**Interview Questions - CACs**

Human Factors Engineering (HFE) is preparing an on-site workshop that will provide training and tools needed by CHIO staff to improve the usability of health information systems (HIS) at VA Medical Centers. This workshop will cover the basics of HIS design and assessment to support clinician effectiveness, efficiency, and satisfaction, as well as overall system reliability.

Our goal for this workshop is to equip CHIO staff with foundational knowledge and hand-on training to incorporate usability practices into common HIS projects involving requirements gathering, application design and assessment, issue resolution, implementation, and monitoring.

The purpose of this interview is help us tailor the training curriculum to meet your needs. We’d like to understand the challenges that you face to provide highly usable systems for your facility. We’d also like to understand opportunities that you see for improving current processes, tools, and skills related to optimizing HIS usability. Finally, we want to know how familiar you (and personnel at your site) are with usability concepts, methods, and tools.

1. Before we get started – How familiar are you with the concept of “Human Centered Design”?
   * Have you ever attended a training course that covered usability, Human or User centered design or a similar topic?
   * Have you performed any human-centered design activities in your current position? (for example, conducting interviews, shadowing users, user testing, etc.)
2. Is this course something that you would be interested in attending?
   * Do you think attending this course could help you in your current position?
   * Do you imagine you would implement some of the methods and tools learned after attending the training course?
3. Can you give us any real-life examples of problems that you are trying to solve? It can be a challenge you face with a product, a process, or technology. For example, the EHR does not integrate with a clinical workflow, lack of integration between systems, etc.
4. Do you have any success stories you can share about a problem that was solved using a human-centered design process? For example, conducting interviews, shadowing users, leading a collaborative design workshop, conducting a usability study, etc.
5. Is there anything else you can think of that we should include in this training course?