

# Homecare Summative Testing Results

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# Sites

Carolina East Home Care & Hospice, Inc	Kenansville, North Carolina
VNA Home Health Hospice	South Portland, Maine
Optimal Health	Bakersfield, California
First Choice Home Health & Hospice	South Orem, Utah

14 Users Total

# Summary

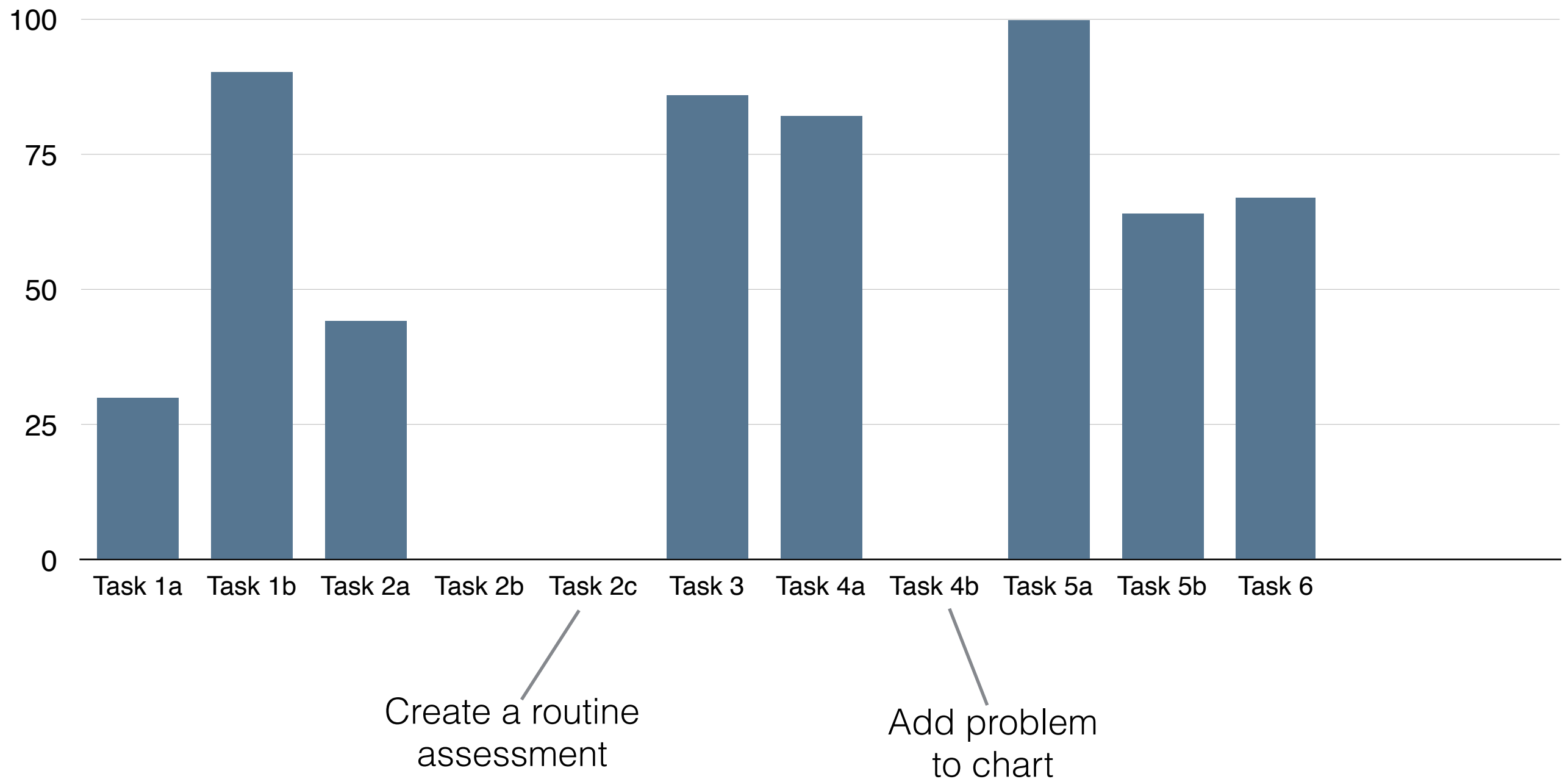
Users overall predicted they could quickly become proficient in using the iPad app

Many indicated they would rather use the iPad app, and the preferences for the current desktop application seemed to be based on familiarity with the desktop version and not anything specific about the desktop vs. iPad design.

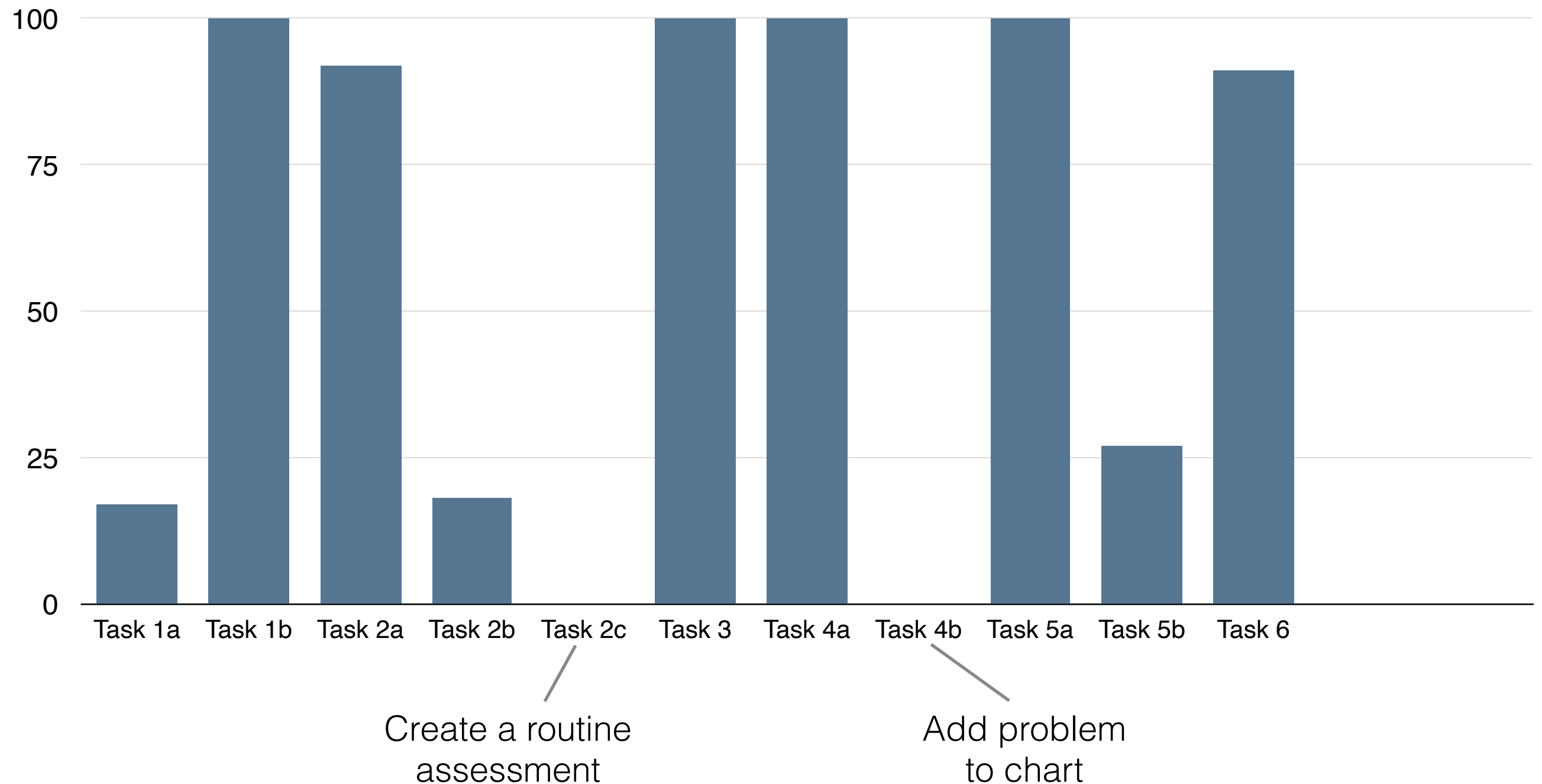
# Summary

Issues presented here, if addressed, would enable us to have a best-of-breed home care mobile solution.

