VHA Office of Health Informatics, Human Factors Engineering (HFE) seeks to improve the performance and safety of VA health information systems. HFE is preparing on-site training for Clinical Applications Coordinators (CACs) to optimize the end-user experience of CPRS tools.

* The goal is to be able to incorporate usability practices into your everyday work
* The purpose of this interview is to gather information which will inform training content

1. Before we get started, please tell us:
   1. How do you receive a work request?
   2. Describe how the requirements for the work are communicated?
   3. Describe a typical conversation a CAC might have with a customer about the tradeoff between how much time it takes to do the work and the resulting functionality.
   4. What is the process for documenting the requirements?

*(prompt- What are the different kinds of requirements a CAC needs)*

* 1. What happens after requirements are finalized?
  2. What else needs to happen to complete the work?
  3. Describe how you know if requirements are met.

*(prompt- How do you know the product functions as intended?)*

* 1. How do you receive feedback on the work?
  2. Describe all the people involved in doing the work.

*(prompt - What role does each of them serve?)*

* 1. Describe advice would you give other CACs to make it easier for them to do their work.

1. Have you heard of the term “Human Centered Design”?**.......IF NO, SKIP TO 2b -USE PROMPT**
   1. What do you think it means?
   2. Describe a time when you did a human-centered design activity?

*(prompt-* Describe a time when you conducted interviews or showed users)

1. On a scale of 1 to 10, with 1 being “Not at all” and 10 being “Very much”:
   1. How interested would you be in incorporating human-centered design into your work?
   2. How relevant do you think human-centered design training would be to your current position?
2. Is there anything we did not ask about that would help support the work CACs do?