



Usability Evaluation

AkuteHealth

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INF 385P - Usability



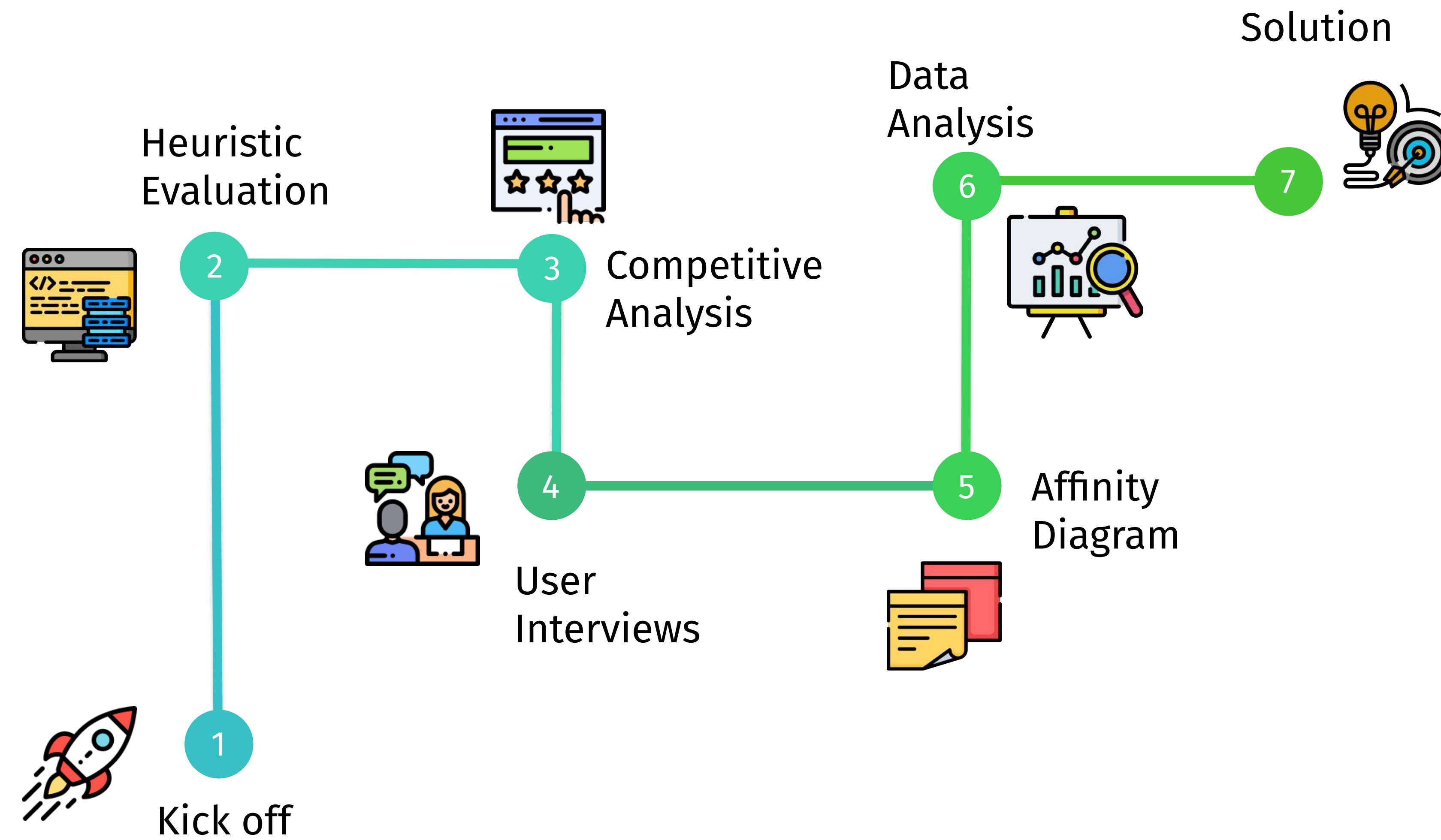
The University of Texas at Austin
School of Information

PROJECT OBJECTIVE

#1 To understand the pain points that users have accessing their health information.

#2 How AkuteHealth can help alleviate those pain points.

PROCESS



HEURISTIC EVALUATION

HEURISTIC EVALUATION

10

heuristics used to evaluate
the AkuteHealth mobile
application interface



Visibility

Provide users feedback in real-time so they know what is happening



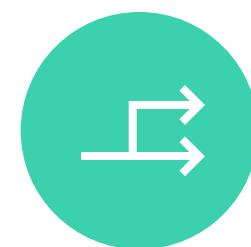
Freedom & Control

Provide easy exits from accidental states in the interface



Error Prevention

Help users avoid making mistakes by eliminating error conditions



Flexibility

Use invisible accelerators to make advanced tasks fluid and efficient



Error Recovery

Help users recognize, diagnose and recover from errors



Mapping

Use familiar language and metaphors that help users relate better



Consistency

Use same interface and language throughout



Recognition

Reduce load on user's memory by making information easy to discover



Minimalism

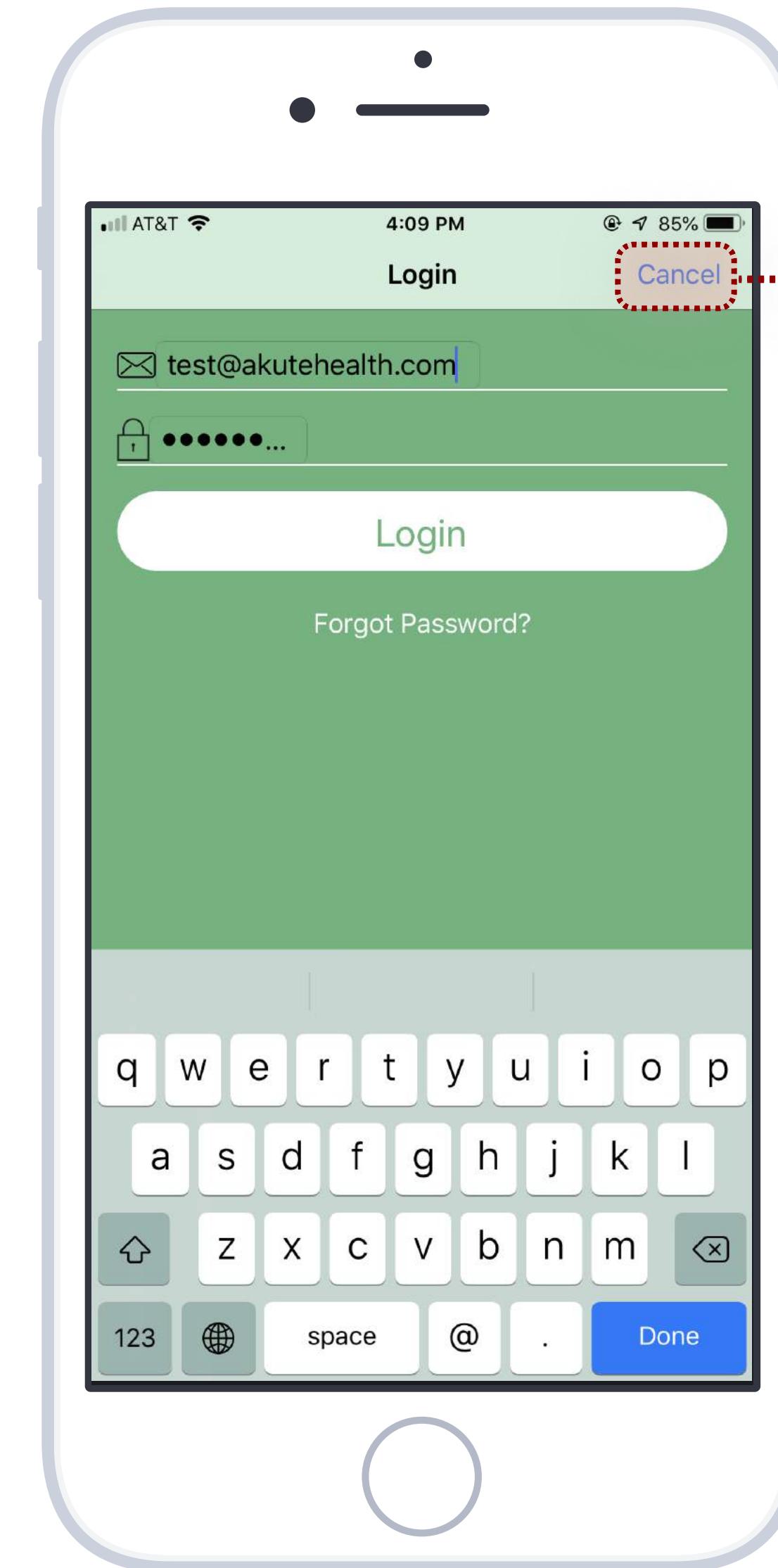
Provide only necessary information in an elegant way



Help & Documentation

Provide hints and guides to user that facilitate task completion

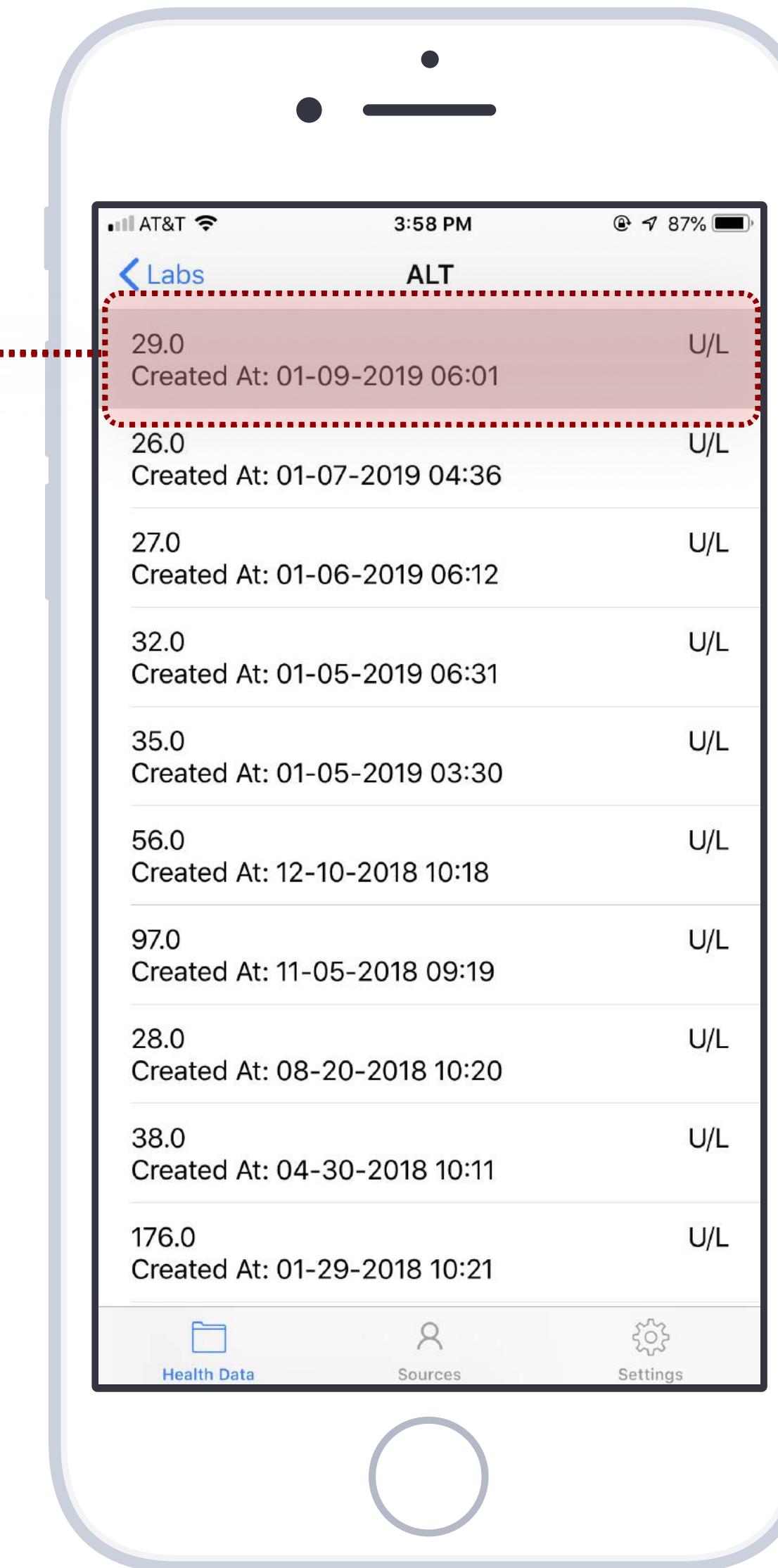
HEURISTIC EVALUATION



HEURISTIC VIOLATED

Error Prevention

Help users avoid making mistakes by eliminating error conditions

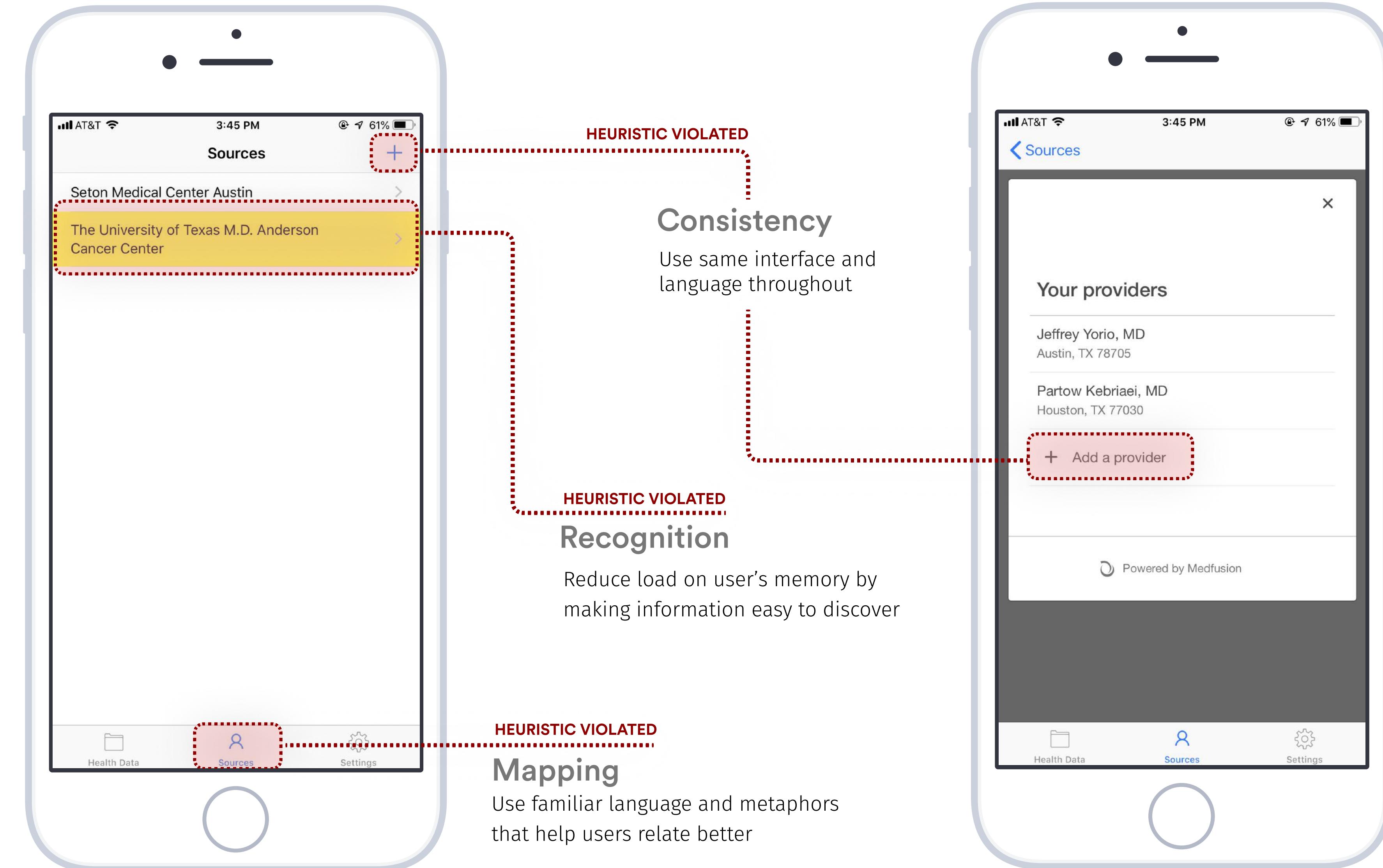


HEURISTIC VIOLATED

Visibility

Provide users feedback in real-time so they know what is happening

HEURISTIC EVALUATION



COMPETITIVE ANALYSIS

COMPETITIVE ANALYSIS

DIRECT



FollowMyHealth

