

EHR Usability Test Report for Persivia Platform

3.1

Report based on ISO/IEC 25062:2006 Common Industry Format for Usability Test Reports

Product: Persivia Platform

Version: 3.1

Adopted UCD Standard Name: NISTIR 7741

Date of Usability Test: 8/13/2018 to 8/28/2018

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Report Prepared by: Persivia

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1. EXECUTIVE SUMMARY

A usability test of Persivia Platform version 3.1 was conducted between 8/13/2018 to 8/28/2018 by Persivia. The purpose of this test was to test and validate the usability of the current user interface and provide evidence of usability in the EHR Under Test (EHRUT).

During the usability test, 10 healthcare providers matching the target demographic criteria served as participants and used the EHRUT in simulated, but representative tasks.

This study collected performance data on following EHR features:

1. Demographics
2. Problem List
3. Medication List
4. Medication Allergy List

During the 30 minute one-on-one remote usability test, each participant was greeted by the administrator and asked to review and sign an informed consent/release form (included in Appendix 3); they were instructed that they could withdraw at any time. Participants had prior experience with the EHR. The administrator introduced the test, and instructed participants to complete a series of tasks (given one at a time) using the EHRUT. During the testing, the administrator timed the test and, along with the data logger(s) recorded user performance data on paper and electronically. The administrator did not give the participant assistance in how to complete the task.

The following types of data were collected for each participant:

- Number of tasks successfully completed within the allotted time without assistance
- Time to complete the tasks
- Number and types of errors
- Path deviations
- Participant's verbalizations
- Participant's satisfaction ratings of the system

All participant data was de-identified – no correspondence could be made from the identity of the participant to the data collected. Following the conclusion of the testing, participants were asked to complete a post-test questionnaire.

Various recommended metrics, in accordance with the examples set forth in the NIST Guide to the Processes Approach for Improving the Usability of Electronic Health Records, were used to evaluate the usability of the EHRUT.

Table 1: Summary of the performance and rating data collected on the EHRUT.

Measure Task	N	Task Succes s	Path Deviatio n	Task Time		Errors	Task Ratings 5=Easy
	#	Mean % (SD)	Deviations (Observed / Optimal)	Mean% (SD)	Deviations (Observed / Optimal)	Mean %(SD)	Mean% (SD)
Demographics 170.315 (a)(5)	10	100 (0)	4/4	140.4 (40)	140/100	0	4.3 (0)
Problem List 170.315 (a)(6)	10	100 (0)	4/4	67.4 (37)	67/40	0	4.7 (0)
Medication List 170.315 (a)(7)	10	100 (0)	5/4	73.2 (41)	73/40	0	4.8 (0)
Medication Allergy List 170.315 (a)(8)	10	100 (0)	4/4	67.6 (33)	67/40	0	4.8 (0)

The results from the System Usability Scale scored the subjective satisfaction with the system based on performance with these tasks to be: 89.

In addition to the performance data, the following qualitative observations were made:

- Major findings
 - Participants were able to navigate the user interface to complete the listed tasks without many erroneous detours
 - Participants found it easy and simple to use compared to other systems
 - Participants found certain tabs to be working slow

- Areas for improvement

Based on customer feedback and their ratings the following areas will be analyzed for improvement:

- Improve the speed when updating and saving a new entry

2. INTRODUCTION

The EHRUT tested for this study was Persivia Platform 3.1. Designed to present medical information to healthcare providers in Ambulatory setting, the Persivia Platform consists of medical records, care management, practice management and medical billing. The usability testing attempted to represent realistic exercises and conditions. The purpose of this study was to test and validate the usability of the current user interface and provide evidence of usability in the EHR Under Test (EHRUT). To this end, measures of effectiveness, efficiency and user satisfaction, such as time on task and errors were captured during the usability testing.

3. METHOD

3.1 PARTICIPANTS

A total of 10 participants were tested on the EHRUT. Participants in the test were Care Managers. Participants were selected by Persivia and no participants were compensated for their participation. In addition, participants had no direct connection to the development of or organization producing the Persivia Platform. Participants were not from the testing or supplier organization. Participants were given the opportunity to have the same orientation and level of training as the actual end users would have received.

