**Page ID**:**Introduction to UX**

**Primary Content**

**Title**

Enter the **page title** here (REQUIRED).

**Introduction to UX**

**What Exactly Is User Experience?**

Enter section content here.

User experience (UX) refers to the responses a person has while using a specific product, which is often an application or a website, but could also be a physical device, a system, or even a service.

UX includes a user’s perceptions, emotions, and reactions to the physical surroundings when interacting with a product. It is also accumulative — a person’s experience tends to be biased or impacted by prior experiences. UX also refers to the responses from others indirectly involved in the user-product experience, including project directors, researchers, and technical support.

A *good* user experience generally means the user is satisfied and pleased after using a certain product, finding it effective, reliable, and useful.

On the other hand, a *bad* user experience signifies that the product in use may be difficult, inaccessible, or inefficient, leaving a user feeling frustrated. More critically, a negative user experience may lead to costly errors and unnecessary risks, both of which are particularly relevant to health care.

Because the whole mosaic of human experience impacts the user-product interaction, UX is a complex concept. Drilling down to the basics, though, UX is essentially about humans using products in different settings. It is an examination of human nature, context, and product while it evaluates the exchanges between the three.

**Usability vs. UX**

Enter section content here.

Usability is a product’s ability to achieve goals or finish tasks without complication. It is a measurement of how effective, efficient, and satisfactorily a product functions when in engaged by a user.

A measure of quality interaction between user and product, usability is primarily concerned with how well the product *performs* when in use.

UX, on the other hand, is the *outcome* of the entire context of user and product engagement. This includes factors like user emotions, physical environments, and organizational or business culture.

Usability and UX are such closely related terms that even practitioners may fall into the habit of using them interchangeably. It is important to point out that while usability is a substantial contributor to UX, it is only one element of UX. Usability *impacts* UX, but other important factors like usefulness and accessibility also affect UX.

As a major characteristic of user experience, usability is an intrinsic part of UX.

**UX and Human Centered Design**

Enter section content here.

Another prevalent term used in describing UX is human-centered design (HCD). By definition, human centered design is an approach to problem solving and design that incorporates human perspectives and reactions in every step of the process.

HCD is a philosophy and practice geared toward understanding the core needs of the user. It integrates human attitudes and viewpoints into product and system development. HCD’s goal is sustained quality improvement of both the problem-solving process and the designed solution.

While UX is a result of user-product interaction, human-centered design is a discipline or practice. It *uses* UX principles to develop and design products. Designers keep both the user and context of use front and center during research and design stages. They iteratively apply feedback from end users, project leaders, and others to refine their work and improve user experience.

**The UX Process**

Enter section content here.

While UX refers to the outcome of using a product, UX process is an approach that uses UX principles to solve problems and design solutions. It incorporates UX components, like usability, and UX-informed disciplines, such as human-centered design, into a problem-solving cycle of discovery and evaluation.

**UX Process**

The UX process is user-focused. It considers how a user might feel or how a user’s environment might impact user-product interaction. The UX process anticipates user responses and reactions. An inclusive, forward-looking approach, the process reduces major roadblocks in user-product interaction, meeting goals, and user workflow.

One goal of the UX process is knowing and understanding the user. This introduces both empathy and value into the problem-solving and design equations. Stepping into the user’s shoes, the process articulates user needs and requirements that are too often underappreciated or excluded.

Anchored in the iterative process, the UX process relies on continuous evaluation from both users and product stakeholders. It maintains the product’s true value by regularly incorporating input from those involved in the project.

**UX Process and Health Information Technology**

Enter section content here.

When considering the UX process as it relates to health information technology (HIT), it is essential to remember HIT’s topmost goal: Improving patient care.

Emphasizing patient requirements and quality health care when analyzing product reliability is fundamental. If the product doesn’t adequately support the provider and boost patient care, then it needs updating.

Employing the UX process in design solutions, developers and designers consider human-centered principles like ease of use, credibility, and dependability. Safe and reliable products are especially important in the world of HIT

UX-informed design improvements also minimize user-product friction, reduce error potential, and streamline workflow — all of which lead to better health care and more satisfied clinical providers.

The UX process is both user-focused and value-driven, making it a linchpin to the four major aims of optimal health system performance. These aims are better patient care; improved clinician experience (by reducing provider burnout and minimizing work stressors); better health outcomes; and lower costs.

When developing and advancing HIT, safety, credibility, and usefulness are integral criteria for the UX process. On the hectic front lines of patient care, dependable and secure systems and products are necessities. Providers and clinicians rely on HIT systems, often utilizing them as decision-making aids during demanding and challenging circumstances.

Split second decisions about a patient’s health and well-being are easier to make when users are comfortable with and trust the systems and products they are using. This fact alone underscores that the UX process is an essential component to HIT development.

**Related Topics**

Enter section content here.

UX Process Design Thinking Value Proposition

**Excerpt**

Summary text for WordPress

Learn what user experience (UX) is, how it compares to usability and human-centered design, and more.