UXG Key Terms and Concepts Study

Veterans Health Administration

Office of Health Informatics

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## Introduction

The User Experience (UX) Guide website was conceived as an organizational resource intended to enable positive user experiences with VHA health information technology (HIT) systems by promoting human-centered approaches to system design, development, assessment, and implementation.

The HFE team plans to revamp, expand, and enhance the current UX Guide to promote the use and adoption of human-centered design practices within the VHA OHI and has asked the BAC team to support these efforts.

The aim of the present study is to identify and define the key concepts and terminology that are central to an understanding of a human centered design (HCD) for the implementation of a health information system (HIS). The effort will be directed toward organizing the concepts for effective transmission and toward the development of training materials. This task is the first phase of a long-term effort to promote VHA adoption of a shared vocabulary related to HCD, HF, and UX.

## Objectives

The objectives of this study are to:

1. Identify the key concepts central to a basic understanding of a human-centered design (HCD) process for the design and implementation of a health information system (HIS), and develop a schema for organizing concepts based on anticipated information needs of a HIS project team wanting to apply an HCD process.
2. Develop a glossary of definitions that reference published resources and standards selected from domains such as human-centered design, human factors engineering, user experience (UX), clinical informatics, implementation science, and workflow reengineering, etc.
3. Publish the glossary in form of an on-line tool to be included as an element of the UXG website and provide a brief script and associated materials (diagrams, references, tools, etc.) that will introduce and explain each concept. (The scripts will be used to produce short videos for the UXG).

## Study Design

### Objective 1: Identify the key concepts and develop an organizing schema

**Method:** Form a *steering committee* comprised of end users and subject matter experts (HFE and BAC) to cultivate a conceptual framework that takes into account the end user’s most typical project requirements, level of expertise regarding HCD, and expected mode of interaction with the content (e.g., as a resource, as background education, and/or as a crash course).

### Objective 2: Develop glossary of UX/HF/HCD terms

**Method:** Generate candidate list of terms based on expected level of expertise of the target audience, pare list down with feedback from steering committee (based on frequency of use and/or rated importance), and craft carefully worded definitions for ease of comprehension by the target audience.

### Objective 3: Publish the framework and supporting materials as on-line tools

**Method:** The conceptual framework will be explained and published in an “Overview” page for the website. The Overview will communicate the framework by way of an example that would be typical and relatable for the end user. Overview will include diagrams and links to terms defined in the links to glossary. A searchable glossary will be included.

## Time Frame (High Level)

| **Milestone/Tasks** | **Dependencies** | **Duration** | **Responsible** |
| --- | --- | --- | --- |
| **Task 1: Form Steering Committee**   * Meet with HFE team to identify and recruit candidates for steering committee (6 hours) * Sketch out a draft of Conceptual Framework to be the starting point of conversation with the committee (16 hours) |  | 1 Week | BAC |
| **Task 2: Build Conceptual Framework**   * Meet with steering committee to extract feedback on draft of Conceptual Framework and edit as needed (6 hours) |  | 2-3 Days | BAC |
| **Task 3: Develop Overview Page**   * Formally draft Conceptual Framework and illustrate with an example project (24 hours) * Identify terminology that should be defined in the glossary |  | 3-4 Days | BAC |
| **Task 4: Writing of Definitions**   * Technical writing to craft easily comprehended definitions of selected terms (30 hours) |  | 1 Week | BAC |
| **Task 5: Production of web-based resource**   * Web development to build Overview page and place definitions within user-friendly on-line glossary (30 hours) |  | 1 Week | BAC |

## Assumptions/Dependencies

* Candidate list of about 200 words will be pared down to about 50 for final product.
* ISO standards (for HCD, usability interaction design, risk management, etc.) are available.
* KBS-developed training on clinical decision support evaluation is available.
* VHA organizations that practice human factors engineering will identify a representative to participate in reviewing and selecting terms/definitions.

## Risks

* *Include if applicable – Assumptions/Dependencies may cover.*

## Concurrence

Concurrence on this proposal by the Program Office is required before HFE proceeds with study planning and execution. It should be collected via email using language such as (this must be modified, depending on relationship to the Proposal Call):

HFE is pleased to propose a study designed to support PROJECT TITLE/DESCRIPTION. Please review the attached proposal, specifically the Objectives, Time Frame/Responsibilities, and Assumptions/Dependencies. Changes were made to the SECTION following our call on DATE.

Concurrence is requested by DATE/TIME. Delays in concurrence will cause a delay in the study schedule. Concurrence indicates that both HFE and PROGRAM OFFICE agree on the scope before work begins to ensure that the results of the study address program office needs.

To concur, simply respond back to this email by entering your initials and date next to your name in the table below. If you have additional questions, please let me know via email or we can discussion on DATE.

|  |  |  |  |
| --- | --- | --- | --- |
| Document Title & Version | Name | Enter Initials to Concur | Date |
|  |  |  |  |
|  |  |  |  |

*Thank you in advance,*

*NAME OF STUDY LEAD*

Upon receipt of concurrence, the proposal document will be finalized by the addition of signatures collected via email.