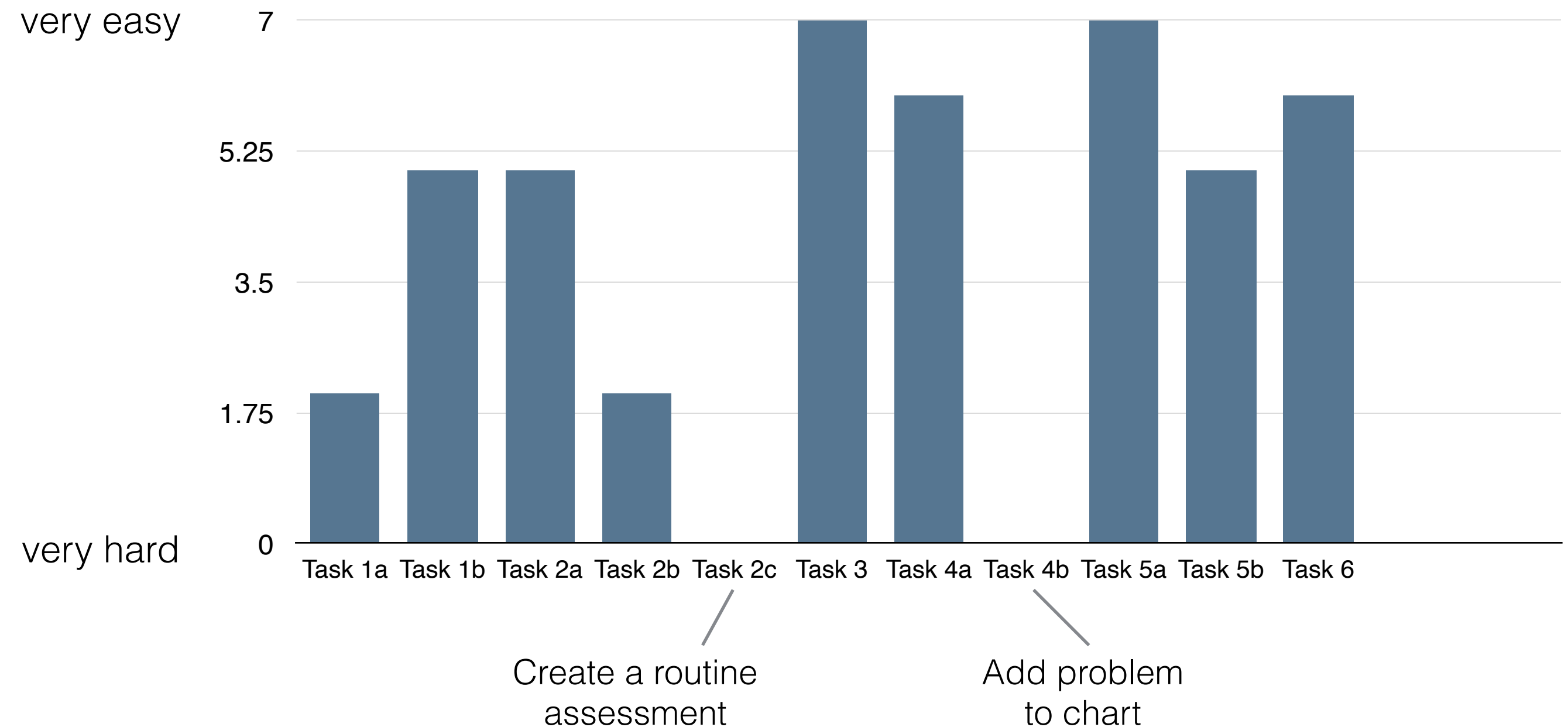
# Percent of users preferring to use the iPad application vs. the current desktop application



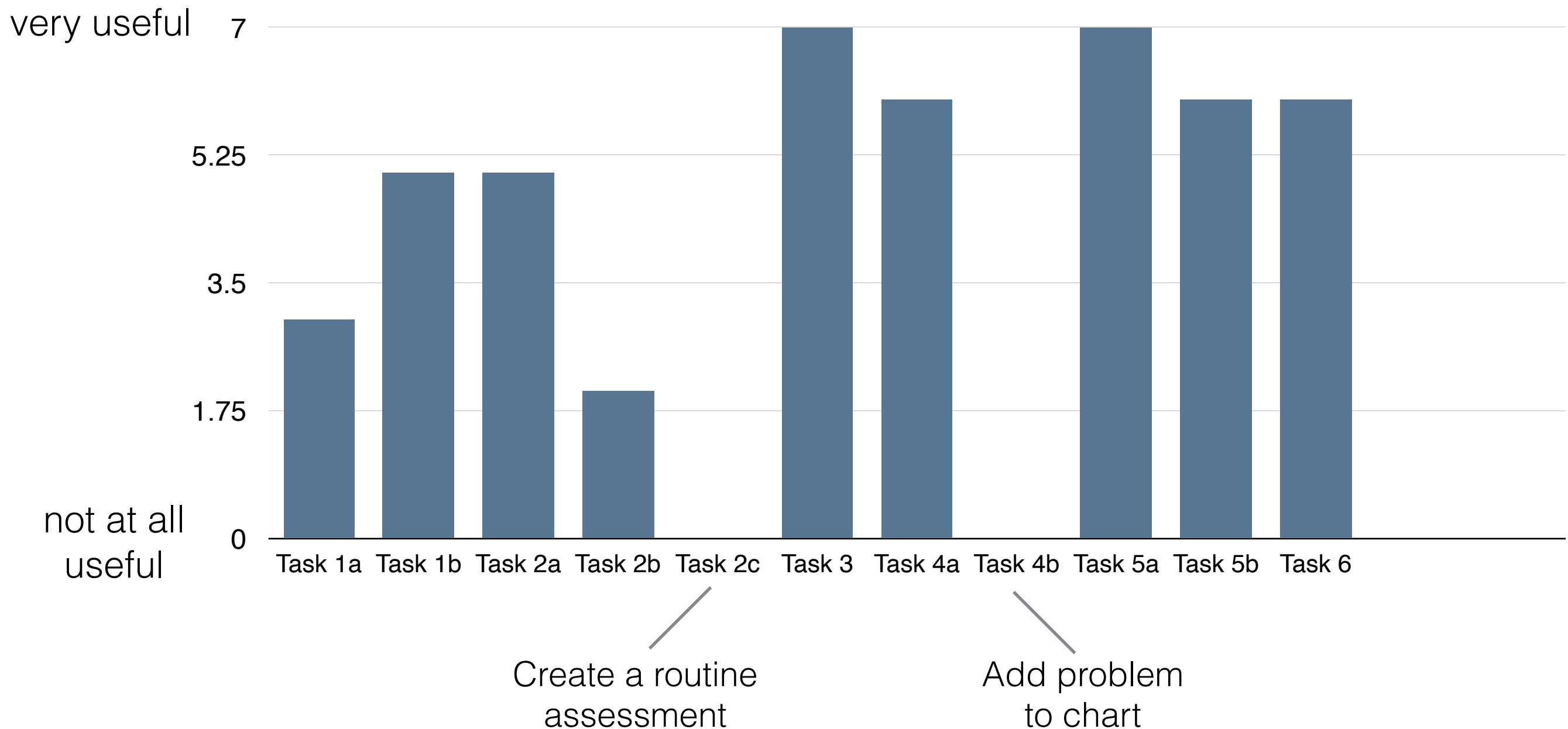
# Percent of users correctly completing each task



