**Interview Questions - CHIO Stakeholders**

**Intro**

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 hands-on training to help staff members incorporate usability practices into common HIS projects. Those projects might involve requirements gathering, application design and assessment, issue resolution, implementation, and monitoring.

1. As we are starting to prepare the outline for the training course, we would love to get your thoughts and high-level vision for this training program.
   * What would you like this training program to accomplish?
   * What would you like to be achieved through this training course?
   * Who needs to attend this training course?
   * What medial center staff roles would benefit from this training?
2. Can you give us any real-life examples of problems that you are currently 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. We are asking this question because we would like to use some real-life examples in the workshop as case studies.
3. Do you have any success stories you can share about a problem that was solved using usability concepts, methods, or tools? For example, conducting interviews, shadowing users, etc.
4. Human Centered Design (HCD) is an approach to interactive systems development that aims to make systems usable and useful by focusing on the users, their needs and requirements, and by applying human factors/ergonomics, and usability knowledge and techniques. Do you have a sense of how familiar your personnel are with usability concepts, methods, and tools? Or the value and importance of learning these concepts?
   * Are there any CACs (or other roles) that you know of that have implemented an HCD approach?
   * How much time do you think we should dedicate in the training class to describe to CACs the importance of using a human-centered design process and the outcomes of implementing this process?
5. Do you have a few CACs (or other roles) that we could interview? We would like to understand some of the problems they are trying to solve and understand how much CACs know about usability so we can tailor the training program to their needs.
   * *If appropriate* – we would like to speak to both CACs that have implemented an HCD process and CACs that do not know about human-centered design