Putting the Horse *before* the Cart: Addressing Usability in Health IT Design

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EHR Usability Symposium 2011:
Usability Present and Future
Washington, D.C.
October 21, 2011
AHRQ’s Mission

Improve the quality, safety, efficiency and effectiveness of health care for all Americans
What AHRQ does

- Focus on
  - Generation,
  - Synthesis and Dissemination, and
  - Implementation of knowledge

- Convene key stakeholders

- Inform policy
AHRQ’s ‘Niche’

NIH
Biomedical research to prevent, diagnose and treat diseases

CDC
Population health and the role of community based interventions to improve health

AHRQ
Long-term and system-wide improvement of health care quality and effectiveness
Health IT: Where We’ve Been

- Over 200 projects and demonstrations
- Projects in over 48 States
- Best practices that can improve quality of care

AHRQ Health IT Investment: $320 Million
Transforming Healthcare Quality through Information Technology Initiative (THQIT) (2004-2008)

- Health IT implementation and demonstrating value

Number of Grants

- TOTAL: 118
- Planning: 38
- Implementation: 56
- Value: 38
Ambulatory Safety and Quality Initiative (2007-2011)

- Explore health IT use and related policies and practices in ambulatory settings

Number of Grants

- TOTAL: 69
- Quality Measurement: 17
- Clinician Use: 24
- Patient Centered Care: 16
- Complex Care Needs: 12
Health IT: Where We’re Going

- R03 and R21 good funding mechanisms for pilot testing interventions and evaluating usability
  - [http://healthit.ahrq.gov/healthitfoas](http://healthit.ahrq.gov/healthitfoas)

- Evaluating usefulness as part of demonstration projects
  - [http://www.ahrq.gov/fund/grantix.htm](http://www.ahrq.gov/fund/grantix.htm)

- Continuous improvement part of the lifecycle of any application
Health IT: Where We’re Going (2)

- Need to better understand
  - Clinical work and how it’s done
  - How individuals and families manage health information
Clinical information systems

- Workflow Assessment for Health IT toolkit
  - http://healthit.ahrq.gov/workflow

- Health IT Hazard Manager (HM)
  - Final Report and HM Available Summer 2012
  - Important resource as part of continuous improvement
Resources (2)

- Consumer health IT
  - Barriers and Drivers of Health IT Use for the Elderly, Chronically Ill, and Underserved
  - Health Care Comes Home: The Human Factors
  - Consumer Health IT in the Home: A Guide to Human Factors Design Considerations
    - [www.nap.edu/catalog.php?record_id=13205](http://www.nap.edu/catalog.php?record_id=13205)
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<th>Project Title</th>
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<td>Elizabeth Chrischilles</td>
<td>University of Iowa</td>
<td>Personal Health Records and Elder Medication Use Quality</td>
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<td>David Dorr</td>
<td>Oregon Health and Science University</td>
<td>Enhancing Complex Care through an Integrated Care Coordination Information System</td>
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<td>Alexander Krist</td>
<td>Virginia Commonwealth University</td>
<td>Promoting Use of an Integrated Personal Health Record for Prevention</td>
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<td>Mary Hook</td>
<td>Aurora Health Care</td>
<td>Using Evidence-Based Nursing Practices and Electronic Health Record Decision Support to Reduce Fall-related Patient Injuries in Acute Care</td>
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<td>Joanne LaFleur</td>
<td>University of Utah</td>
<td>Knowledge Engineering for Decision Support in Osteoporosis</td>
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<td>Matthew Samore</td>
<td>University of Utah</td>
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<td>Steven Simon</td>
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<td>Melissa Stockwell</td>
<td>Columbia University</td>
<td>Flu Alert: Influenza Vaccine Alerts for Providers in the Electronic Health Record</td>
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<td>Peggy Wagner</td>
<td>Medical College of Georgia</td>
<td>Using An Electronic Personal Health Record To Empower Patient With Hypertension</td>
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<td>David C. Ziemer</td>
<td>Emory University</td>
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Questions?

http://healthit.ahrq.gov