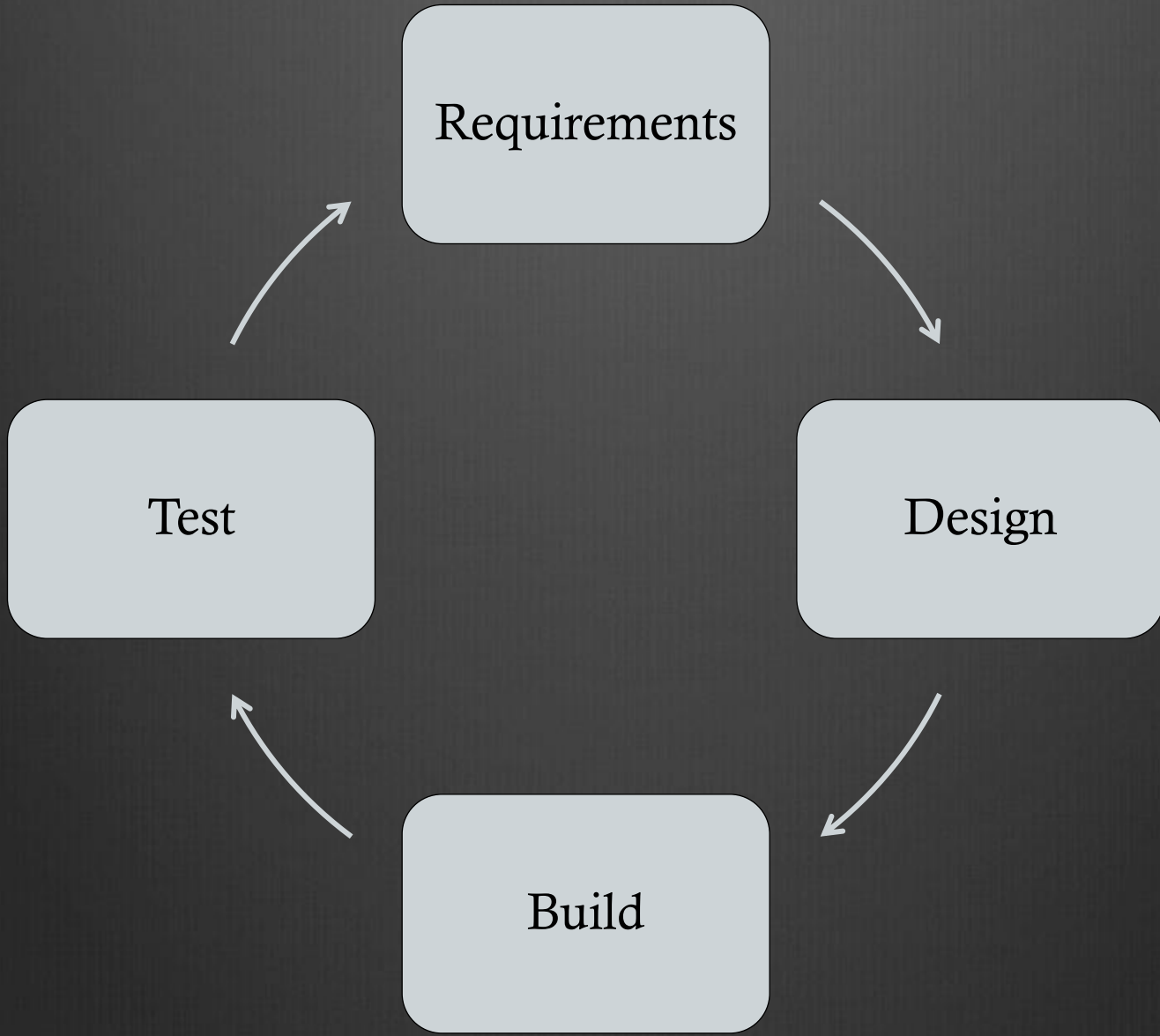


EMR Usability and Risk

The role of process?