Marketing Message: "A free and secure tool that makes it easy to get your test results, schedule appointments, track your health history, and more, all in one place."



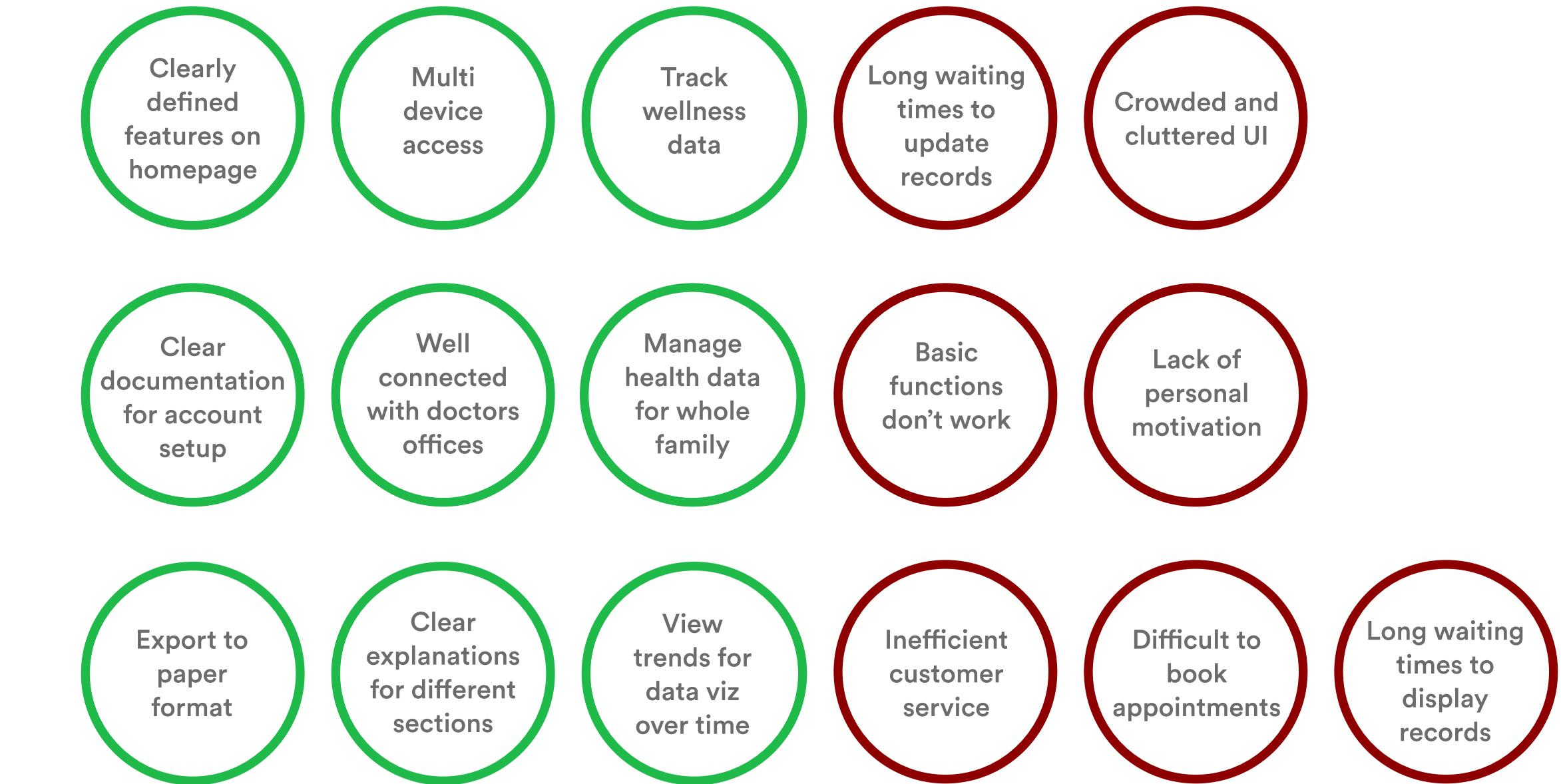
Healow

Marketing Message: "A secure app that helps you manage the health of you and your family!"



MyQuest

Marketing Message: "A free and secure tool that makes it easy to get your test results, schedule appointments, track your health history, and more, all in one place."

