**Page ID**: **#.# Usability Walkthrough**

# Primary Content

**Title**

Enter the **Title** of the **Method** here (REQUIRED).

**Usability Walkthrough**

**Description**

Enter the **Description** here (REQUIRED).

An end user is given key tasks and works through them using a prototype (or mock-up). A usability walkthrough is often used to get feedback on early interface designs.

In some cases, the approach is expanded to include development team members. Users and team members walk through the tasks together to uncover usability issues and discuss solutions. This version of the method is often called a pluralistic usability walkthrough.

**Recommended Uses**

Enter the **Recommended Use** here. If there are no details, insert N/A or TBD.

* Test early paper prototypes — the low-fidelity can spur more creative thinking.
* Agree on a design involving different user types, including physicians, informaticists, and other staff members.
* Determine thresholds of measuring usability for end users and identify benchmarks for future prototypes.

**Limitations**

Enter the **Limitations** here. If there are no details, insert N/A or TBD.

* Low-fidelity prototype cannot mimic functional software.
* A limited number of tasks/screens can be evaluated.
* Analysis of data produced by a group must account for “group think.”

**Outcomes**

Enter the **Outcomes** here. If there are no details, insert N/A or TBD.

* A ranked list of usability concerns along with possible design or function changes to improve usability and support clinical decision-making processes.
* Ideas to improve the user interface (UI) designs based on collaboration among users, subject matter experts, developers, and usability specialists.
* Better understanding of users’ perspectives, goals, and limitations.

**How to Proceed**

If there are no details, insert TBD.

* **Training and Practice Required**

**Required Skills and Expertise**

Enter the **Required Skills** **and Expertise** here. If there are no details, insert N/A or TBD.

* This approach works best when moderated by a usability expert.

[BEGIN: How to Do It]

**Procedure**

Enter the **Procedure** here (REQUIRED).

1. Have a mock-up and list of tasks ready to give to the participants that include end users such as clinicians, technicians, and administrators.

* Set times to meet with participants to run through the mock-up and predetermined tasks.

1. Begin the walkthrough. Show the mock-up to the participant and explain the task. Have them tell you how they would complete the task. Ask them to talk things out as they go through the mock-ups.
   * *Note*: It is a good idea to record sessions in some way for later review.
2. After participants share their thoughts, discuss their responses and show them what you think is the “correct” sequence of the mock-ups.
   * *Note:* Pay close attention to any usability issues and recommended solutions they provide. Underscore those that directly impact “in the field” decisions and actions crucial to better outcomes in critical areas such as patient safety and operational efficiency.
3. Repeat this process for all mock-ups and other common activity tasks.
4. Compile a list of usability issues and solutions recommended by the participants.
5. Adjust the mock-up in development based on the comments.
6. Repeat the entire process with multiple rounds of users until they approve your solution.

[END: How to Do It]

**Author**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* Human Factors Engineering (HFE), Office of Health Informatics, Veterans Health Administration

**Sources**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* Werner, B. and Wilson, C. (2005). Pluralistic Usability Walkthrough. In Usability Body of Knowledge. Retrieved April 29, 2020 from <http://usabilitybok.org/pluralistic-walkthrough>
* Pluralistic and Cognitive Walkthroughs presentation by UM Medical Center Information Technology. Retrieved from <http://www-personal.umich.edu/~jwithrow/materials/walkthroughs.pdf>

**References**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* N/A

**Excerpt**

Summary text for WordPress.

In a usability walkthrough, an end user is given key tasks and works through them using a prototype (or mock-up).