For the test purposes, end-user characteristics were identified and translated into a recruitment screener used to solicit potential participants; an example of a screener is provided in Appendix 1.

Recruited participants had a mix of backgrounds and demographic characteristics conforming to the recruitment screener. The following is a table of participants by characteristics, including demographics, professional experience, computing experience and user needs for assistive technology. Participant names were replaced with Participant IDs so that an individual's data cannot be tied back to individual identities.

Table 2: Information of recruited participants

	Part ID	Gender	Age	Education	Occupation/ role	Professional Experience (yrs)	Computer Experience (yrs)	Product Experience (yrs)	Assistive Technology Needs
1	P1	Female	49	College	Care Manager	5	3	1	No
2	P2	Female	61	Post Graduate	Care Manager	8	20 +	6	No
3	P3	Female	68	Post Graduate	Care Manager	5	10+	1	No
4	P4	Male	40	BSN	Clinical Improvement Quality Manager	5	20+	2	No
5	P5	Female	32	Graduate	Nurse	4	5	3	No
6	P6	Female	34	College	Administrative Staff	2	5	2	No
7	P7	Male	31	Masters	Senior Clinical Analyst	7	7	3	No
8	P8	Female	43	MBBS	Doctor	19	22	3	No
9	P9	Female	45	College	Care Manager	3	10	0.4	No
10	P10	Male	43	MBBS	Doctor	18	10	1	No

10 participants (matching the demographics in the section on Participants) were recruited and 10 participated in the usability test. 0 participants failed to show for the study.

Participants were scheduled for 30 minutes sessions with 5 minutes in between each session for debrief by the administrator(s) and data logger(s), and to reset systems to proper test conditions. A spreadsheet was used to keep track of the participant schedule and included each participant's demographic characteristics as provided by the recruiting firm.

3.2 STUDY DESIGN

Overall, the objective of this test was to uncover areas where the application performed well – that is, effectively, efficiently, and with satisfaction – and areas where the application failed to meet the needs of the participants. The data from this test may serve as a baseline for future tests with an updated version of the same EHR and/or comparison with other EHRs provided the same tasks are used. In short, this testing serves as both a means to record or benchmark current usability, but also to identify areas where improvements must be made.

During the usability test, participants interacted with the given EHR. Each participant used the system in their own location connected to the administrator over a Zoom remote session to log the test results, and was provided with the same instructions. The system was evaluated for effectiveness, efficiency and satisfaction as defined by measures collected and analyzed for each participant:

- Number of tasks successfully completed within the allotted time without assistance
- Time to complete the tasks
- Number and types of errors
- Path deviations
- Participant's verbalizations (comments)
- Participant's satisfaction ratings of the system

Additional information about the various measures can be found in Section 3.9 on Usability Metrics.

3.3 TASKS

A number of tasks were constructed that would be realistic and representative of the kinds of activities a user might do with this EHR. We used the required user tasks for g.3 SED testing and assigned a risk category of high, moderate or low risk to the workflows that were being evaluated. Risk analysis of the tasks is summarized in the table below.

Table 3: Risk analysis of tasks

Tasks	Risk
§170.315(a)(5) Demographics	
Create and update patient demographics:	
Language	Low
Date of Birth	High
Birth sex	Low
Race	Low
Ethnicity	Low
Sexual Orientation	Low
Gender Identity	Low
§170.315(a)(6) Problem list	
Record a problem	Moderate
Change a problem	Moderate
§170.315(a)(7) Medication list	
Record a Medication	High
Change a Medication	High
§170.315(a)(8) Medication allergy list	
Record a Medication Allergy	High
Change a Medication Allergy	High

Tasks were selected based on their frequency of use, criticality of function, and those that may be most troublesome for users.

3.4 PROCEDURES

Persivia adopted remote testing process with participants logging in to the system to perform the said tasks. The participants were provided a secure meeting invite (Zoom) and upon arrival, participants were greeted; their identity was verified and matched with a name on the participant schedule. Participants were then assigned a participant ID. Each participant reviewed and signed an informed consent and release form (See Appendix 3). A representative from the test team witnessed the participant's signature.

To ensure that the test ran smoothly, two staff members participated in this test, the usability administrator and the data logger. The usability testing staff conducting the test was experienced usability practitioners.

The administrator moderated the session including administering instructions and tasks. The administrator also monitored task times, obtained post-task rating data, and took notes on participant comments. A second person served as the data logger and took notes on task success, path deviations, number and type of errors, and comments.

Participants were instructed to perform the tasks (see specific instructions below):

- As quickly as possible making as few errors and deviations as possible.
- Without assistance; administrators were allowed to give immaterial guidance and clarification on tasks, but not instructions on use.
- Without using a think aloud technique.

For each task, the participants were given a written copy of the task. Task timing began once the administrator finished reading the question. The task time was stopped once the participant indicated they had successfully completed the task.

Following the session, the administrator gave the participant the post-test questionnaire (e.g., the System Usability Scale, see Appendix 5) and thanked each individual for their participation.

Participants' demographic information, task success rate, time on task, errors, deviations, verbal responses, and post-test questionnaire were recorded into a spreadsheet.

Participants were thanked for their time.

3.5 TEST LOCATION

The test facility included a waiting area and a quiet testing room with a table, computer for the participant with clear instructions to connect to the remote meeting invite using Zoom session and recording computer for the administrator. Only the participant and administrator were active in the test session. All observers and the data logger worked from a separate computer screen where they could see the participant's screen in a mute session, and listen to the audio of the session. To ensure that the environment was comfortable for users, noise levels were kept to a minimum with the ambient temperature within a normal range. All of the safety instruction and evacuation procedures were valid, in place, and visible to the participants.

3.6 TEST ENVIRONMENT

The EHRUT would be typically be used in a healthcare office or facility. In this instance, the testing was conducted in Persivia. For testing, the computer used a laptop running windows 7 operating system. The participants used mouse and keyboard when interacting with the EHRUT.

The Persivia Platform 3.1 used 12” LCD screen with resolution 1600x900 and True color 32-bit color settings.

The application was set up by the vendor according to the vendor’s documentation describing the system set-up and preparation. The application itself was running on a chrome browser on windows platform using a test database. Technically, the system performance (i.e., response time) was representative to what actual users would experience in a field implementation. Additionally, participants were instructed not to change any of the default system settings (such as control of font size).

3.7 TEST FORMS AND TOOLS

During the usability test, various documents and instruments were used, including:

1. Informed Consent
2. Moderator’s Guide
3. Post-test Questionnaire

Examples of these documents can be found in Appendices 3-5 respectively. The Moderator’s Guide was devised so as to be able to capture required data.

The participant’s interaction with the EHRUT was captured and recorded using the Zoom record session utility on the test machine. The data logger observed the remote test session.

3.8 PARTICIPANT INSTRUCTIONS

The administrator reads the following instructions aloud to the each participant (also see the full moderator's guide in Appendix [B4]):

Thank you for participating in this study. Your input is very important. Our session today will last about 30 minutes. During that time you will use an instance of an electronic health record. I will ask you to complete a few tasks using this system and answer some questions. You should complete the tasks as quickly as possible making as few errors as possible. Please try to complete the tasks on your own following the instructions very closely. Please note that we are not testing you we are testing the system, therefore if you have difficulty all this means is that something needs to be improved in the system. I will be here in case you need specific help, but I am not able to instruct you or provide help in how to use the application.

Overall, we are interested in how easy (or how difficult) this system is to use, what in it would be useful to you, and how we could improve it. I did not have any involvement in its creation, so please be honest with your opinions. All of the information that you provide will be kept confidential and your name will not be associated with your comments at any time. Should you feel it necessary you are able to withdraw at any time during the testing.

Following the procedural instructions, participants were shown the EHR and as their first task, were given time (10 minutes) to explore the system and make comments. Once this task was complete, the administrator gave the following instructions:

For each task, I will read the description to you and say "Begin." At that point, please perform the task and say "Done" once you believe you have successfully completed the task. I would like to request that you not talk aloud or verbalize while you are doing the tasks. I will ask you your impressions about the task once you are done.

Participants were then given 4 tasks to complete.

3.9 USABILITY METRICS

According to the NIST Guide to the Processes Approach for Improving the Usability of Electronic Health Records, EHRs should support a process that provides a high level of usability for all users. The goal is for users to interact with the system effectively, efficiently, and with an acceptable level of satisfaction. To this end, metrics for effectiveness, efficiency and user satisfaction were captured during the usability testing. The goals of the test were to assess:

1. Effectiveness of Persivia Platform 3.1 by measuring participant success rates and errors
2. Efficiency of Persivia Platform 3.1 by measuring the average task time and path deviations
3. Satisfaction with Persivia Platform 3.1 by measuring ease of use ratings

4. DATA SCORING

The following table details how tasks were scored, errors evaluated, and the time data analyzed.

Table 4. Details of how observed data were scored.

Measures	Rationale and Scoring
Effectiveness: Task Success	A task was counted as a “Success” if the participant was able to achieve the correct outcome, without assistance, within the time allotted on a per task basis.
Effectiveness: Task Failures	If the participant abandoned the task, did not reach the correct answer or performed it incorrectly, or reached the end of the allotted time before successful completion, the task was counted as an “Failures.” No task times were taken for errors.
Efficiency: Task Deviations	The participant’s path (i.e., steps) through the application was recorded. Deviations occur if the participant, for example, went to a wrong screen, clicked on an incorrect menu item, followed an incorrect link, or interacted incorrectly with an on-screen control.
Efficiency: Task Time	Time was recorded in seconds.
Satisfaction: Task Rating	To measure participants’ confidence in and likeability of the Persivia Platform 3.1, the testing team administered the System Usability Scale (SUS) post-test questionnaire. Questions included, “I think I would like to use this system frequently,” “I thought the system was easy to use,” and “I would imagine that most people would learn to use this system very quickly.” See full System Usability Score questionnaire in Appendix 5.

5. RESULTS

5.1 DATA ANALYSIS AND REPORTING

The results of the usability test were calculated according to the methods specified in the Usability Metrics section above.

The usability testing results for the Persivia Platform 3.1 are detailed in the table below. The results should be seen in light of the objectives and goals outlined in Section 3.2 Study Design. The data should yield actionable results that, if corrected, yield material, positive impact on user performance.

Measure Task	N	Task Succes s	Path Deviatio n	Task Time		Errors	Task Ratings 5=Easy
	#	Mean % (SD)	Deviations (Observed / Optimal)	Mean% (SD)	Deviations (Observed / Optimal)	Mean %(SD)	Mean% (SD)
Demographics 170.315 (a)(5)	10	100 (0)	4/4	140.4 (40)	140/100	0	4.3 (0)
Problem List 170.315 (a)(6)	10	100 (0)	4/4	67.4 (37)	67/40	0	4.7 (0)
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Medication Allergy List 170.315 (a)(8)	10	100 (0)	4/4	67.6 (33)	67/40	0	4.8 (0)

The results from the SUS (System Usability Scale) scored the subjective satisfaction with the system based on performance with these tasks to be **89**. Broadly interpreted, scores under 60 represent systems with poor usability; scores over 80 would be considered above average.

5.2 DISCUSSION OF THE FINDINGS

Overall, the findings in our study for each task were positive and participants were able to achieve the correct outcome without assistance. Details of the findings are:

EFFECTIVENESS

The Users found the application easy to follow, intuitive and task failures were infrequent, and these were often due to the slowness of the system. Users liked that the tabs were available in one screen and can move between tabs without changing out of the screen.

EFFICIENCY

Based on the observations and results participants completed within the allotted time and the efficiency scores were similar across the tasks. The ratings fell between Easy and Very Easy.

SATISFACTION

Participants in general were very satisfied with the way the Persivia Platform performed. They commented on the orientation of the tabs and how user friendly and easy it was to use. The SUS score was 89 which is considered above average.

MAJOR FINDINGS

The major findings of this study were that participants successfully navigated through the system to achieve the correct outcomes. considered above average.

AREAS FOR IMPROVEMENT

Bring in a search field in the drop downs that have a list of options for user to choose from.

Improve the speed of the system.

APPENDICES

Appendix 1: SAMPLE RECRUITING SCREENER

The purpose of a screener to ensure that the participants selected represent the target user population as closely as possible. (Portions of this sample screener are taken from www.usability.gov/templates/index.html#Usability and adapted for use.)

