Disturbing or facilitating?
On the Usability of Swedish eHealth
2013

Alec 2014
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(Swedish Association of Health Professionals)
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Background
- VårdIT kartan 2004
- VårdIT rapporten 2010
- Nat. Audit Office 2011
- Gartner-report 2012
- Project Usability of Swedish eHealth 2013
Lack of usability is expensive!

VårdIT-rapporten 2010:
The health care professionals estimate time losses due to lack of usability to approximately 5-6 Billion SEK per year

..and of course exposes care recipients to hazards!
The Project

- **Project Manager:**
  Isabella Scandurra, Apri eHealth
  - Ph.D. in Medical Informatics

- **Steering Committee:**
  - Representatives from five professional organisations

- **Seven workshops**
  - with users from health and social care, IT-companies and scientists
The aim of the project was to collect and display lessons learned and good examples, and to answer the following questions:

- Which problems do users experience today?
- Which solutions do users regard as most important?
- What do we know about usability based on previous research and projects?
Usability - definition

ISO 9241-11
The standard for usability

"The 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."

(Bailey’s Human performance model)
eHealth Usability 2013 – the Vision

- Right (authorized) health professionals can easily access the
- Right information about the
- Right patient at the
- Right time in the
- Right amount, displayed in the
- Right way, adapted to the
- Right situation

To support a good meeting at the point of care and facilitate teamwork (including the patient).

- Where information is only recorded **once** with little effort and time.
1. eHealth systems must be **managed**, **evaluated**, **supervised** and continuously optimized in relation to the actual process of care. More collaborative efforts to **integrate work processes and eHealth** into a meaningful whole.
Ten steps to improved usability

2. Increased involvement of usability experts, health informaticians and Users in development & evaluation.

Each eHealth project must have representatives of the professions in management
Ten steps to improved usability

3. All health and social care staff should have:

- a basic understanding of the opportunities that eHealth systems generally offer
- good knowledge of how the local systems should be used and
- how the business processes associate with them.

Education and training must be enhanced.

The training of health informaticians must be expanded and also be linked to the cross-industry knowledge in informatics.
Ten steps to improved usability

4. Technical conditions for access to information and documentation must be in place at the point of care (especially in community care)
5. The technical infrastructure must be reliable.

Single-sign-on with session management must be introduced and response times minimized so that the user can perform their duties without undue interruption.

In an increasingly complex IT environment efficiency can be improved by better coordination between operations and management.
6. Health and social care staff must be able to move between different e Health systems and still find **vital information** instantly.

**Standardization** of graphical displays is required to quickly find vital information in time-critical situations. **Presentation** of information should be based on role and work situation.
7. Duplicate recording of data must be eliminated! All information must be recorded only once and then be automatically communicated to other systems.

The work on the National Interdisciplinary Terminology and the National Information Structure as well as implementing automated transfer of data must be sped up.
8. Important **information must follow the care recipient** across health and social care provider boundaries to facilitate person-centred health and social care.

Unnecessary **legal obstacles** must be eliminated.

eHealth systems must support the efforts to **follow legal and ethical** requirements regarding care information flows across health and social care provider boundaries.
9. **Research** on the usability of eHealth systems must be strengthened and the knowledge applied. More usable systems lead to improved data gathering, which in turn can provide improved feedback to the care staff and valid data for research.
10. eHealth skills are a **strategic development resource** that must be present at all levels of management.

The understanding of usability is **the key to benefit** and essential for good and reliable health and social care.
Where are we now?

- Action plan for the National eHealth Strategy?
- Continued research
- Implementation?
- Funding?!!!

**eHealth is Business Development!**
Download the entire report (currently only in Swedish):

www.storandeellerstodjande.se

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