Vendor User Centered Design in *Context*

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Vendor User Centered Design in Context

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Usability: Extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use

UCD
Two Bins of Usability

**User Interface Design**
Displays and Controls
Screen Design
Clicks & Drags

**Cognitive Task Support**
“Workflow Design”
Data Visualization
Functionality
# Understanding Vendor UCD

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Est. Revenue</th>
<th>Employees</th>
<th>UX Team Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor 1</td>
<td>$1 billion +</td>
<td>6000+</td>
<td>15</td>
</tr>
<tr>
<td>Vendor 2</td>
<td>$1 billion +</td>
<td>6000+</td>
<td>30+</td>
</tr>
<tr>
<td>Vendor 3</td>
<td>$1 billion +</td>
<td>6000+</td>
<td>NA</td>
</tr>
<tr>
<td>Vendor 4</td>
<td>$300 million +</td>
<td>200+</td>
<td>30+</td>
</tr>
<tr>
<td>Vendor 5</td>
<td>$100 million +</td>
<td>500+</td>
<td>NA</td>
</tr>
<tr>
<td>Vendor 6</td>
<td>$100 million +</td>
<td>2000+</td>
<td>30+</td>
</tr>
<tr>
<td>Vendor 7</td>
<td>$20 million +</td>
<td>500+</td>
<td>1-5</td>
</tr>
<tr>
<td>Vendor 8</td>
<td>$20 million +</td>
<td>250+</td>
<td>1-5</td>
</tr>
<tr>
<td>Vendor 9</td>
<td>$20 million +</td>
<td>150+</td>
<td>NA</td>
</tr>
<tr>
<td>Vendor 10</td>
<td>$10 million +</td>
<td>50+</td>
<td>NA</td>
</tr>
<tr>
<td>Vendor 11</td>
<td>$300,000 +</td>
<td>10+</td>
<td>NA</td>
</tr>
<tr>
<td><strong>Range</strong></td>
<td><strong>$300,00 - $1 billion</strong></td>
<td><strong>10-6000+</strong></td>
<td><strong>0-30+</strong></td>
</tr>
</tbody>
</table>

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## Vendor Demographic Summary
Categories of Vendor UCD

No True UCD

- Focused on customer requests
- Responding to user feedback is UCD
- No formalized method for incorporating and testing user needs throughout design and development

Basic UCD

- Understand UCD and its importance
- Striving to implement UCD processes
- UCD is not fully integrated yet

Well Developed UCD

- Rigorous UCD processes in place
- Efficient testing methods
- Extensive infrastructure
Vendor Challenges

No True UCD
- Management “buy in”
- Understanding of Process
- Prioritization

Basic UCD
- Resources
- Participant access
- Use case development

Well Developed UCD
- Detailed work flow analysis
- Safety data
Shared Responsibility

Usability and Safety

- Vendors
- Providers
- Policy
- Patients
A Bright Future

- Greater vendor investment in usability
- Greater provider engagement
- Increased collaboration

![Graph: Hospitals' Adoption Of Electronic Health Record (EHR) Systems, 2008–12](image-url)
Thank you!

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