EMR Usability and Risk

The role of process?
Requirements

Design

Test

Build
SDLC process

- Standard development process
- Delivers products that satisfy requirements
  - Functional robustness
- Does not explicitly address risk or usability
Common process

- Delivers products that address customer feedback
  - Atomic usability improvements
- This process moves closer to addressing the usability goals, but is not efficient
- Addresses risk through customer analysis
UCD process

- Adds a formal Research phase that integrates analytics data and customer feedback
- Addresses risk and usability systematically
Current Direction

- Building a more robust UCD process is critical
- We need to balance the process and ensure the evaluation, usability testing, analytics, and research phases are robust
- The balanced process is the way to comprehensively address these complex issues