# User ratings of “How easy or difficult was it to use the application to complete this task?”



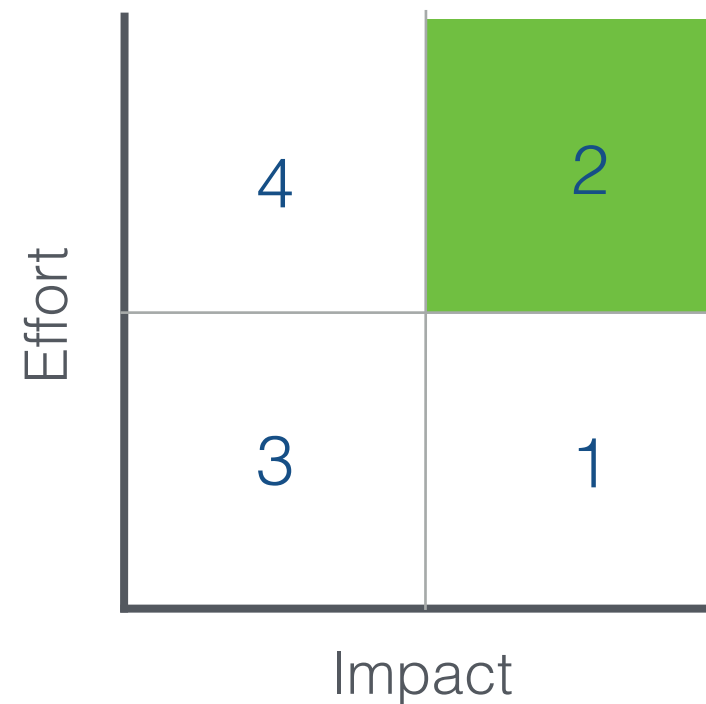
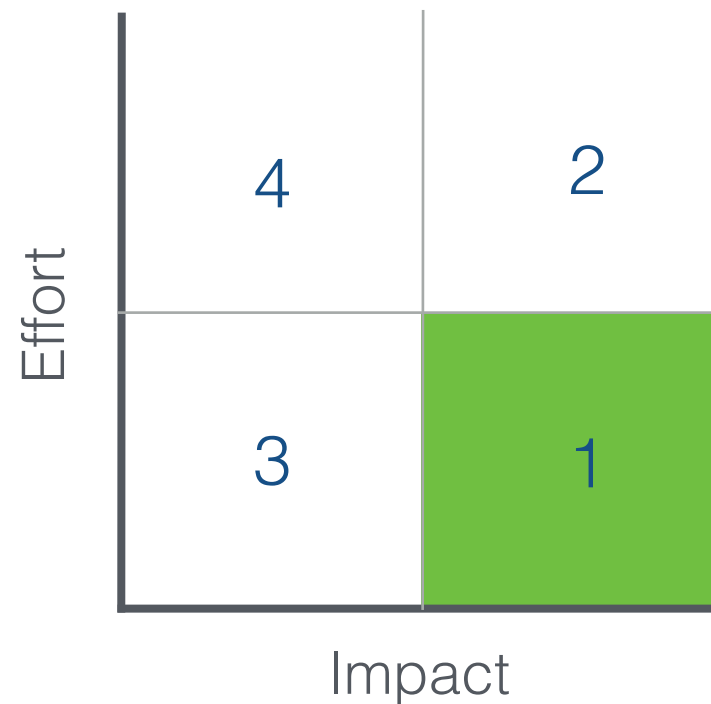
# User ratings of “How useful or not useful was the application for this scenario?”





