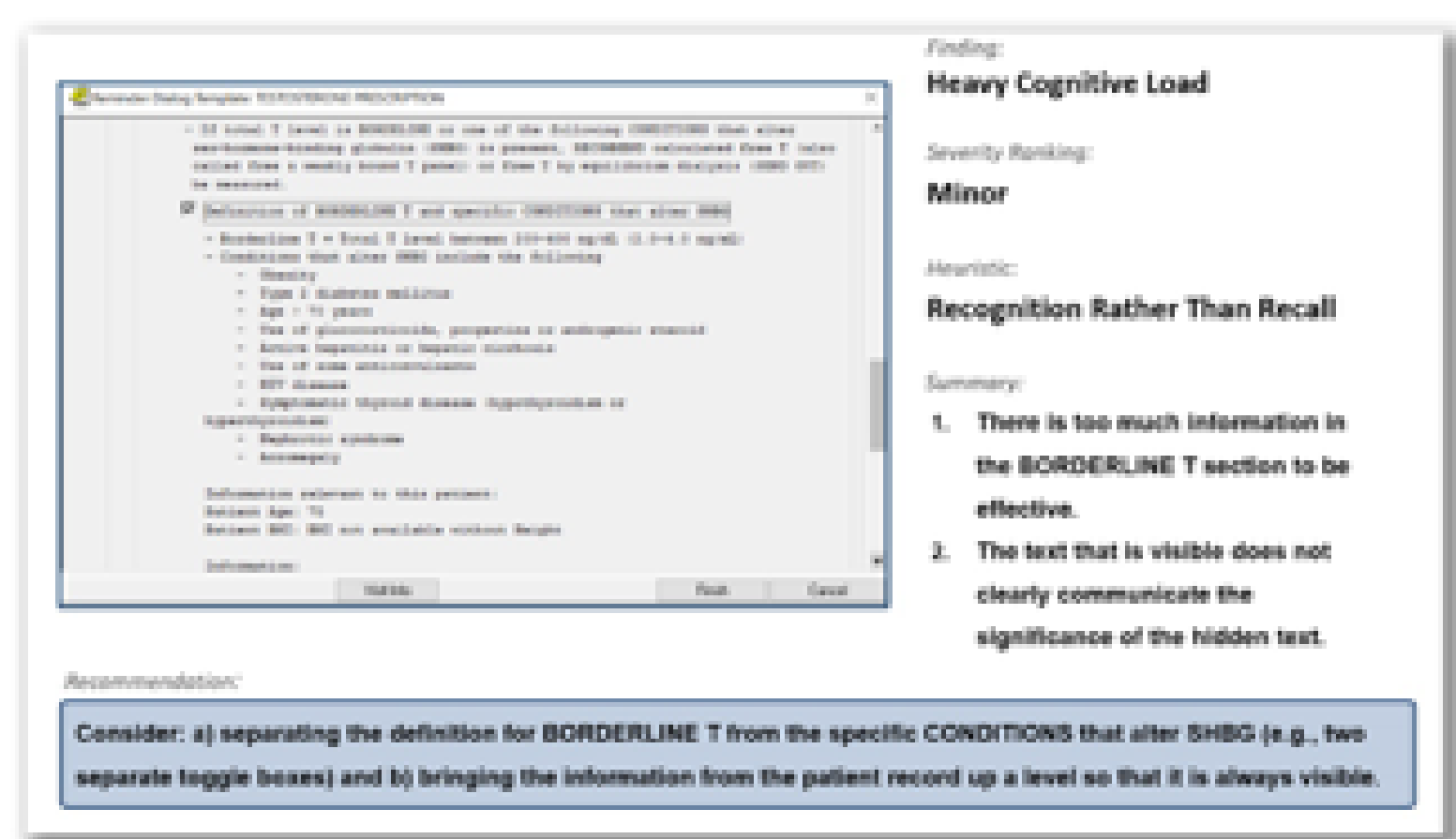


Figure: A heuristic evaluation is typically delivered in a report with slides or pages containing a screenshot, a description of the issue, the rule that was broken, a severity ranking, and a recommendation.

Recommended Methods

This method will help you in this phase:

Heuristic Evaluation

Example Outputs

Sample report from a Heuristic Evaluation of a Clinical Reminder

Tools

TBD

Measure

Other playbooks you might be interested in: