**Usability Toolkit Re-Boot – Krystal Roha**

* Krystal Roha – original members of usability toolkit effort
* Year ago, they started this project
* Since then, she had a baby but is back
* Asked to provide usability training to Vision4
* Been with VA 15 years
* Background as Nurse – CAC in 2009 – Fee years as CAC then moved in role as informatics nurse – nurse informatics masters (usability). Informatics and performance improvement
* Informatics nurse – primary role in implementing Cerner. Vision 22 – long way out to Cerner implementation.
* She is VA Long Beach now.
* Informatics nurse/CAC coordinator
* Very interested in Usability – what linked me to Ross. Help contribute to this team the best I can.
* How I see this fitting in? Training in Vision4 – great way to use these tools. Great feedback about the tools and how they are used. Classroom setting? Approval/funding for informatics staff in one place for 3 days and we would do classroom training there. That is extent of planning so far.
* Putting together a mini project to do homework ahead of training to understand what would make this training successful to informatics staff. Don’t have a clear vision now what this will look like. Great opportunity to fill a need what many sites need.
* Kath Adams joined as well. Was with them at the beginning of this project.
* Small team in Portland VA that did what we are trying to do.
* UX guide – how we are publishing the information
* How would the toolkit information support your staff in these projects?
* Crystal – at most VA sites there is a role of system re-design coordinator. At some sites the team is more robust then other places. Long beach there are 4 coordinators and they do Rapid Improvement Experiment (RIE). Impatient experience. Impatient medicine documentation, improving that for staff. How do we make things more efficient for nurses and providers?
* What are important requirements and important to read?
* Tues-Thurs session – there will be more opportunities to include this.
* Asking about functionality. Visual aid at that setting would make experience better.
* Will share with us the document – word document with requirements.
* Educating people – technical limitations. Hot topic. Give people an education on CPRS vista. Patterns that are possible. Still room for creativity in the system.
* If you understand the purpose or goal that you are trying to create
* SR- coordinator – reports to? – varies by site. One reported to associated direction or quality safety value. At Portland they report to Director. They can decide by site.
* 4 main areas that the facilities look to improve different streams. Goal to get employees lean certified. Lean project that you want to work on. Not so interdisciplinary. Portland similar process. Data driven.

Ross’s Notes from meetings:

You may have gathered from these interviews, folks in various roles across VA are willing to support this effort. I frequently have people reach out who want to be engaged with this. So once we re-initiate this core toolkit team, we’ll need to figure out how to enable more folks to contribute.

My notes…

* New concept: Rapid Improvement Experiment (RIE) – was it ‘Improvement’ or ‘Implementation’?? I have both in my notes.
* New user role: Systems Redesign Coordinator (variation in this role across sites)
* There’s much variability at VAMCs with regards to competency applying HCD to HIS configurations. This could be a challenge for creating UXG content, but may also be an opportunity for us to discover and share effective practices.
* I may be wrong, but I got the sense that we didn’t have a shared understanding of what problems the UXG/Toolkit is intended to solve. For some, our materials will help teams with the design of HIT components (like a reminder dialog) to support a quality improvement process; for others, out materials will help teams apply HCD to a quality improvement effort.

LMK if you don’t receive that artifact you asked for (the UI patterns for reminder dialogs).  We really need a place to keep these types of materials prior to publishing. And authorship – Crystal, Kas, and Kendra (who you’ve not met) created UI Patterns resource, and they should be recognized for their great work. And versioning – as work on the UI Patterns continues we’ll need to update UXG content.

Once we have a good content management system in place we can ‘turn on the spigot’ and will have tons of content to publish.

-Ross