# Ross’ AGENDA

# UXG Content Development Team

Ross – Blake content creator. What can we do to streamline the process. Make sure the feedback loop in place is being assess founded on user needs.

Include SME from BAC and MS

List

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)

Ross, Janey, Teri, Blake, Kas

* Tuesday morning call including
  + 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
  + 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
* How the UX Guide team will take this information and turn to interactive content. Deliver content format free.
  + 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, Kas Adams**, MedStar/BAC (with CPRS experience), Jason S.,
  + 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

***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)

**JANEY’S AGENDA**

Ross – Blake content creator. What can we do to streamline the process. Make sure the feedback loop in place is being assess founded on user needs.

Ross’ agenda

Agenda

Goal = Align BAC with Ross regarding  Discovery topics below

* Prioritization of content creation by content creators (Blake, Stephanie, Visionary, Michelle Rogers, Scott Wood)
  + What’s in Airtable, needs from the field, “coincidental”
* Vision about aligning/not aligning content, terminology, writing style with those items that have been/are being defined for UXG
  + When a content begins creating content, we should be able to come to agreement before the content is created/finalized
    - The more integrated a content piece is intended to be then the greater the requirement for alignment e.g., calling a method by the same terminology, attributing the method to the phase in the UXG process (wave image).
    - If the content is standalone vs “broken apart”
    - Review process

Ross- need to have the quality and consistency standards defined. With input on this.

* Michael may lead and rely on content dev team

Alignment with discovery efforts. Somewhere point to expectations.

* Content Creation Planning
  + What are you creating

The list

Different roles may have different needs

Blake and Kas Na Stephanie work with these roles. Feel comfortable relying on their assumptions. Need to validate. Identified another CHIO that we can get feedback from.

Shared understanding – Stephanie and Ross started in Airtable

* + Who is the intended user (and specific user profile e.g., CAC – novice, intermediate, expert)
  + What need does the content meet for the user

Work in Progress

We are ready to “finalize” discovery of these items. This means we are ready to close the loops from above. Propose to the UXG team where the content fits into the site e.g., Resource > Tool + Related Content for \_\_\_\_ + Linked to Process Step \_\_\_\_. For some of this we need to talk to Blake to learn about his intention for some workshop material. For other items we can make the proposal based on what we’ve reviewed.

Expand this “site map” that includes future content

Managing user needs - preview

We are also ready and are going to move ahead to reach out to identified users for identifying user needs and gather feedback on some of the content already produced.

* Case Study 1 for ER Site Visit V3
  + BAC feedback on document
* Word Document titled: Draft VA User Experience (UX) Workshop (Blake)
* Summary of Human Systems Integration Body of Knowledge and Competency Assessment Workshop Held at NPS November 13 – 14, 2019
* Video Content:
  + Discovery: Define Video development strategy and integration process - Assess which UXG concepts, methods, and techniques would benefit from inclusion of video snippets and draft process for video development.
  + Product content explaining technical UX concepts (with video snippets) – What does it take to produce videos, Get direction from Blake, Stephanie on some topics

These items are underway and we can finalize without reaching out to others:

* Discovery: assess environment scan sources and relevant content for UXG - Assess the various resources found in the environmental scan conducted as part of the UXG Stakeholders Assessment project done by BAC team.
* Discovery: liason to terms and definitions project conducted by HFE team HFE / UX / HCD - Coordinate with BAC lead defining HFE Glossary of terms and define how integration with UXG should occur.

Next (April)

These item are ready to start. Today we need to align items above (this call) and get an introduction (today). The intent is to learn about their content, progress, and align on the continued plan for content completion:

* Discovery: assess Workflow Mapping content from external source - Coordinate with HFE Lead & Content Lead assess content developed by Visionary and define integration strategy into UXG.

Ross gave visionary direction to move forward. We are not prepared to have visionary change direction. We can do discovery. We can have access to materials they create. Informing dev and design has to wait.

Jb – do initial discovery

Jb – give the questions we want to ask

* Discovery: assess Usability Walkthrough method for clinical decision support - Coordinate with Michelle Rogers, PhD, and Scott Wood, PhD to assess content developed and define integration strategy with UXG.

Scott is putting together cds evaluation training. The training is end to end. Michele is helping scot with this. This has not been moving quickly. Ross spoke with michele A- is going to be a resource b- had asked michelle put training materials for cacs at the site how to do EM cognitive walkthrough.

Need to discovery – cds evaluation material including the walkthrough and heuristic. Be aware. HF \* UX method \* CDS (Knowledge)

David – we don’t have this material.

Ross gets with scot –

Scot has a mountain of content. Over the past 2 weeks he has taken the content and defined users, user objectives, and best deliverabled. There is overlap in content. We will consume the content.

* Discovery: assess how to incorporate content from other organizations and other content development efforts - Assess how current content defined in the past or concurrently by different organizations can be integrated into UXG website

Ross- other orgs are that will participate in the hcd workgroup. VA center of innovation (there is a new name). have consumed their information (eg play book), github material …this piece familiarize ourselves with this material . Kurt is standing the workgroup (OIT, etc) propose to them that the uxg site is “the site”. Discovery work is to talk inteleeignently about why the ucg is the “the” place.

* Discovery: assess interaction design of educational materials - Coordinate with HFE Lead & Content Lead to assess content developed by Visionary in workflow mapping project and define integration strategy with UXG.

Ross has what was produced. Put this material in an interactive format pedogolocal consideration. Ross will share

May

* Explore options for continual incorporation of UX practices and tools contributed by external project teams
* Identify project teams pioneering UX practices and new tools
* Support contribution by external project teams
* Carry out periodic environmental scans

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**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