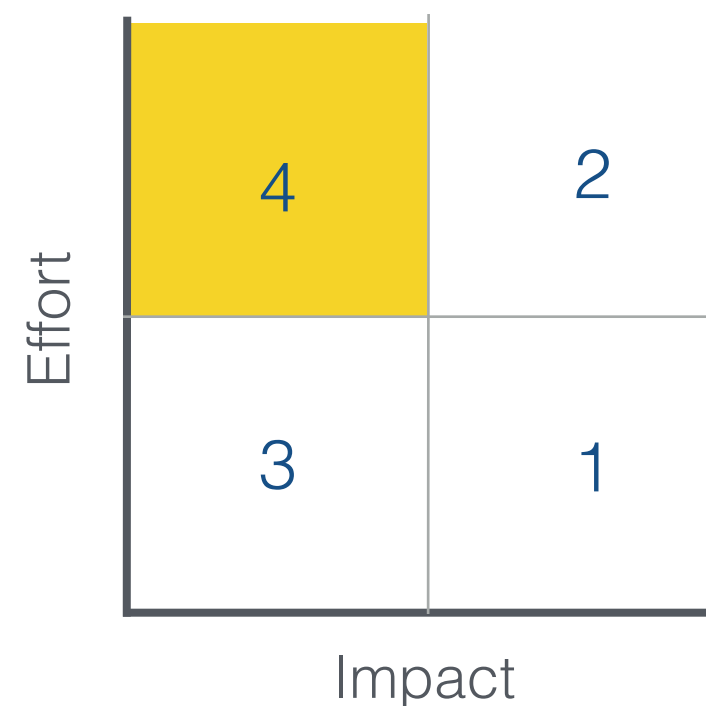
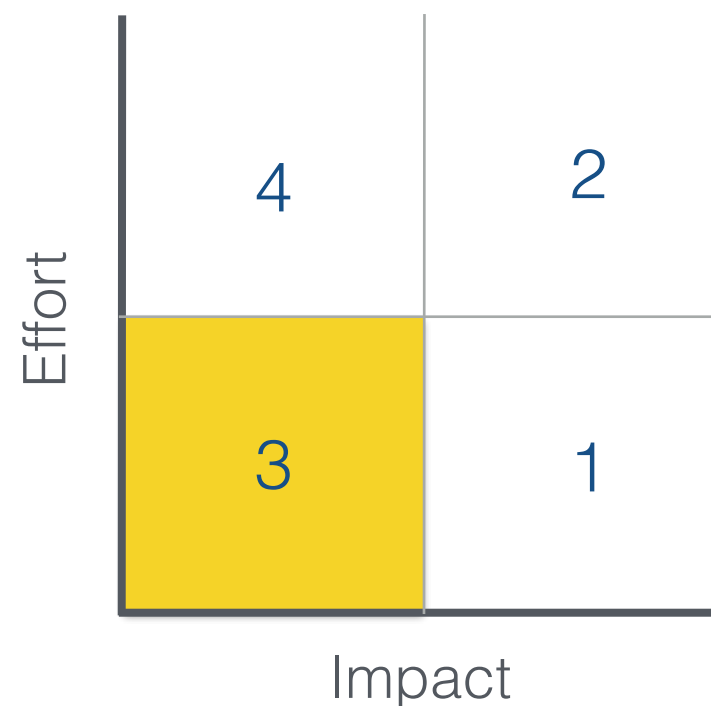
# Overall observations and recommendations

# Quadrant ratings



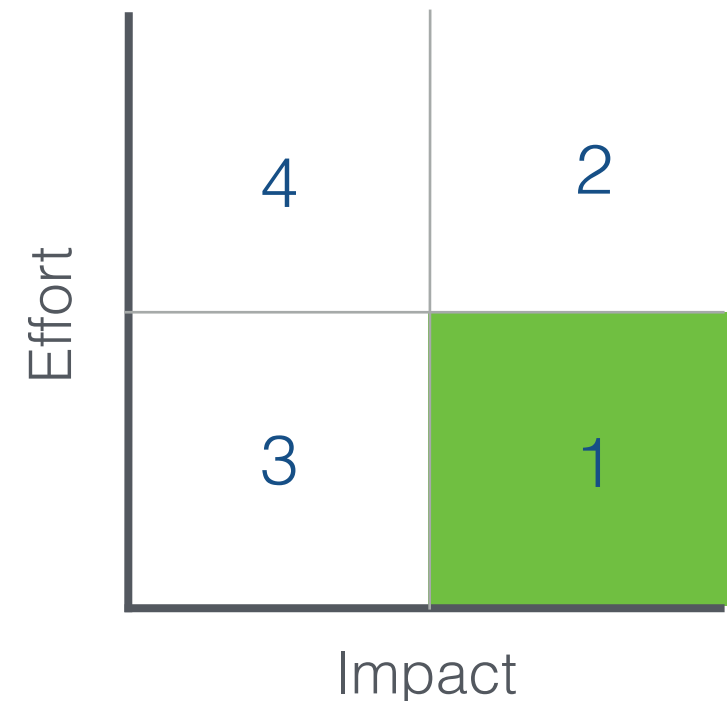
Based on my observations during usability testing, I have identified 9 design themes.

Each is placed in a low-high effort-impact quadrant that can help prioritize the development effort. Green indicates high UX impact items, and yellow indicates low UX impact items



# “Is it saved?”

Users wanted more visual confirmation that the information was saved. Due to previous experiences, they did not trust that the information was saved, and wanted more explicit indications.

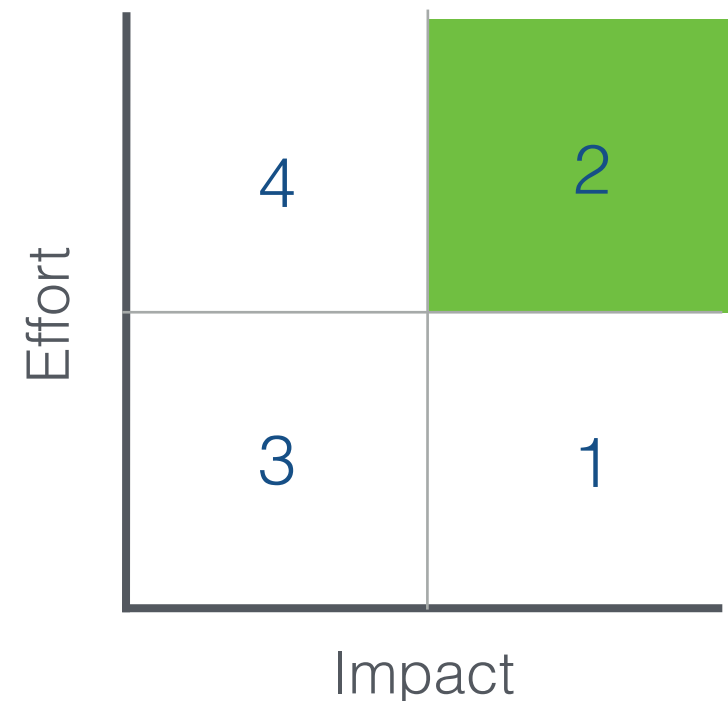


# Titration medication design

Few people were able to figure out the intended interaction flow.

The 'steps' box adjacent to the titration checkbox confuses them, esp. the '2-9' placeholder text that stays in the box when it has focus.

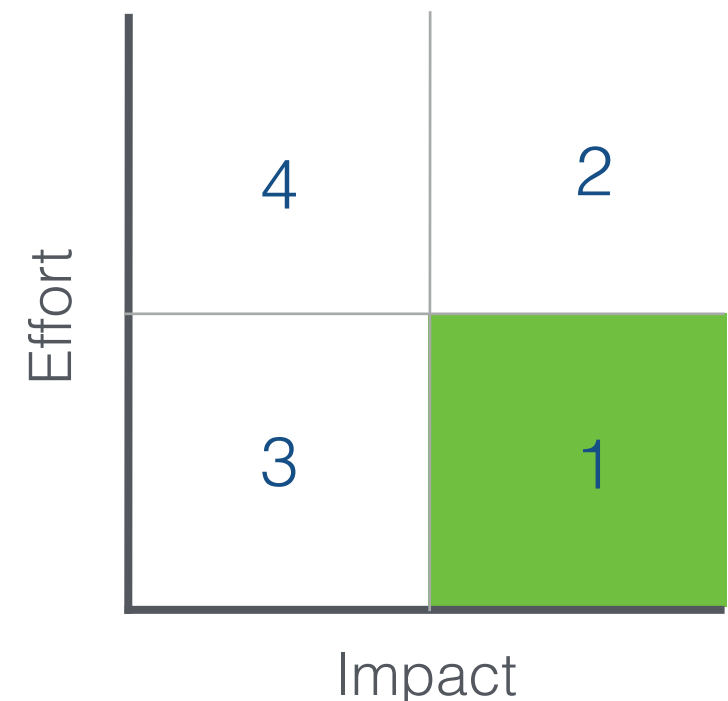
Many users did check the titration checkbox, but then did not understand the cause-and-effect. They didn't understand the purpose of the steps box, and did not complete the task correctly.



# Terminology

some terminology changes, especially changing “Assessments” to “Visit Notes” caused users to not correctly complete some tasks.

