# Common Usability Issues for Clinical Reminder Dialog Templates – Video snippet script

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| **Story Element** | **Time Code** | **Visual** | **Audio** | **Notes** |
| Intro | 0:00 | Common Usability Issues for Clinical Reminder Dialog Templates  User Experience Guide for VA Health Systems  [logo]  Veteransaffairsuxguide.com | [music?] |  |
|  | 0:05 | Common Usability Issues for Clinical Reminder Dialog Templates  Tips about what to consider when creating a clinical reminder | A significant amount of clinical care in the Veteran’s Health Administration is provided using clinical reminder dialog templates, or CRDTs.  CRDTs are generally reviewed by two or more usability experts before they are rolled out nationally. The approach used by the reviewers is called a heuristic evaluation. | 1 |

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|  |  | Heuristics = rules of thumb | Heuristics are just rules of thumb — principles that tend to result in more user-friendly products.  You don’t have to wait for an expert to review your CRDT to improve it.  In this video we’ll highlight a few rules to consider when creating a CRDT.  By understanding the issues that often come up when creating a CRDT, you can speed up the process of getting your clinical reminder project done and deliver a better product. | 2, 3 |
| Questions Formatted Inconsistently in the Note |  | Questions Formatted Inconsistently in the Note | [music?] |  |
|  |  | A screenshot of a cell phone  Description automatically generated | In our first example, the top panel shows a template with a series of yes/no questions that all have “yes” selected.    The middle panel shows the note output and highlights the inconsistent formatting of the questions and responses in the note.  These inconsistencies would not appear together in an actual CRDT, but we’re showing them one after the other to make it easy to compare.  The first item is made using a group and drops the “yes” to the next line with an indent.  The second item is made using a prompt and places the “yes” at the end of the same line.  The third item uses alternative text and is re-written in the form of a statement. | 4 |

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|  |  | **Rule**: **Consistency and standards**  Interface expresses the same thing the same way. | **Consistency and standards** applies here.  Maintaining consistency is a good rule of thumb to follow because it makes the note more predictable and, as a result, easier to search and read. | 5, 6 |
|  |  | A screenshot of a cell phone  Description automatically generated | Going back to our example, you’ll see the bottom panel is formatted more consistently.  Dropping the response to the next line with an indent has the added benefit of spacing the text. | 7 |
|  |  | **Rule: Aesthetic and minimalist design**  Eliminate extraneous words or graphics. | Because the note is less crowded with text, it’s easier to read and more in keeping with another rule of thumb: **aesthetic and minimalist design**. | 8 |
| Text Overflow for Selected Items Makes Note Hard to Read |  | Text Overflow for Selected Items Makes Note Hard to Read | [music?] |  |
|  |  | A screenshot of a cell phone  Description automatically generated | In our second example, the top panel shows a series of statements checkmarked to be included in the note.  It also shows the resulting note below, which is difficult to read because there is no space between the items.  Critically, the second item is long and overflows to the next line. The overflow makes it difficult to see. | 9  Could add a circle to highlight/point to location in the figure or perhaps there is a layover effect that can serve this purpose??? |

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|  |  | **Rule:** **Aesthetic and minimalist design**  Eliminate extraneous words or graphics. | **Aesthetic and minimalist design** again applies here because the note is crowded with text.  The rule of thumb is as much about the removal of extra information as it is about the amount of information packed into the available space. | 10 |
|  |  | A screenshot of a cell phone  Description automatically generated | As you see in the bottom panel, dashes can turn the text into a bulleted list.  This breaks up the text and makes it easier to see each individual item.  This solution can be used when a line break between items is not possible or not preferred. | 11 |
| The Required Format of Field Entry Is Not Clear |  | The Required Format of Field Entry Is Not Clear | [music?] |  |
|  |  | A screenshot of a cell phone  Description automatically generated | In our final example, the top panel shows free text fields for date and weight.  The template can be finished without generating an error message regardless of what is entered into these fields. | 12 |
|  |  | **Rule: Help and documentation**  Available, concise, concrete, specific, easy to search.  **Rule: Good error messages**  Precisely indicates the problem and suggests a solution. | Two rules of thumb apply here:  1: **Help and documentation** and 2: **good error messages**. | 13 |
|  |  | A screenshot of a cell phone  Description automatically generated | Use of a date picker could protect against date entry errors, but not all situations have such a ready fix. A more general solution is to support the user by providing some instruction.  The bottom panel shows instructional text that tells the user how the date should be entered, what the proper unit is for weight, and that they don’t need to enter the unit in the field. | 14 |
| Conclusion |  | **Rules We Covered**  **Consistency and standards:** Interface expresses the same thing the same way.  **Aesthetic and minimalist design:** Eliminate extraneous words or graphics.  **Help and documentation:** Available, concise, concrete, specific, easy to search.  **Good error messages:** Precisely indicates the problem and suggests a solution. | If you follow these rules while creating a clinical reminder dialog template, you’ll build a more usable product that will help clinicians better enter data — and allow them to provide better care for Veterans. | 15 |
|  |  | **Learn more about usability:** veteransaffairsuxguide.com | To learn about other common usability issues for clinical reminders — and to get more information about usability best practices that can help you in your work — visit the UX Guide website. | 16 |