# UXG Content Development Team

4/14/20

Call with BAC (Janey and Teri)

[ ] BAC -> PM support for content development?

* Logistics (below)
* Prep for next week

[ ] BAC -> SMEs on the content dev team

* Experience with VA HIS configurations (CPRS)
* Consistency

[ ] UXG content list (ready to share?)

Logistics:

* On Tuesday we will focus on UXG content work (minimize distractions from competing projects)
* Tuesday morning call
  + 9CT, 10ET (proposed)
  + Purpose
    - Short term prioritization decisions
    - Content development re: Discovery, writing, feedback reviews
    - Review assessment results from the field
  + Topics NOT to discuss
    - QA discussions
    - UX vs HFE decisions
      * Not a part of the conversation
      * HFE technical methods and UX practice methods
      * Ross feels like they are complementary
      * Likewise, QA

* + Content Dev team, project manager
  + In advance: agenda, project status, required prep for team
  + In the call: note-taker, decisions, action item assignments, next steps, (clarity & accountability - Tana)
  + After the call: send meeting minutes, track action items
* Tuesday afternoon huddle
  + Status update

**Goal of the UX Content Development Team**

* Develop content that helps VAMCs improve UX competency
* Leverage VA institutional knowledge of clinical informatics

**Approach**

***Establish team roles***

* + Lead: **Blake Lesselroth**
  + UX Research lead: **Stephanie Tallett**
  + Content development team: **Tim Arnold (Clinical Pharmacist), Kas Adams**, MedStar/BAC (with CPRS experience), Jason Sayline (not reached out),
    - Could add Michelle later, from Visionary
  + Content development manager: BAC
    - Manages UX Education and Training strategy
    - Oversees content development (prioritization -> evaluation); improves the process
    - Oversees expectations for content quality and consistency
    - Coordinates with SMEs / Institutions on content development
  + Content Dev team will have the authority and autonomy to make decisions, execute work, and oversee quality
  + Objective:
    - Curriculum topics

***Outline the content development process***

* + Plan
    - Identify available content and resources
    - Envision the V1 release
    - Establish UX research competency
    - Prioritize topics for content development (based on highest value to the field)
  + Discover
    - Who are SMEs?
    - What materials are available?
    - What are user needs?
    - What are learning objectives and intended use objectives for each module?
  + Produce
    - Develop publishable chapters on various UX topics
    - Translate chapters into interactive modules (content decomposed into various UXG components)
    - Publish to the UXG (What do we do with the chapters?)
  + Evaluate
    - Are learning objectives achieved?
    - Are intended use objectives achieved?

***Establish content quality and consistency standards***

* + Promote the concept of an interactive UX textbook that unifies
    - contributions of subject-matter experts
    - the evolving UX practice in VA
  + Promote consistent design of information and use of pedagogical components
    - i.e. training modules, methods, terms, key concepts, tools/templates
  + Promote a common ‘UX lexicon’ within the VA informatics community
    - HFE terms for adoption (HF, UX, Informatics…)
  + Attribution for content
  + APA format

***Establish cadence for developing content***

* + Modules will have a Lead Author w/ co-authors
  + Focus on Modules (chapters)
    - Example 1: Mapping workflows
    - Example 2: Measuring value
  + SMEs for various topics are recruited as needed
  + Modules developed a 2-week sprint
    - Preceded by planning and Discovery work
    - Followed by evaluation
  + Typical work during a sprint (notional)
    - Develop content for Module 2
      * Draft the ‘chapter’
      * Build interactive components
      * Publish
    - Get user feedback on and revise Module 1
    - Plan and discovery for Module 3

**Information Sources**

* Curriculum from Blake's UX Training workshop
* Materials derived from UX practice at VA
  + Usability Toolkit
  + Field
  + HFE project work
* VA education / training resources
  + AMIA 10x0
  + CDS Eval
  + HFE Newsletters. Brown Bags
* Potential subject matter experts
  + Laura Militello, Brian Moon, Jerry Osheroff
  + Linda Harrington, Jiajie Zhang, Alisa Russ
* Potential Institutions
  + Vandy CRISS Lab (Matt, Shilo)
  + MedStar National Center for Human Factors in Healthcare
  + U Vic School of Health Information Science (A Kushniruk)

**Notes**

**Content suggestions**

* Facilitating negotiation of needs from various stakeholder to arrive at a usable solution
* CPRS-specific usability heuristics

**UX Research suggestions**

* Request from Primary Care program office for HFE to review recommendations to CHIOS to develop and organize consults
* Identify key projects for a VAMC CHIO team
* Leverage CAC thought leaders – How to institutionalize UX practice at VAMCs
* Capture user needs from the perspective of
  + Roles:
    - CHIO
    - CAC
    - SR coordinator
  + Process
    - LEAF request comes in…
    - CHIO staff revives and responds
    - CHIO prioritizes

**Principles**

* Move at the pace of operations. Focus on content (education, methods, techniques, theory) that us useful in VAMC operations. For example, a Summative Test will never be executed by a site.
* UX practices proven effective for VAMC informaticists (“Informatics UX”) complimented by HFE technical methods