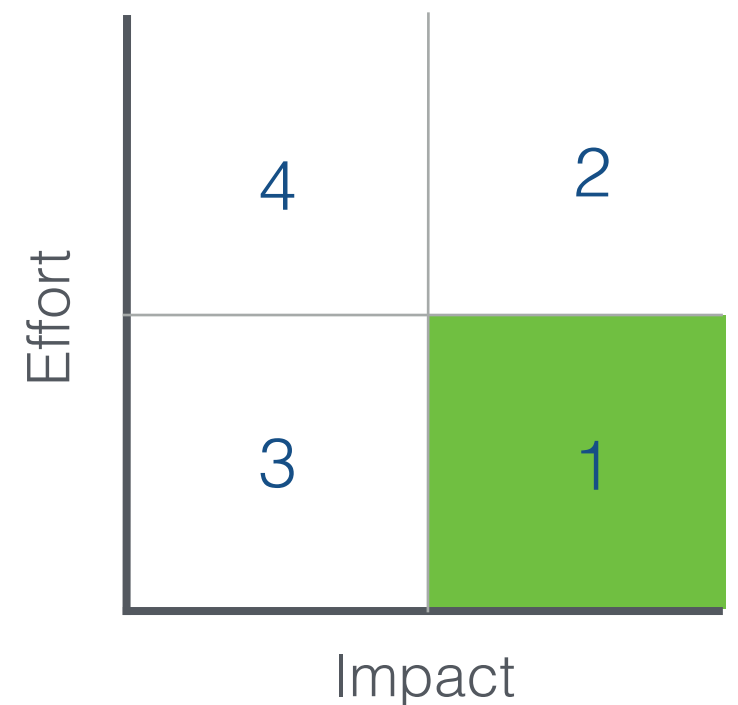
Terminology in general is very important, mostly because users mentally key off of certain terms. It's more that people get accustomed to certain terms more than specific terms having any special status.



# Opening a chart via “today” and “my patients” cards

The interaction with these cards was confusing for all users.

Most expected tapping on any white space to open the card, and even when they did click on the patient name to open the chart, users did not realize how they had opened the chart and later could still not open a patient’s chart.



# Accommodating the tapping style of novice users

At least a portion of users who are less experienced with touch screen interfaces exhibit a different tapping style than users who are more technical and experienced with touch screens.

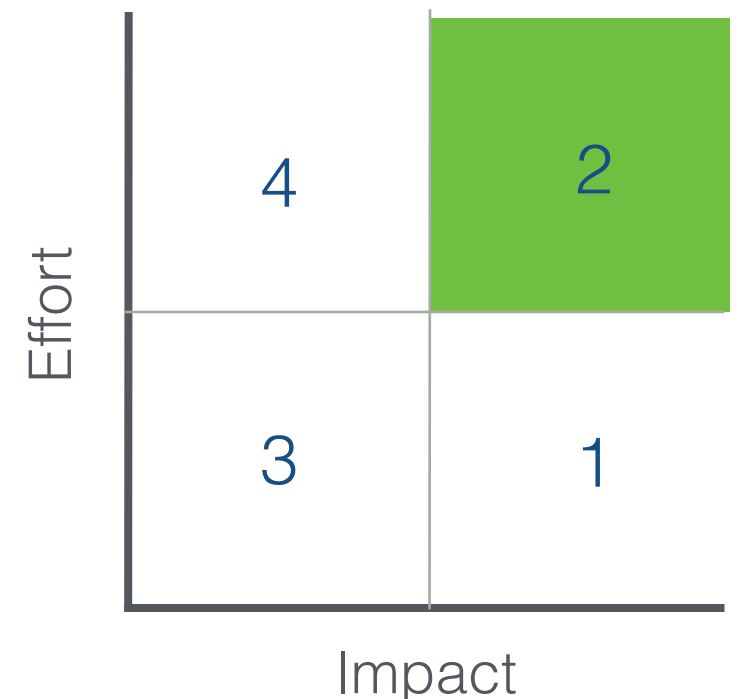
One characteristic observed was the "mush" instead of an actual tap. The users tended to press the screen and basically mush it, which the application would register as a tap and hold event and not just a tap.

Perhaps for more novices users, the application should accommodate that style of tapping.

# Lack of application response to user taps

The application did not respond reliably to user taps on controls. This caused a user perception of “clunkiness”, and a significant amount of frustration that negatively affected their ability to perform the tasks.

For example users would abandon trying to click on a button when it did not respond, and they would try to find another route to accomplish their task.

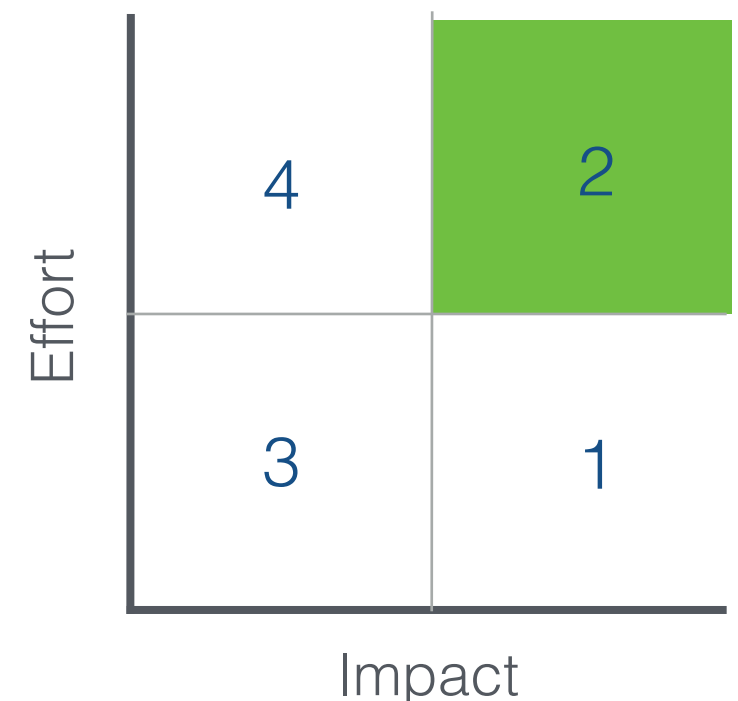




# ‘today’ vs. ‘my patients’ distinction

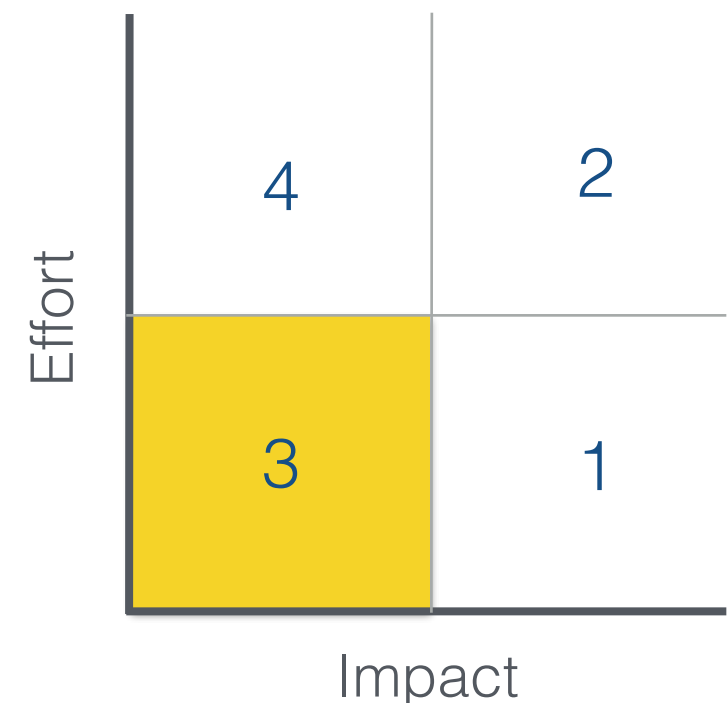
Users were not grasping the difference between the today page and the list of ‘my patients’. The app did not give them visual cues as to the differences when they opened a chart from ‘today’ vs. from ‘my patients’.

This is significant because opening a chart via the today screen puts the chart into a different state (?) and allows different tasks.



# Put common choices at top of select/chooser lists

even if the choices were grouped more by time period (like all of the ones relating to a day together), that would much better fit how users think about the choices than alphabetical.



# desire to have a physical keyboard

numerous users indicated that using the virtual keyboard would not be acceptable to them for tasks with lots of text entry.

# Appendix: User Tasks

**Task 1a:** You will see patient Mary Noble today. You need to call her pharmacy back to get an update on a medication. Find her pharmacy's name and number to call them back.

**Task 1b:** You received a call from the home office that they need you to come back before you head home for the day. Make a note to yourself.

**Task 2a:** You are about to start your visit with patient Owen Cooper. Open the chart for Owen Cooper.

**Task 2b:** You are about to begin your visit with Owen. Create a new routine assessment

**Task 2c:** The moderator will ask you a few questions about the Visit Note section.

**Task 3:** Input the following readings taken for Owen at 11:15 AM.

Temperature – 97.8, oral

Blood Pressure – 156/78, right arm sitting

Pulse – 88, radial and regular

**Task 4a:** You are documenting for Owen Cooper and notice that he has a new problem. Add the following information to Owen's chart.

Problem – HH SN: Cardiovascular

Goal – Patient maintains stable cardiovascular status at baseline within patient parameters

Intervention – Assess cardiovascular status/identify complications

**Task 4b:** Now that you have added HH SN: Cardiovascular to Owen's chart, document the following status

Goal – Patient maintains stable cardiovascular status at baseline within patient parameters  
Status – Progressing as anticipated

Intervention – Assess cardiovascular status/identify complications  
Status – Completed checklist item

**Task 5a:** Owen has a prescription for Advair Diskus 250/50. Read out the prescribing physician's name.

**Task 5b:** Add the following drugs to Owen's chart

Furosemide 20mg  
1 tablet daily  
03/02/14  
Take in the morning

**Task 6:** Create a clinical note for the visit with Owen and enter the following note:

Patient assessed for continued home health services

la fin.