**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: MedStar/BAC, Jason S?, Kas?
  + 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

***Outline the content development process*** (notional)

* + 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
  + 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
  + Others…

***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)