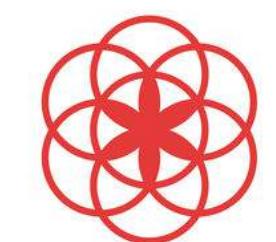


INDIRECT



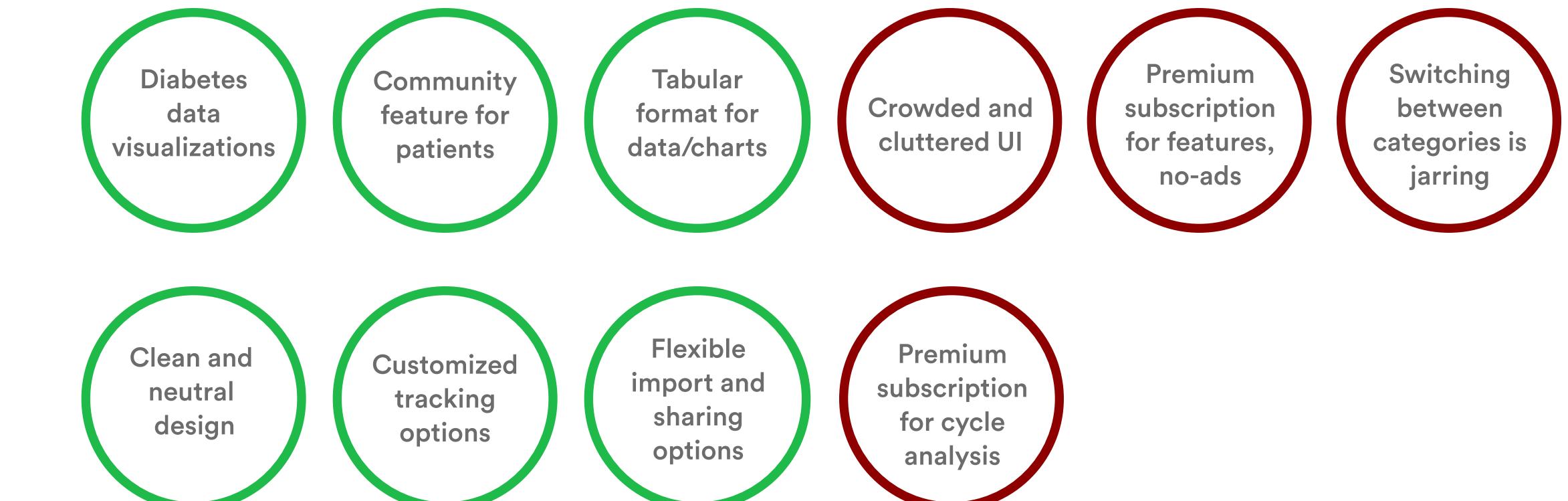
GlucoseBuddy

Marketing Message: "Most reliable diabetes management platform for over 9 years!"



Clue

Marketing Message: "100% science based. Taking feminine health 'out of taboo land'



INTERVIEWS



INTERVIEWS

Demographics



6 participants



3 In-person
3 Remote



5 Female
1 Non-binary



iPhone users



3 have used patient portals
3 have not used patient portals



18-24



25-34



45-54



ADHD, Allergies, Depression, Diabetes,
Hyaline chondrocalcinosis, Ehlers-Danlos, Thyroid disease.

INTERVIEWS

Goals

#1 Understand users' experience and reasons for accessing their health records.

#2 Gather feedback from usability testing of the AkuteHealth App as is.



Usability Tasks

Add a patient portal
Add a symptom

ANALYSIS



ANALYSIS

Part One: Experience Using Health Records

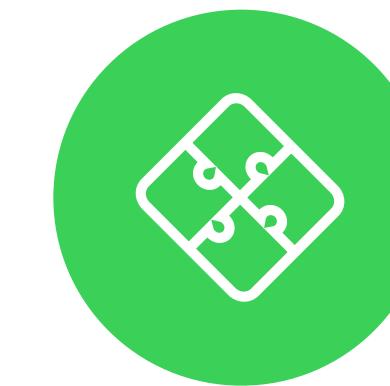
Insights were collected from participants' general experience with health records.



Access & Security



Clarity



Unified

Methodology

Affinity Diagram

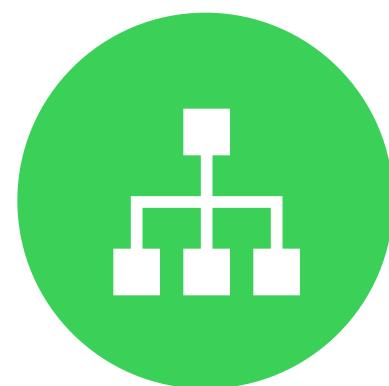
- Grouped the feedback from interviews.
- Generated themes based on commonalities.
- Collected insights from interviews.

Part Two: Experience Using AkuteHealth

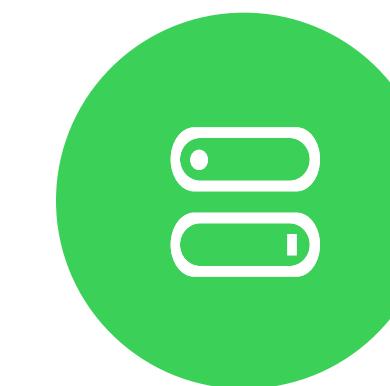
Insights were generated from participants' experience with interacting the AkuteHealth app.



Help & Documentation



Information Architecture



User Interface



Share

ANALYSIS

Part One: Experience Using Health Records

Access and Security

A backlog of health records to reference for future use

"I don't know what I don't know"

Want any records they can get

Concern about the security of data and who has access to share

Prefer digital records for ease of access and permanence

Clarity

Value the functionality and intuitiveness for patient portals

Have more than one means of organizing records

Desire clarity and context for content in patient portals

Unified

A unified, integrated system or platform to access their health records

Booking and managing appointments was a common pain point

ANALYSIS

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ANALYSIS

Part Two: Experience Using AkuteHealth

Help & Documentation

Simplified navigation and easily recognizable icons

More simplified process for tracking symptoms

More autonomy in adding and customizing own content

More guidance and help documentation from tutorial

Information Architecture

Confusion about organization and connection of health data and patient portals.

Confusion of the labeling of sources and associated it with the app home page.

More clarity, interpretation, and context from the language (ex. source & result)

User Interface

Unclear about what items were clickable and what would happen when clicked.

Redundant steps in adding, searching, and tracking symptoms. (ex. search button)

Share

Sharing with friends or family is not prioritized (only between doctors).

ANALYSIS

Part Two: Experience Using AkuteHealth

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RECOMMENDATIONS

#1

Use clear **language** reflective of users' common health-related tasks, avoiding abstract medical and insurance jargon.



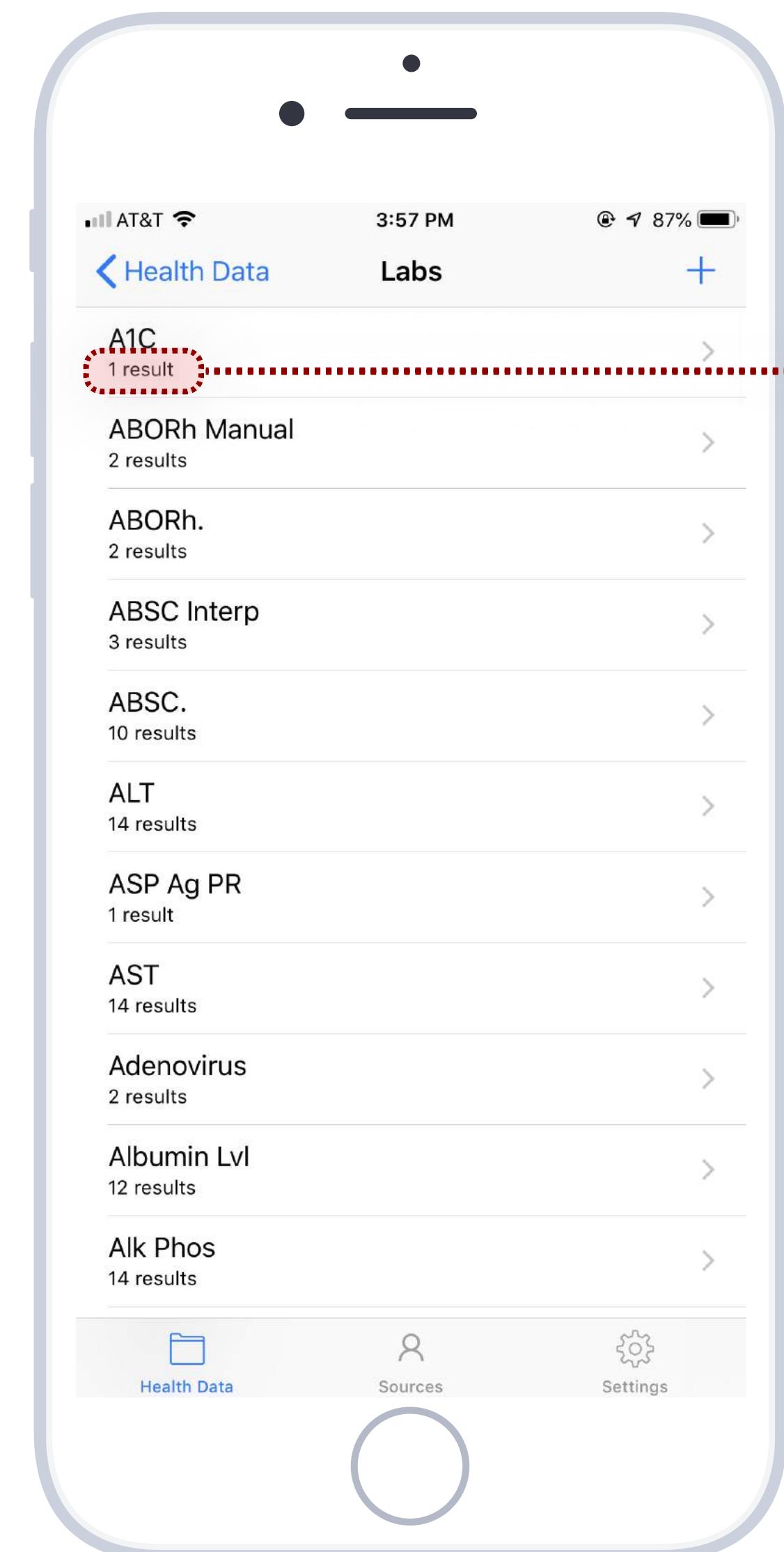
LANGUAGE

Heuristic Evaluation

Mapping: Use familiar language and metaphors that help users relate better

Competitive Analysis

Clear explanations for different sections



Example 1

In Health Data, *result* has multiple meanings depending on context (search results vs. lab results)

Interviews

Participants desire more clarity, interpretation, and context from the language

"**What do you mean by portal?**"

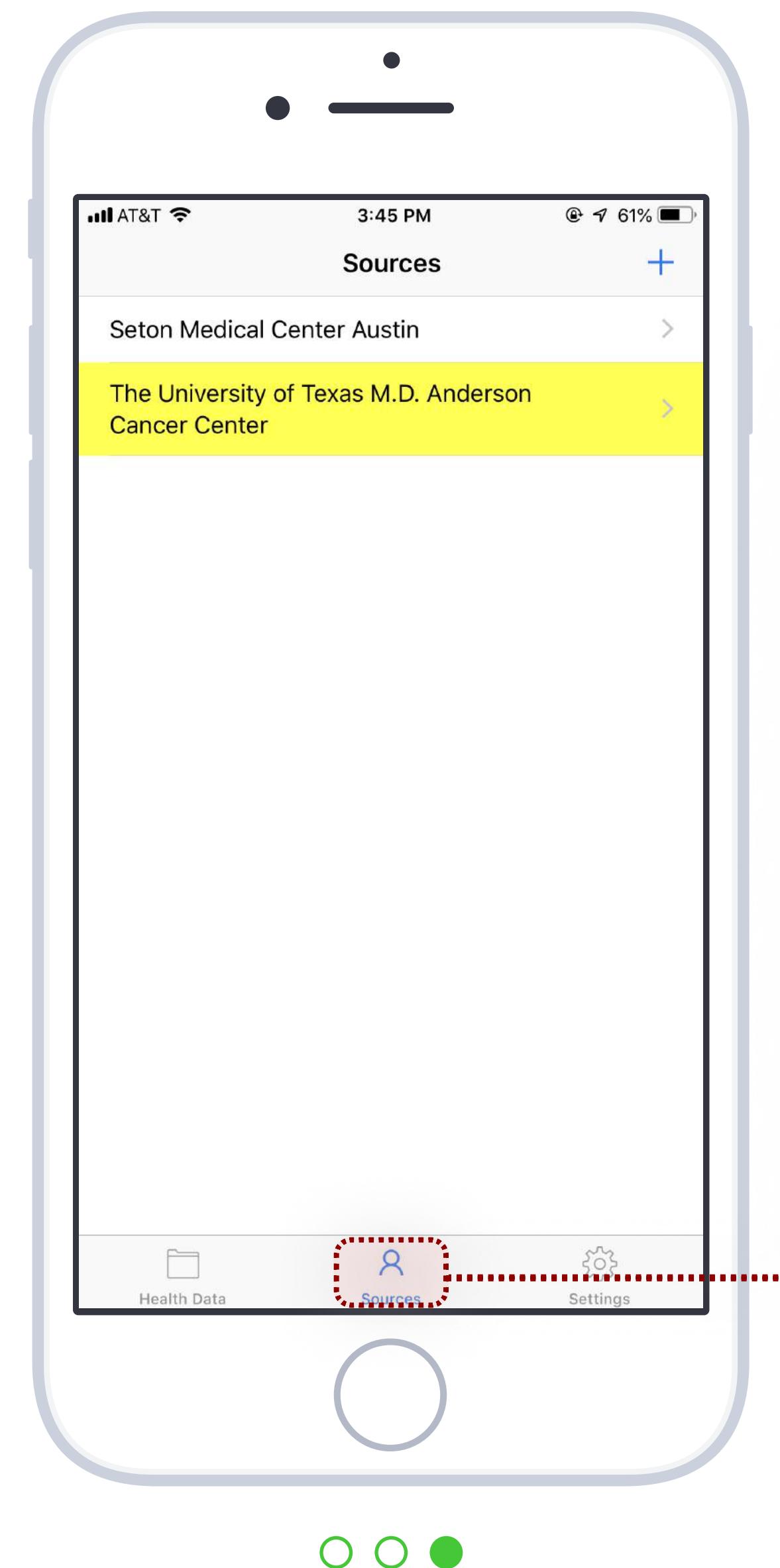
LANGUAGE

Heuristic Evaluation

Mapping: Use familiar language and metaphors that help users relate better

Consistency: Use same interface and language throughout

Competitive Analysis



Example 2

The Sources page displays a list of healthcare providers.

Interviews

Participants desire more clarity, interpretation, and context from the language

"List of patient portals labeled as Sources was not clear."

#2

Create a homepage with a clear visual hierarchy that reflects tasks that users are most likely to perform.



Homepage

Example: In the case of Heallow, there is a central homepage with primary functions clearly presented

Heuristic Evaluation

Minimalism

Provide only necessary information in an elegant way

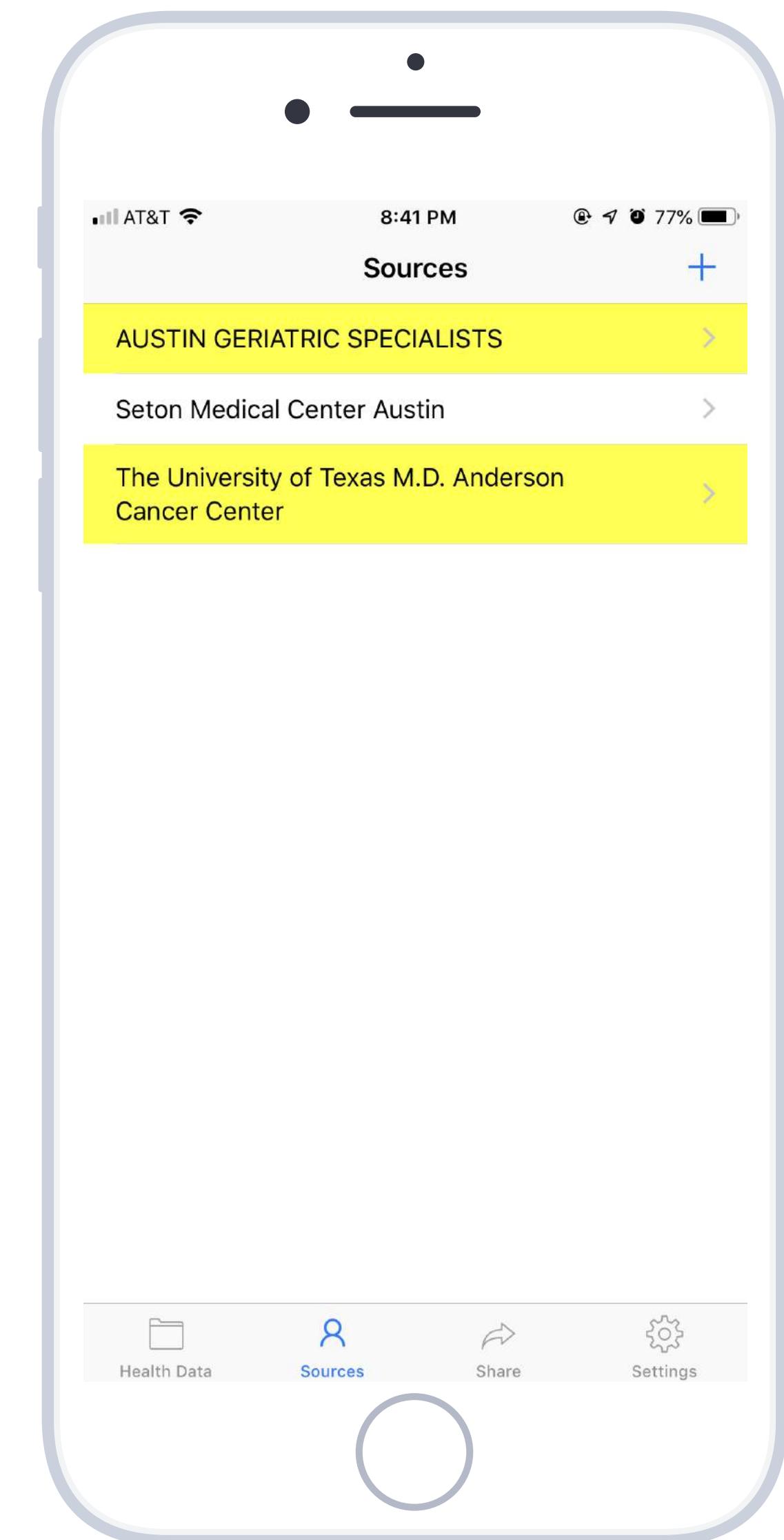
Competitive Analysis



Interview

Participants would go back to Sources whenever they felt confused.

Booking appointments and refilling prescriptions were common participant tasks and pain points.



Homepage

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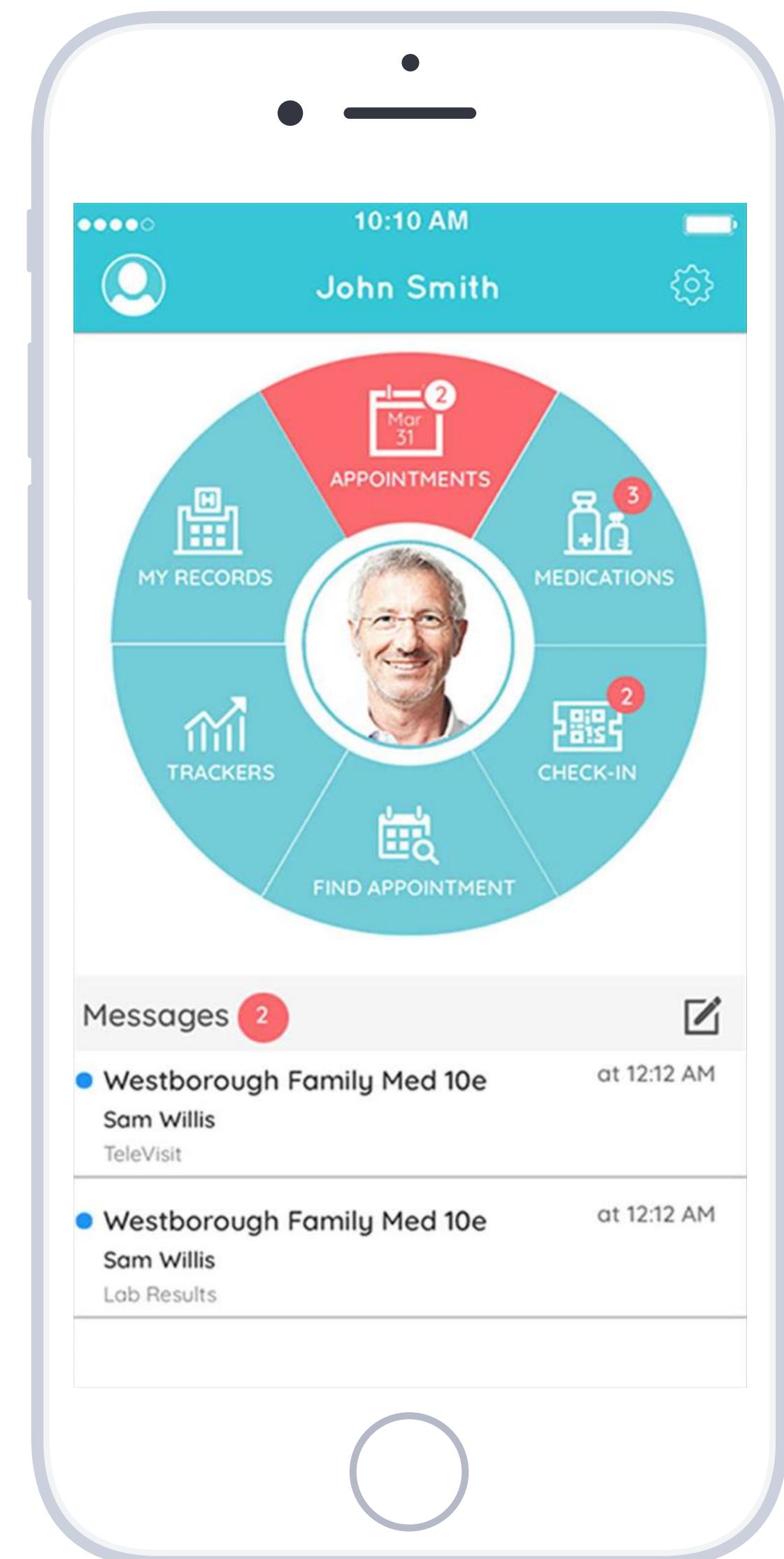
Competitive Analysis



Interview

Participants would go back to Sources whenever they felt confused.

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#3

Reduce the number of steps to complete tasks. Users want a tool that **simply works.**



SIMPLIFICATION

Example: Adding a symptom requires the user to go through five steps

Heuristic Evaluation

Flexibility

Use invisible accelerators to make advanced tasks fluid and efficient

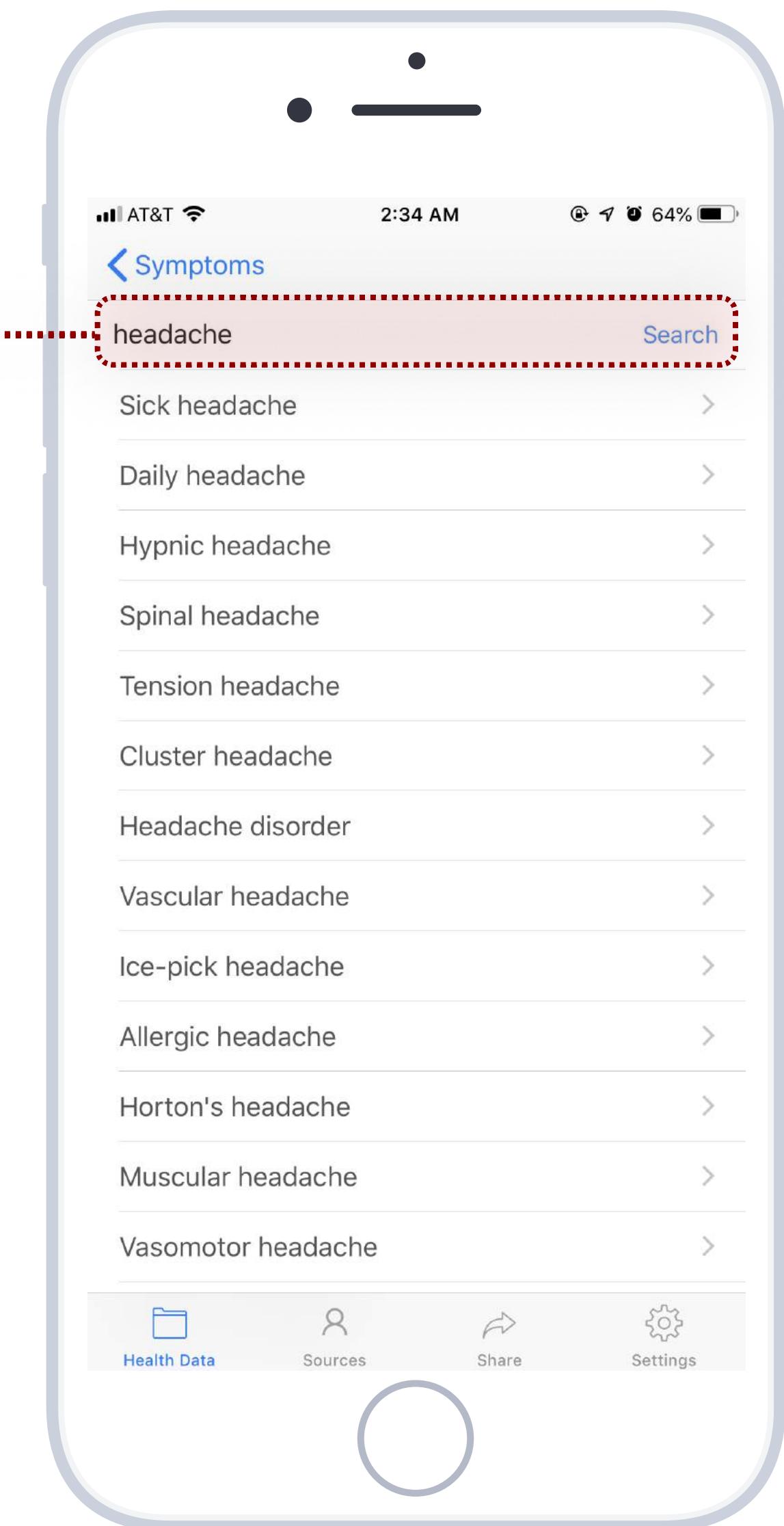
Competitive Analysis



Interviews

Participants desired more simplified process for tracking symptoms

"The steps for adding a symptom is a bit more than it needs to be."



#4

Provide descriptive, instructional documentation to onboard new users to app features and functions.



ONBOARDING

Example: Tutorial screens lack sufficient documentation on how to interpret app content

Heuristic Evaluation

Help & Documentation

Provide hints and guides to user that facilitate task completion

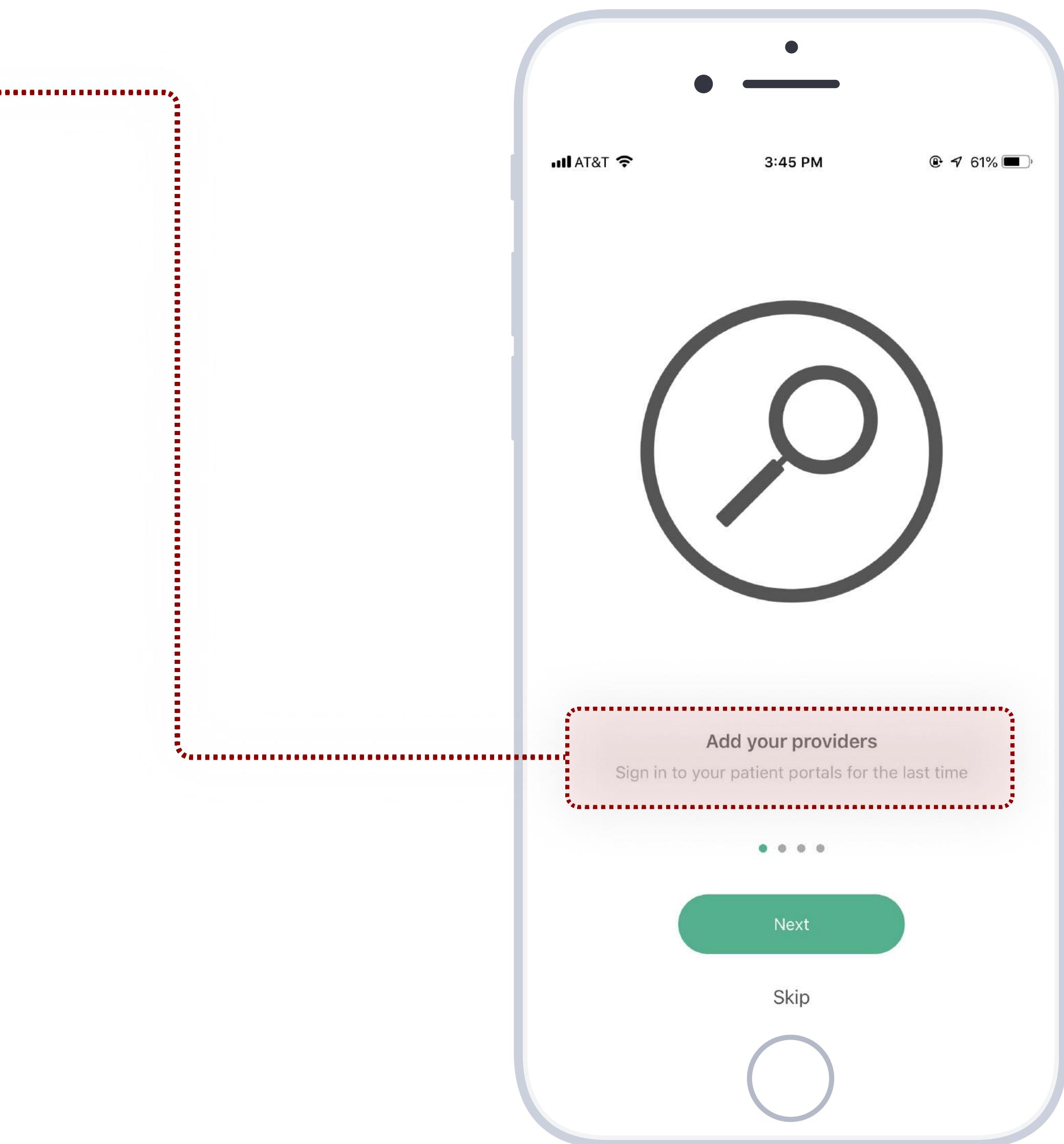
Competitive Analysis



Interviews

Participants went to tutorial for assistance but expected more guidance and help documentation.

"Is it an actual tutorial? It could be helpful to explain what different sections mean"



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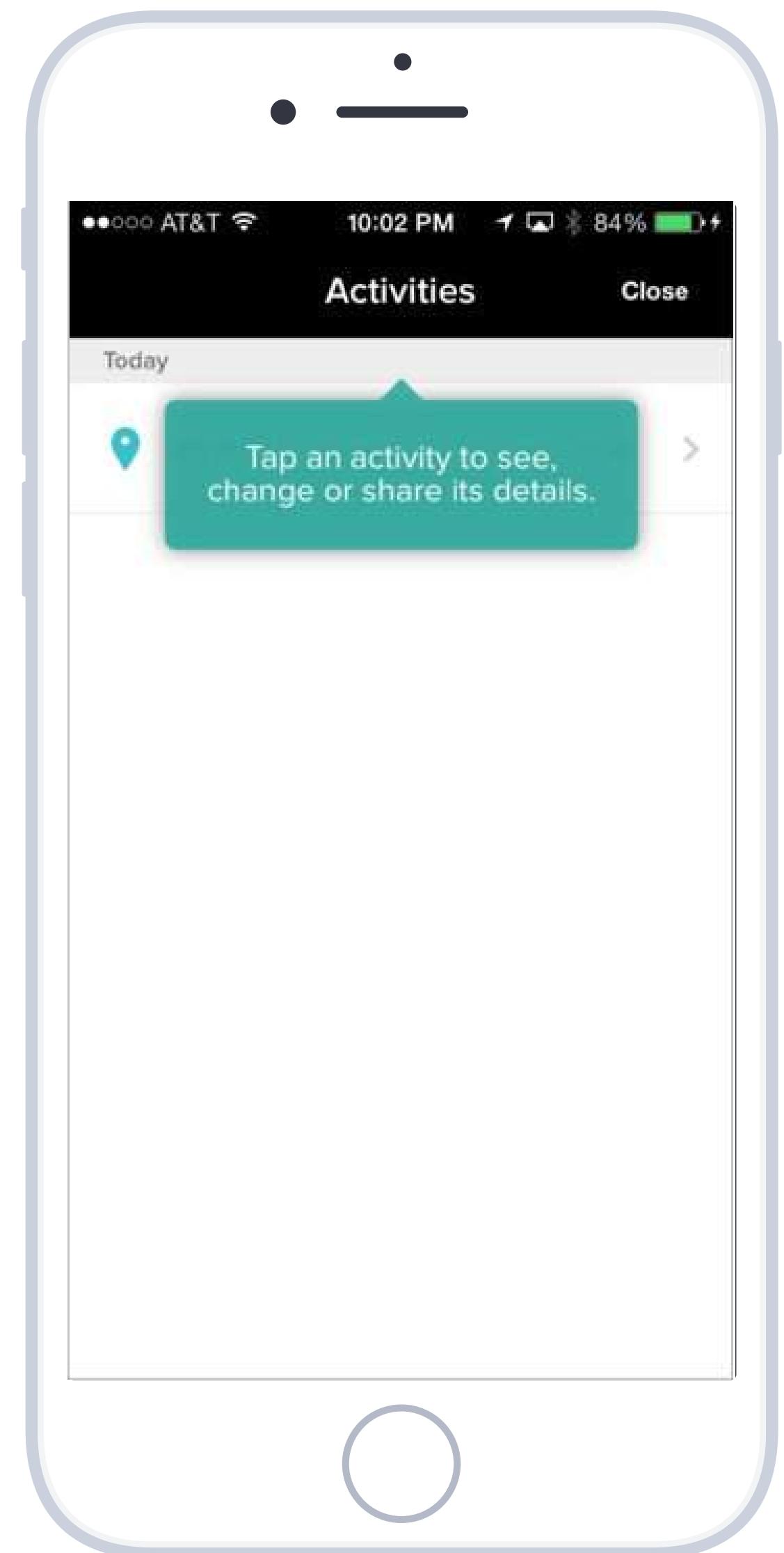
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CONCLUSIONS



Questions?

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