Recruiting Script for Recruiting Firm

Hello, my name is _____, calling from *[Insert name of recruiting firm]*. We are recruiting individuals to participate in a usability study for an electronic health record. We would like to ask you a few questions to see if you qualify and if would like to participate. This should only take a few minutes of your time. This is strictly for research purposes. If you are interested and qualify for the study, you will be paid to participate. Can I ask you a few questions?

Customize this by dropping or adding questions so that it reflects your EHR's primary audience

1. [If not obvious] Are you male or female? [Recruit a mix of participants]
2. Have you participated in a focus group or usability test in the past xx months? [If yes, Terminate]
3. Do you, or does anyone in your home, work in marketing research, usability research, web design [...etc.]? [If yes, Terminate]
4. Do you, or does anyone in your home, have a commercial or research interest in an electronic health record software or consulting company? [If yes, Terminate]
5. Which of the following best describes your age? [23 to 39; 40 to 59; 60 - to 74; 75 and older] [Recruit Mix]
6. Which of the following best describes your race or ethnic group? [e.g., Caucasian, Asian, Black/African-American, Latino/a or Hispanic, etc.]
7. Do you require any assistive technologies to use a computer? [if so, please describe]

Professional Demographics *Customize this to reflect your EHR's primary audience*

8. What is your current position and title? (Must be healthcare provider)
 - RN: Specialty _____
 - Physician: Specialty _____
 - Resident: Specialty _____
 - Administrative Staff
 - Other [Terminate]

9. How long have you held this position?
10. Describe your work location (or affiliation) and environment? (Recruit according to the intended users of the application) [e.g., private practice, health system, government clinic, etc.]
11. Which of the following describes your highest level of education? [e.g., high school graduate/GED, some college, college graduate (RN, BSN), postgraduate (MD/PhD), other (explain)]

Computer Expertise *Customize this to reflect what you know about your EHR's audience*

12. Besides reading email, what professional activities do you do on the computer? [e.g., access EHR, research; reading news; shopping/banking; digital pictures; programming/word processing, etc.] [If no computer use at all, Terminate]
13. About how many hours per week do you spend on the computer? [Recruit according to the demographics of the intended users, e.g., 0 to 10, 11 to 25, 26+ hours per week]
14. What computer platform do you usually use? [e.g., Mac, Windows, etc.]
15. What Internet browser(s) do you usually use? [e.g., Firefox, IE, AOL, etc.]
16. In the last month, how often have you used an electronic health record?
17. How many years have you used an electronic health record?
18. How many EHRs do you use or are you familiar with?
19. How does your work environment patient records? [Recruit according to the demographics of the intended users]
 - On paper
 - Some paper, some electronic
 - All electronic

Contact Information *If the person matches your qualifications, ask*

Those are all the questions I have for you. Your background matches the people we're looking for.

Would you be able to participate on [date, time]? [If so collect contact information]

May I get your contact information?

- Name of participant:
- Address:
- City, State, Zip:
- Daytime phone number:
- Evening phone number:
- Alternate [cell] phone number:
- Email address:

Before your session starts, we will ask you to sign a release form allowing us to videotape your session. The videotape will only be used internally for further study if needed. Will you consent to be videotaped?

This study will take place at [location]. I will confirm your appointment a couple of days before your session and provide you with directions to our office. What time is the best time to reach you?

Appendix 2: PARTICIPANT DEMOGRAPHICS

The report should contain a breakdown of the key participant demographics. A representative list is shown below.

Following is a high-level overview of the participants in this study.

Gender

Men	[X]
Women	[X]
Total (participants)	[X]

Occupation/Role

RN/BSN	[X]
Physician	[X]
Admin Staff	[X]
Total (participants)	[X]

Years of Experience

Years experience	[X]
Facility Use of EHR	
All paper	[X]
Some paper, some electronic	[X]
All electronic	[X]
Total (participants)	[X]

As an appendix to the report, the full participant breakdown (de-identified) should be included.

Appendix 3: NON-DISCLOSURE AGREEMENT AND INFORMED CONSENT FORM

These are sample forms. The non-disclosure agreement is discretionary. Other examples may be found at www.usability.gov.

Non-Disclosure Agreement

THIS AGREEMENT is entered into as of _____, 2010, between _____ ("the Participant") and the testing organization *Test Company* located at *Address*.

The Participant acknowledges his or her voluntary participation in today's usability study may bring the Participant into possession of Confidential Information. The term "Confidential Information" means all technical and commercial information of a proprietary or confidential nature which is disclosed by *Test Company*, or otherwise acquired by the Participant, in the course of today's study.

By way of illustration, but not limitation, Confidential Information includes trade secrets, processes, formulae, data, know-how, products, designs, drawings, computer aided design files and other computer files, computer software, ideas, improvements, inventions, training methods and materials, marketing techniques, plans, strategies, budgets, financial information, or forecasts.

Any information the Participant acquires relating to this product during this study is confidential and proprietary to *Test Company* and is being disclosed solely for the purposes of the Participant's participation in today's usability study. By signing this form the Participant acknowledges that s/he will receive monetary compensation for feedback and will not disclose this confidential information obtained today to anyone else or any other organizations.

Participant's printed name: _____

Signature: _____

Date: _____

Informed Consent

Test Company would like to thank you for participating in this study. The purpose of this study is to evaluate an electronic health records system. If you decide to participate, you will be asked to perform several tasks using the prototype and give your feedback. The study will last about 60 minutes. At the conclusion of the test, you will be compensated for your time.

Agreement

I understand and agree that as a voluntary participant in the present study conducted by *Test Company* I am free to withdraw consent or discontinue participation at any time. I understand and agree to participate in the study conducted and videotaped by the *Test Company*.

I understand and consent to the use and release of the videotape by *Test Company*. I understand that the information and videotape is for research purposes only and that my name and image will not be used for any purpose other than research. I relinquish any rights to the videotape and understand the videotape may be copied and used by *Test Company* without further permission.

I understand and agree that the purpose of this study is to make software applications more useful and usable in the future.

I understand and agree that the data collected from this study may be shared with outside of *Test Company* and *Test Company's* client. I understand and agree that data confidentiality is assured, because only de-identified data – i.e., identification numbers not names – will be used in analysis and reporting of the results.

I agree to immediately raise any concerns or areas of discomfort with the study administrator. I understand that I can leave at any time.

Please check one of the following:

- YES, I have read the above statement and agree to be a participant.
- NO, I choose not to participate in this study.

Signature: _____

Date:

Appendix 4: EXAMPLE MODERATOR'S GUIDE

Only three tasks are presented here for illustration.

EHRUT Usability Test **Moderator's Guide**

Administrator _____

Data Logger _____

Date _____ **Time** _____

Participant # _____

Location _____

Prior to testing

- Confirm schedule with Participants
- Ensure EHRUT lab environment is running properly
- Ensure lab and data recording equipment is running properly

Prior to each participant:

- Reset application
- Start session recordings with *tool*

Prior to each task:

- Reset application to starting point for next task

After each participant:

- End session recordings with *tool*

After all testing

- Back up all video and data files

Orientation (X minutes)

Thank you for participating in this study. Our session today will last **XX minutes**. During that time you will take a look at an electronic health record system.

I will ask you to complete a few tasks using this system and answer some questions. We are interested in how easy (or how difficult) this system is to use, what in it would be useful to you, and how we could improve it. You will be asked to complete these tasks on your own trying to do them as quickly as possible with the fewest possible errors or deviations. Do not do anything more than asked. If you get lost or have difficulty I cannot answer help you with anything to do with the system itself. Please save your detailed comments until the end of a task or the end of the session as a whole when we can discuss freely.

I did not have any involvement in its creation, so please be honest with your opinions.

The product you will be using today is *describe the state of the application, i.e., production version, early prototype, etc.* Some of the data may not make sense as it is placeholder data.

We are recording the audio and screenshots of our session today. All of the information that you provide will be kept confidential and your name will not be associated with your comments at any time.

Do you have any questions or concerns?

Preliminary Questions (X minutes)

What is your job title / appointment?

How long have you been working in this role?

What are some of your main responsibilities?

Tell me about your experience with electronic health records.

Task 1: First Impressions (XXX Seconds)

This is the application you will be working with. Have you heard of it? _____ Yes _____ No
If so, tell me what you know about it.

- *Show test participant the EHRUT.*
-
- Please don't click on anything just yet. What do you notice? What are you able to do here?
Please be specific.

Notes / Comments:

Task 2: Patient Summary Screen (XXX Seconds)

Take the participant to the starting point for the task.

Before going into the exam room and you want to review *Patient's* chief complaint, history, and vitals. Find this information.

Success:

- Easily completed
- Completed with difficulty or help :: Describe below
- Not completed

Comments:

Task Time: _____ Seconds

Optimal Path: *Screen A → Screen B → Drop Down B¹ → "OK" Button → Screen X...*

- Correct
- Minor Deviations / Cycles :: Describe below
- Major Deviations :: Describe below

Comments:

Observed Errors and Verbalizations:

Comments:

Rating:

Overall, this task was: _____

Show participant written scale: "Very Difficult" (1) to "Very Easy" (5)

Administrator / Notetaker Comments:

Task 3: Find Lab Results (XXX Seconds)

Take the participant to the starting point for the task.

On her last visit, you sent *Patient* to get a colonoscopy. Locate these results and review the notes from the specialist.

Success:

- Easily completed
- Completed with difficulty or help :: Describe below
- Not completed

Comments:

Task Time: _____ Seconds

Optimal Path: *Screen A → Screen B → Drop Down B¹ → “OK” Button → Screen X...*

- Correct
- Minor Deviations / Cycles :: Describe below
- Major Deviations :: Describe below

Comments:

Observed Errors and Verbalizations:

Comments:

Rating:

Overall, this task was: _____

Show participant written scale: “Very Difficult” (1) to “Very Easy” (5)

Administrator / Notetaker Comments:

Task 4: Prescribe medication (XXX Seconds)

Take the participant to the starting point for the task. Ensure that this patient has a drug-drug and a drug-food allergy to the drug chosen. This will put force the participant to find other drugs and use other elements of the application.

After examining *Patient*, you have decided to put this patient on a statin – *drug name*. Check for any interactions and place an order for this medication.

Success:

- Easily completed
- Completed with difficulty or help :: Describe below
- Not completed

Comments:

Task Time: _____ Seconds

Optimal Path: *Screen A → Screen B → Drop Down B¹ → “OK” Button → Screen X...*

- Correct
- Minor Deviations / Cycles :: Describe below
- Major Deviations :: Describe below

Comments:

Observed Errors and Verbalizations:

Comments:

Rating:

Overall, this task was: _____

Show participant written scale: “Very Difficult” (1) to “Very Easy” (5)

Administrator / Notetaker Comments:

Final Questions (*X Minutes*)

What was your overall impression of this system?

What aspects of the system did you like most?

What aspects of the system did you like least?

Were there any features that you were surprised to see?

What features did you expect to encounter but did not see? That is, is there anything that is missing in this application?

Compare this system to other systems you have used.

Would you recommend this system to your colleagues?

Administer the SUS

Appendix 5: SYSTEM USABILITY SCALE QUESTIONNAIRE

In 1996, Brooke published a “low-cost usability scale that can be used for global assessments of systems usability” known as the *System Usability Scale* or *SUS*.¹⁶ Lewis and Sauro (2009) and others have elaborated on the SUS over the years. Computation of the SUS score can be found in Brooke’s paper, in at <http://www.usabilitynet.org/trump/documents/Suschapt.doc> or in Tullis and Albert (2008).

	Strongly disagree				Strongly agree
1. I think that I would like to use this system frequently	1	2	3	4	5
2. I found the system unnecessarily complex	1	2	3	4	5
3. I thought the system was easy to use	1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this system	1	2	3	4	5
5. I found the various functions in this system were well integrated	1	2	3	4	5
6. I thought there was too much inconsistency in this system	1	2	3	4	5
7. I would imagine that most people would learn to use this system very quickly	1	2	3	4	5
8. I found the system very cumbersome to use	1	2	3	4	5
9. I felt very confident using the system	1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this system	1	2	3	4	5

¹⁶ Brooke, J.: SUS: A “quick and dirty” usability scale. In: Jordan, P. W., Thomas, B., Weerdmeester, B. A., McClelland (eds.) *Usability Evaluation in Industry* pp. 189--194. Taylor & Francis, London, UK (1996). SUS is copyrighted to Digital Equipment Corporation, 1986.

Lewis, J R & Sauro, J. (2009) "The Factor Structure Of The System Usability Scale." in *Proceedings of the Human Computer Interaction International Conference (HCII 2009)*, San Diego CA, US

