



User-Centered Design @ Allscripts

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Challenges of Incorporating UCD

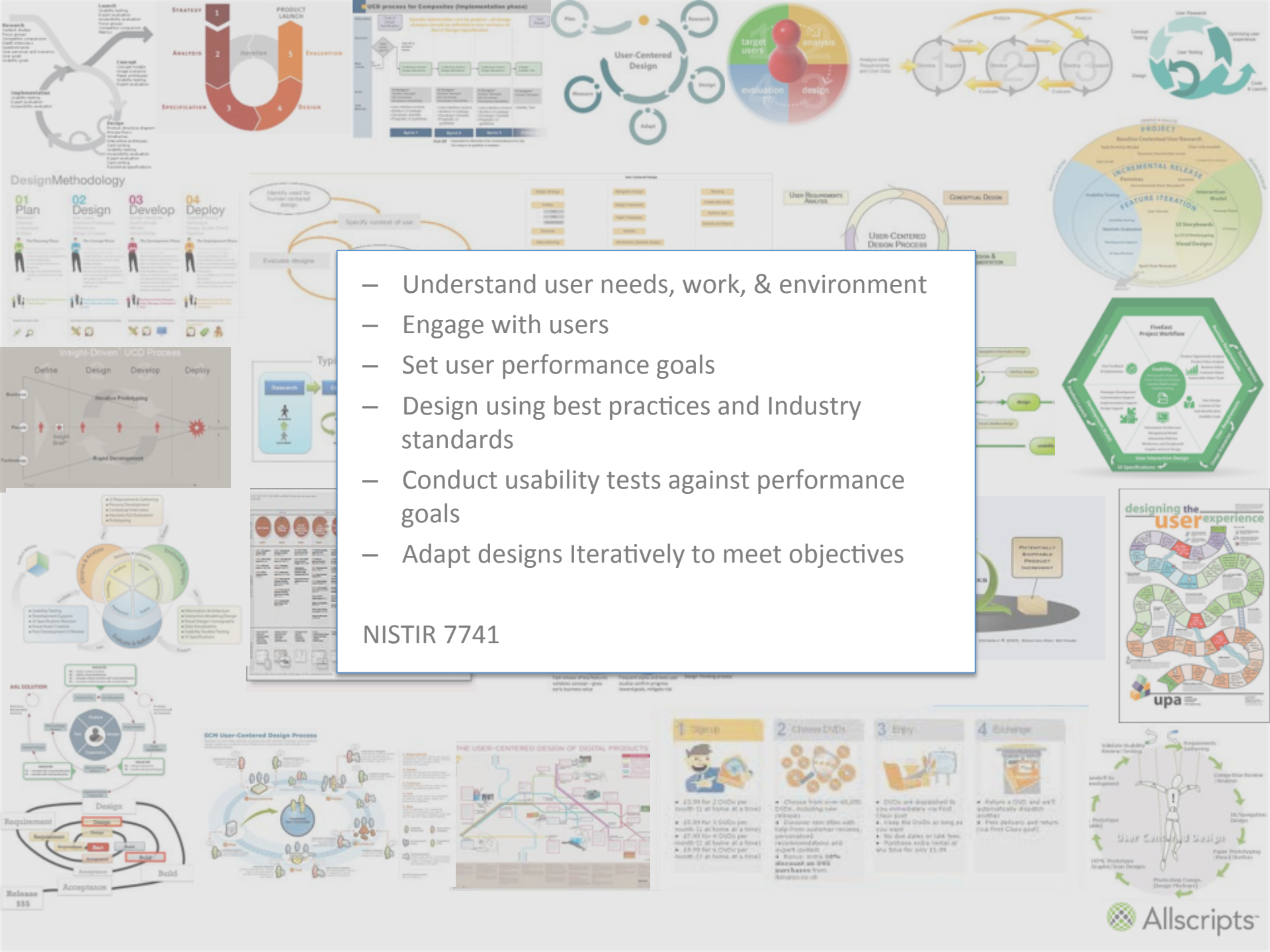
What's less of a challenge now...

Convincing of importance helped by increased focus on...

- Meaningful Use UCD compliance
- Patient safety

Selecting a UCD process

- Similar foundation with lots of 'flavors'



- Understand user needs, work, & environment
- Engage with users
- Set user performance goals
- Design using best practices and Industry standards
- Conduct usability tests against performance goals
- Adapt designs Iteratively to meet objectives

NISTIR 7741



Challenges of Incorporating UCD

"Your UX team is only so big, how are you going to meet the demand?"

"This sounds great and it's important to our team...but we don't have time to do this."