Requirements

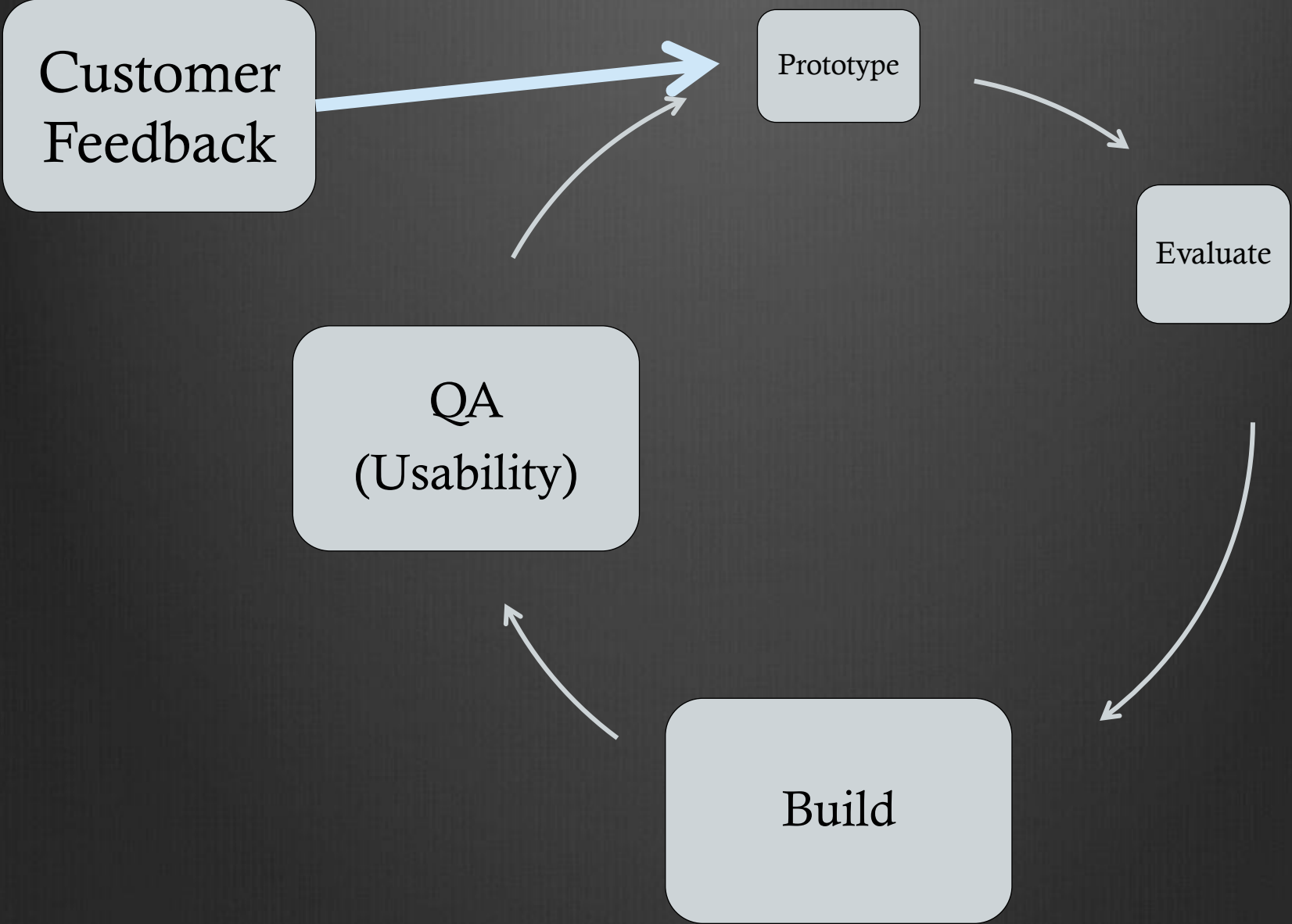
Design

Build

Test

