

# Closing Remarks

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in Healthcare

# OPENING REMARKS

# Jiajie Zhang (SHARPC)

- The heart of usability is the **representation effect** which is determined by usefulness and usability

# INDUSTRY PERSPECTIVE

# Scott Lind (EHRA)

- Evaluator effect:

Usability is subjective

# Art Swanson (Allscripts)

- Process approach to usability and risk
  - Add analytics of usage data

# Mary Kate Foley (Athena Health)

- From ad hoc approach to rigorous process (and use of usage data)

## W. Paul Nichol (VA)

- There is a long history of usability practice in VA



# USER PERSPECTIVE

## W. Paul Nichol (VA)

- Patient-centered effort has been ongoing at VA

# Mari Savickis (AMA)

- Usability should be part of MU certification

# Edna Boone (HIMMS)

- Usability maturity model

# Peter Killoran (UTHealth)

- A century of usability and patient safety practice in anesthesiology

# EVALUATION PERSPECTIVE

# Muhammad Walji (SHARPC)

- Usability is defined and can be measured, predicted, and designed

# Keith Butler (SHARPC)

- MATH is a tool for modeling, measuring, and predicting clinical workflow



# Bob Schumacher (User Centric)

- Measure and change behavior

# **EHR USABILITY IN THE FUTURE**

# Trevor Cohen (SHARPC)

- Moving cognitive labor from people to machine

# Bob Greenes (SHARPC)

- Wide adoption of CDS is largely a usability issue

# Ben Shneiderman (SHARPC)

- Visualization and interaction design should be the norm for future EHR interfaces.

# Dean Sittig (SHARPC)

- Automatically summarizing data to fit user's mental model improves usability by reducing the cognitive work of the user.

# INITIATIVES IN EHR USABILITY

# Ross Koppel (Penn)

- We should mobilize teenagers to write apps for the SMART platform



# Molly Story (FDA)

- Usability for Medical device is doable, so should be usability for EHR.

# Jacob Reider (ONC)

- Usability is a continuum.

# Teresa Zayas-Caban

- If you need funding for EHR usability research, go to AHRQ!

# CONCLUSION

An iPad is shown from two perspectives: the front view on the left and the back view on the right. The front view displays the iOS home screen with various app icons like Calendar, Photos, and Messages. The back view shows the silver metal casing with the 'iPad' logo and technical specifications. A bright green horizontal bar is superimposed over the center of the image.

**You already knew how to use it!**

# What can usability do for you?

Feb 2011 : AAPL 353.21

Market Cap:

Apple = \$391B

Exxon-Mobil = \$379B

Usability is more valuable than oil!

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1985

1990

1995

2000

2005

2010

12K%

10K%

8K%

6K%

4K%

2K%

0%

# Thanks

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Presentation Download

<http://sharpc.org>

under Events  
and  
Pre-AMIA Symposium