"We're following a UCD process, but we're still not as usable as we want to be."



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Challenges of Incorporating UCD

Hire 40 UX/UCD professionals? No.

- Decentralize
- Train on key components
- Equip with patterns, standards, design guidelines

UX team focus

- Education and consulting
- Pattern creation and testing
- High level design
- Strategy



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Challenges of Incorporating UCD

Question: Are you going to build a product without...?"

Knowing who you are designing your product for?

Measuring success in some way?

Basing your design on any standards or patterns?

Getting input from users before launching?

Making sure you did what you meant to before launch?

1. Process instead of actions
2. Tie UCD processes into existing development processes
3. Document to share knowledge



Challenges of Incorporating UCD

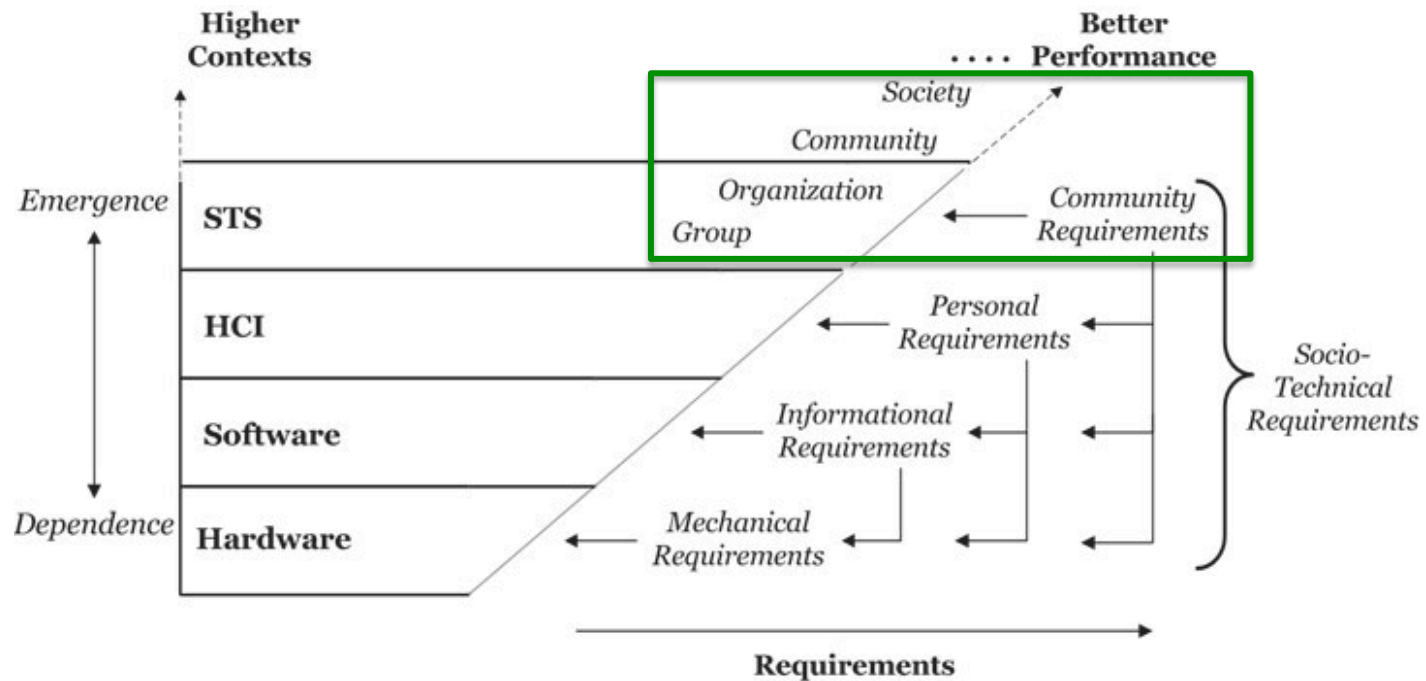
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Challenges of Incorporating UCD

Complex Socio-technical System





Challenges of Incorporating UCD

Complex Socio-technical System

1. Study and document the Community requirements
2. When product launches, shift into “use-centered” focus
3. Have a plan for how you/the product will deal with “emergent requirements”
4. During design, focus on equilibrium not perfection (avoid the “meltdowns”)



UCD @ Allscripts Summary

- Built on NISTIR 7741 foundation
- Decentralize UCD through education, training, and supporting materials
- Process instead of actions
- Recognize limits of UCD
- Document to share knowledge



Thanks!

For Questions, please contact ross.teague@allscripts.com