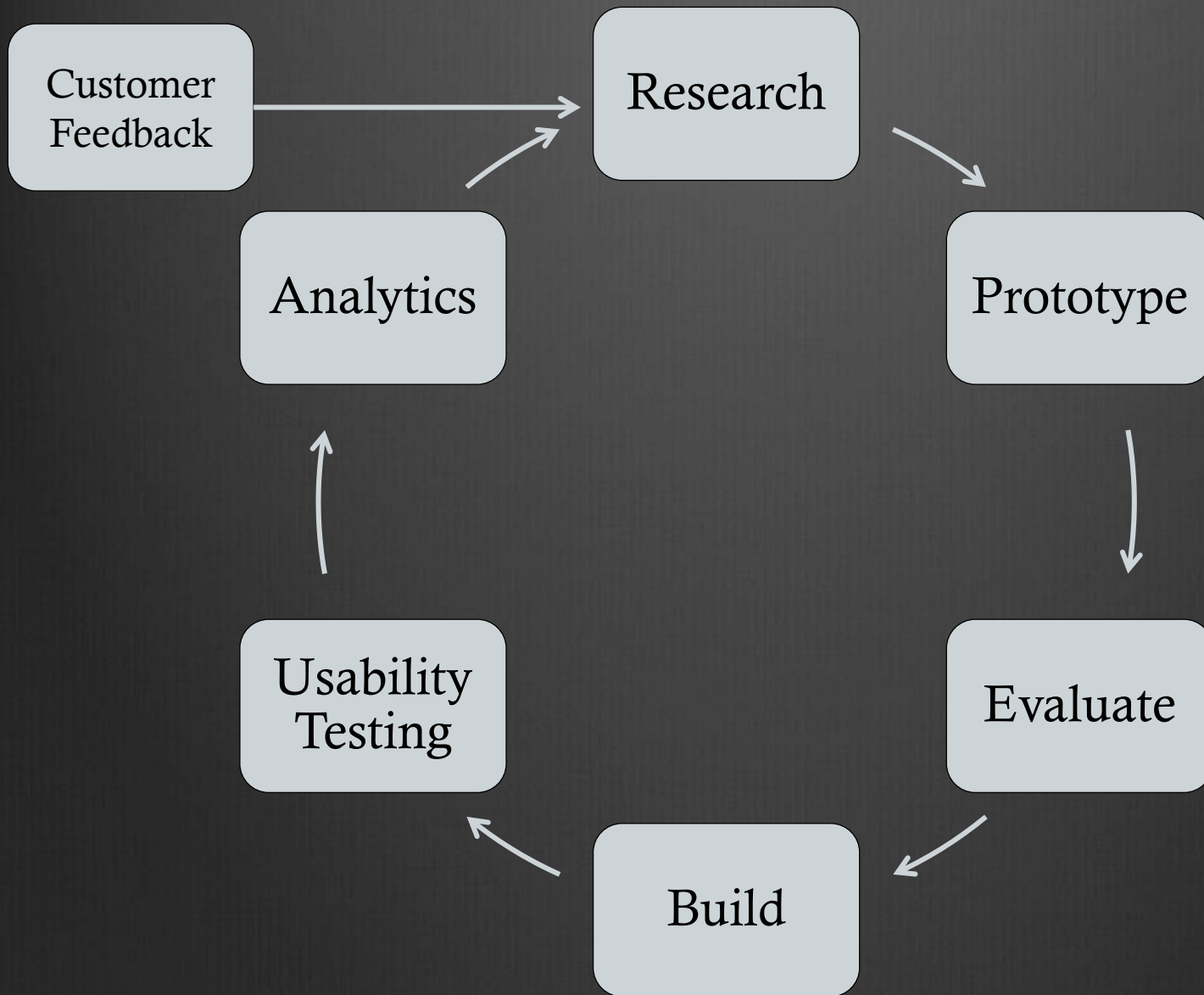
SDLC process

- ⊗ 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