### **June Work**

Epic: UX guidance for VAMCs developing and implementing clinical reminder dialog templates

###### User Research: CHIO team

* Specify intended outcomes (below)
* Prioritize research objectives / questions
* Outline study timeframe (specify dependencies)
* Utilize HFE study templates (Study proposal)
* ??Follow HFE practices re: study execution (project tracker)

Outcomes

To inform our July work we need to

* Identify several VAMC CHIOSs who want to improve UX competency of their informatics staff
  + What are opportunities for the UXG to provide value?
  + How would these CHIOs like us to measure success?
* Understand how CHIO teams do work (roles, projects)
* Envision how a UX-mature CHIO office operates
* Create user stories (and story maps) to prioritize UXG work

User Research Objectives / Questions (not prioritized)

Common themes, need across VAMCs to identify solutions

Type of solutions that HFE might provide (UXG content, Webinar training, Consulting)

Various roles in a VAMC informatics project?

Types of informatics projects that: introduce usability problems, are technically difficult and/or take a lot of time (avoid rework); What are the sources of informatics projects (adverse event).

What is a day-in-the-life of a CHIO team (putting out fires, responding to executive request, process improvement)?

What does success look like from their perspective? (measures?)

1. Interest in MC Staff training on when and how to utilize multi-disciplinary approach, e.g. ADPACs and Nursing Informatics, Pharmacy, Patient Safety etc. 2. What are examples of problems that the VAMC face? What kinds of issues would you like the website to include?3. How do you see informatics and user-centered design addressing the issues in the MC?4. How would you like to see the VA use informatics and user-centered design. 5. Recognition of and working with biomedical device HL7 health factors communication.

Interest in fellowship programs (HCD)?

###### Delivery: Provide UX material related to CRDTs CACs will use (not a playbook)

###### Process: Recruit and manage a group of ‘early UX adopter’ CACs

###### Delivery: Workflow Modeling content (from Visionary)

Seek CME accreditation

###### Process: Implement value management practices

###### Discovery: How might the UXG support the VA AMIA 10x10 Informatics Certification Training

###### NOTES

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User Research: TBD

Delivery: UX Guide Release 1 (on WordPress)

Process: