

ForHealth Focus Group Research Test

Ritika Ramesh

Cole Harris

Johna Yolo

Chris Cleveland

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Introduction

The ForHealth app is a healthcare app that is designed to promote greater freedom and flexibility in personal health care choices. This mobile app is a free and accessible way to centralize and monitor the entire family's health care schedule.

Study Goals

The goal of this study is to refine the application to be the most easy to use version yet. Users should be able to navigate through the app with confidence and accuracy without assistance. The tasks laid out should be able to be finished to completion, leaving the user without confusion. The study ends with an open forum participant discussion where they are able to give any additional feedback. This will help to refine the app's functions and fluidity.

Dates and times of the study:

Tues, November 16th, 2021
10 am

Location:

ASU Polytechnic Campus
SanTan Hall 335

Roles and names of who will be doing each role**Facilitator-** Johna Yolo

Evaluation team leader, orchestrator, makes sure it all goes right

Prototype executor- Ritika Ramesh

Person moving through prototype if manual manipulation is necessary

Quantitative data collectors- Christopher Cleveland

Person recording quantitative data to be evaluated

Qualitative data collector- Cole Harris

Person recording qualitative data to be evaluated

Participant Info

Participants will consist of users representative of the intended user demographic

How the participants will be recruited:

Our demographic data will consist of people that are looking for easier access and a more user friendly approach to healthcare. This can be done with a survey. We will provide the survey to people around our area, which will consist of those in our personal lives as well as school lives.

The survey will ask questions about the participants' previous experience with healthcare and healthcare availability. Once the surveys are received, the goal will be to reach out to these users and let them know our main goal of the study.

Method

The study will consist of guided task analysis in which participants will complete tasks through the ForHealth prototype as directed by test administrators. Participants in the study will be asked to complete three different tasks on the app prototype and will be asked questions about their experience and troubles with the app. After completing tasks and collecting qualitative data through observations, participants will be asked to fill out a survey where demographic and quantitative data about their experience will be collected. Researchers will collect qualitative and quantitative data from participants to guide design decisions.

Links to the Prototype

<https://www.youtube.com/watch?v=HFfXpmaEzic>

Intro script

Hello, my name is xxxx and I am one of the developers of the ForHealth App. Today, we will have you go through and complete some common tasks on the app. First, we will have you go through the process of booking an appointment. Next, we will have you cancel an existing appointment. Following that you will go into your managed appointments and collect the details of the appointment. This entails the doctor's office/ hospital name, the name of the physician/ telehealth expert, and the purpose of the visit. Lastly, you will be asked to find a new physician or telehealth expert from the list within the app. Afterwards, we will ask you a few questions to gauge your opinion on the tasks that you performed as well as an open forum area for any additional questions, concerns, or suggestions you may have.

Tasks to be completed with script and post-task questions

Benchmark task:

Booking an appointment

Cancel an existing appointment

Managing appointment to see who and where the appointment is with

Finding a physician or telehealth expert

- How difficult was accomplishing this task?
- What problem did you encounter that you didn't expect?
- Did you experience any hesitation in your decisions?

Unmeasured task: Exploratory use

- Did you experience confusion?
- Were there features you expected to find but didn't?

- Were there any tasks that did not have a complete process?
- Did the layout make sense? If not, please explain here:

Post-test questions and/or script

During this test, we had you perform several tasks within ForHealth including

- Booking an appointment
- Managing appointment to see who and where the appointment is with
- Canceling an existing appointment
- Finding a physician or telehealth expert

Open forum questions for:

- Booking an appointment task

Open participant response:

- Managing appointment to see who and where the appointment is with task

Open participant response:

- Canceling an existing appointment

Open participant response:

- Finding a physician or telehealth expert

Open participant response: