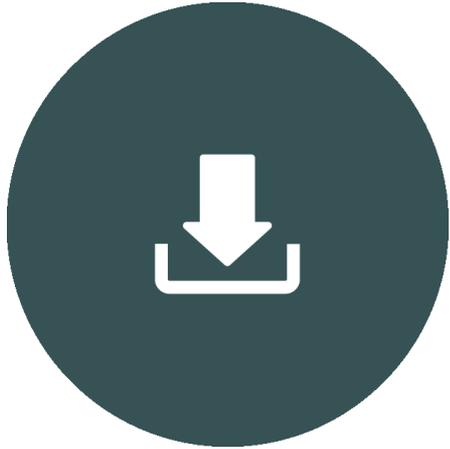


Usability Testing Report

Patient Experience Wireframe Designs



Background

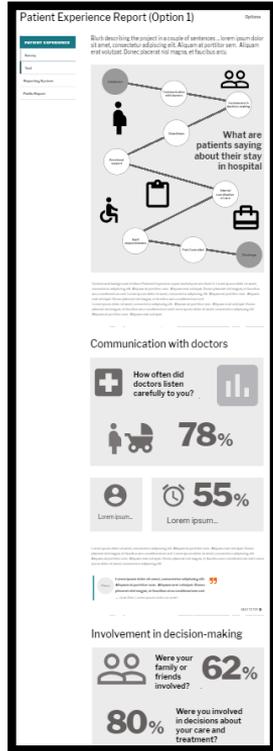
The CIHI Patient Experience

- **Purpose**
 - Provide a high-level overview of patient experiences captured in the CPERS tool
 - Demonstrate the richness of patient experience data and how it can lead to quality improvement
 - Promote the value of reporting patient experience data and the impact on patient outcomes
 - Prepare participating facilities and jurisdictions for release of facility-level patient experience facility-level measures and help them plan for associated risks
- **Primary audience**
 - Decision makers (including health system managers, policy makers)
- **Release Date**
 - Public release scheduled for April 17, 2019

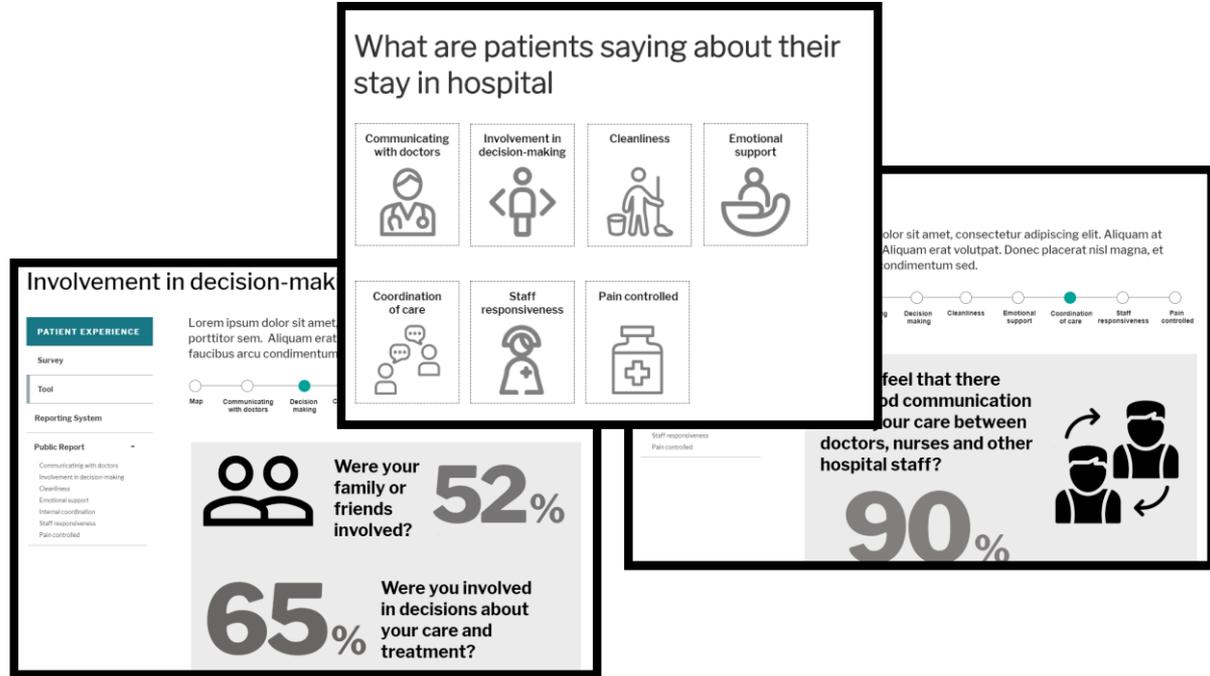
Research Goals & Questions

- Understand how users find specific information when using the Scrolling layout (Option 1) and the Navigational layout (Option 2)
- Understand users mental model when navigating between different metrics
- Which option: Scrolling vs Navigational is:
 - More Engaging
 - Easier to use
 - Easier to Navigate and find information
 - More desirable to users

Scrolling VS Navigational



Option 1
Scrolling



Option 2
Navigational



Testing Methods

Impression Testing

- Give participants 20 seconds to look at a page of both designs
- Participants then answers a series of questions relating to their first thoughts and impressions about what they think the page is about



Task Based Usability Testing

- Participants are given a series of tasks to complete
- We observe how users go about accomplishing a task (What they say, what they do?)





Users



Manager
Ontario Ministry of Health



Senior Policy Consultant
Ontario Ministry of Health



**Executive Director of
Clinical Quality Metrics**
Alberta Health Services



**Executive Director of
Performance Measurements**
New Brunswick Health Council

4 External Stakeholders, 2 Internal Pilot User,



Tasks

Overview of Tasks Tested

Option 1: Scrollable

a) Look at the one page interface for 20 seconds and remember as much as you can. What are first impressions?

b) Find the following information:

- A doctor from Mt. Sinai Hospital, Dr. James Moncton has a quote about pain control that has been released somewhere on this page. Find his quote
- How often patient's rooms were kept clean during their hospital stay?
- How often were hospital staff helpful when getting patients to the bathroom or using a bedpan?

Overview of Tasks Tested

Option 2: Navigational

a): Look at the multi-page interface for 20 seconds and remember as much as you can. What are your first impressions?

b): Find the following information:

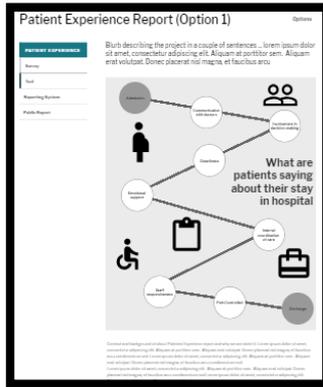
- How often did doctors listen to patients during their visit?
- What percentage of patients received support with any anxieties, fears or worries during their hospital stay?
- A doctor from CHEO, Dr. Sandra Perkin's has quoted on staff attentiveness. Find this quote on any of the associated pages.



Results

Summary of Findings

- All participants recognized that both designs were about patient care experience at first glance
- All participants found that Option 2, the navigational design layout easier to use, easier to consume content, and easier to find content over the scrollable Option 1 layout
- Participants found scrolling on Option 1 confusing to navigate and keep track of where they are

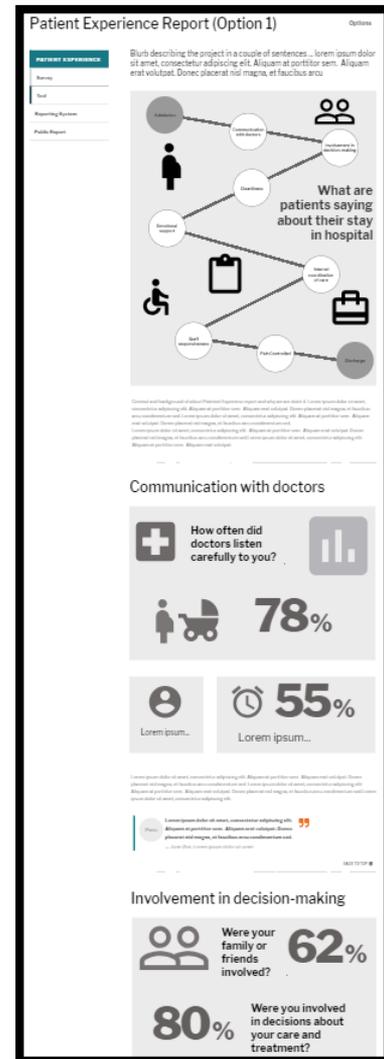


Results

Option 1: Scrolling

Option 1: Scrolling - Impression Testing Results

- Users described this design as a patient **journey** through the hospital setting
- This design was also described as artistic, and having too many visuals



Option 1: Scrolling - Findability and Usability

Usability Insight 1: For some users it involved too much scrolling, and therefore they did not explore the page to the end



“I think most people don’t really scroll all the way down.”



“There seems to be a lot of scrolling.”



“Everything on one page would be preferable if there wasn’t too much scrolling”

Patient Experience Report (Option 1) Options

PATIENT EXPERIENCE

- Survey
- Tool
- Reporting System
- Public Report

Blurb describing the project in a couple of sentences ... lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at porttitor sem. Aliquam erat volutpat. Donec placerat nisl magna, et faucibus arcu

Admission

Communication with doctors

Involvement in decision-making

Cleanliness

What are

Option 1: Scrolling - Findability and Usability

Usability Insight 2: The patient journey map design might cause usability and accessibility issues for users

Navigation: users didn't notice that they could click on the circles to jump to a section

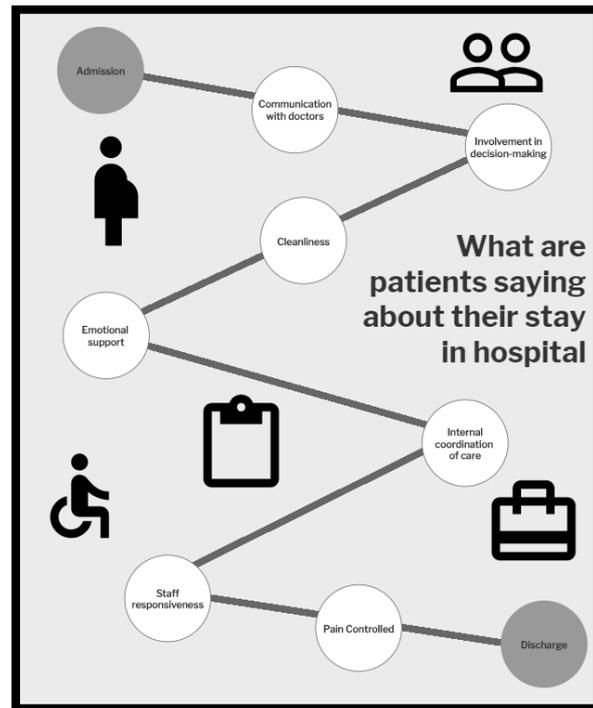


“I didn't initially clue in that I could click on these [circles]”

Accessibly issues, the image doesn't fit onto the screen and therefore users have to scroll.



“I scroll [zoom] into text because of my vision”



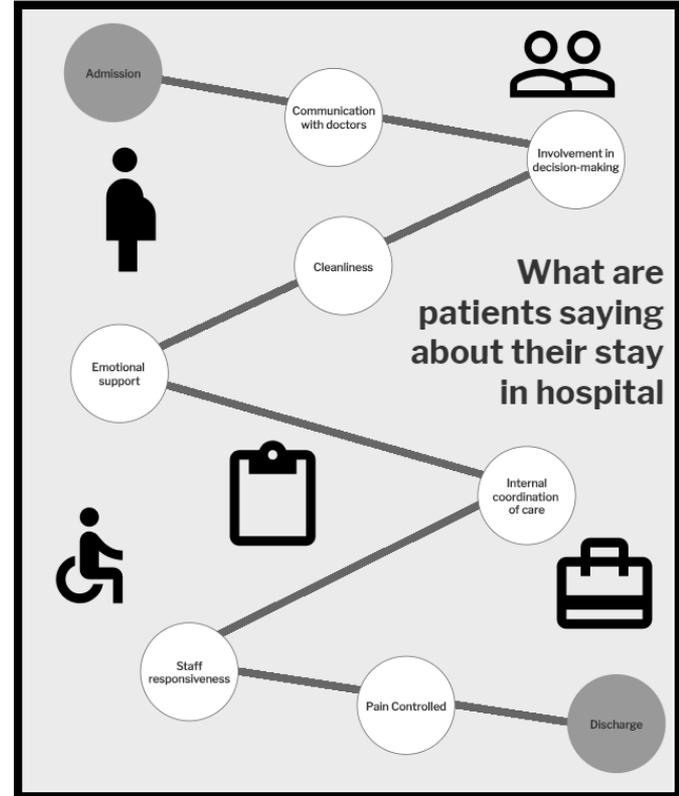
Option 1: Scrolling - Findability and Usability

Usability Insight 3: Journey map may convey incorrect information

Some users got the wrong impression of what the journey map was about.

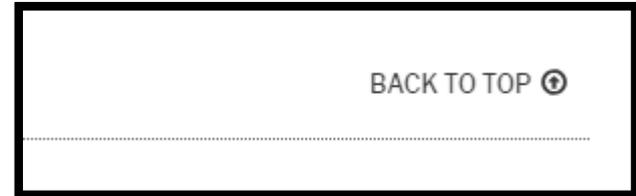
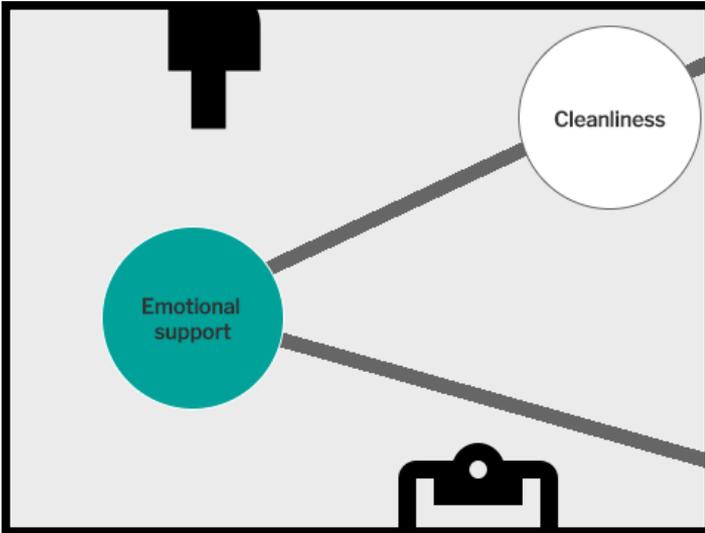


“[Diagonal Path] Gave me the impression of being bounced around from provider to provider”



Scrolling: Findability Paths

Usability Insight 4: All users scrolled the page from top to bottom multiple times to find information. They did not use the 'Back to Top' button to navigate and a few realized later on that the journey map was also clickable.





Results

Option 2: Navigational

Option 2: Navigational - Impression Testing Results

- Users described this design as containing **options** and **elements** of patient care experience
- This design was also described as easy to navigate, simple to understand and having clear, clean messaging



Option 2: Navigational - Findability and Usability

Usability Insight 1: User were able to find the information with ease

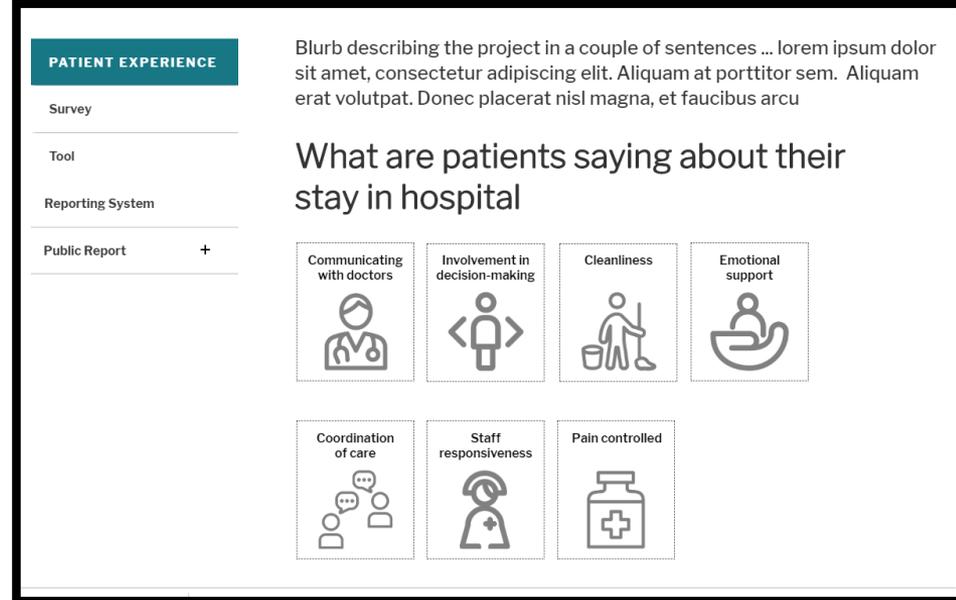
- This design presented a familiar look and feel to users
- Users found information more digestible because of compartmentalized content



“I like this option better, it might be because I’m more used to the layout”



“The information you want to get out of it is very clear”



The screenshot shows a web interface for a patient experience reporting system. On the left is a vertical navigation menu with a teal header 'PATIENT EXPERIENCE' and items: 'Survey', 'Tool', 'Reporting System', and 'Public Report' with a plus sign. The main content area has a teal header 'What are patients saying about their stay in hospital' and a paragraph of placeholder text. Below the text are seven icons in a grid, each with a title and an icon: 'Communicating with doctors' (doctor icon), 'Involvement in decision-making' (person with arrows icon), 'Cleanliness' (person with broom icon), 'Emotional support' (person with hand icon), 'Coordination of care' (three people with speech bubbles icon), 'Staff responsiveness' (person with headset icon), and 'Pain controlled' (pill bottle icon).

Option 2: Navigational - Findability and Usability

Usability Insight 2: Users explored alternative methods of finding information

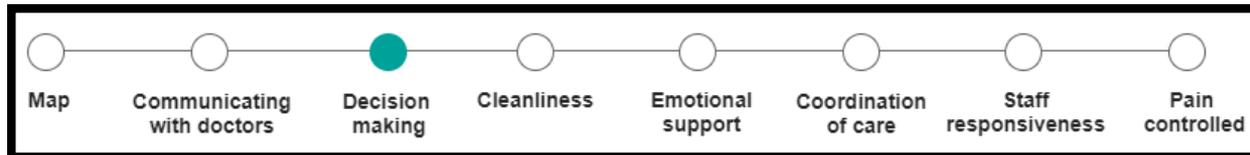
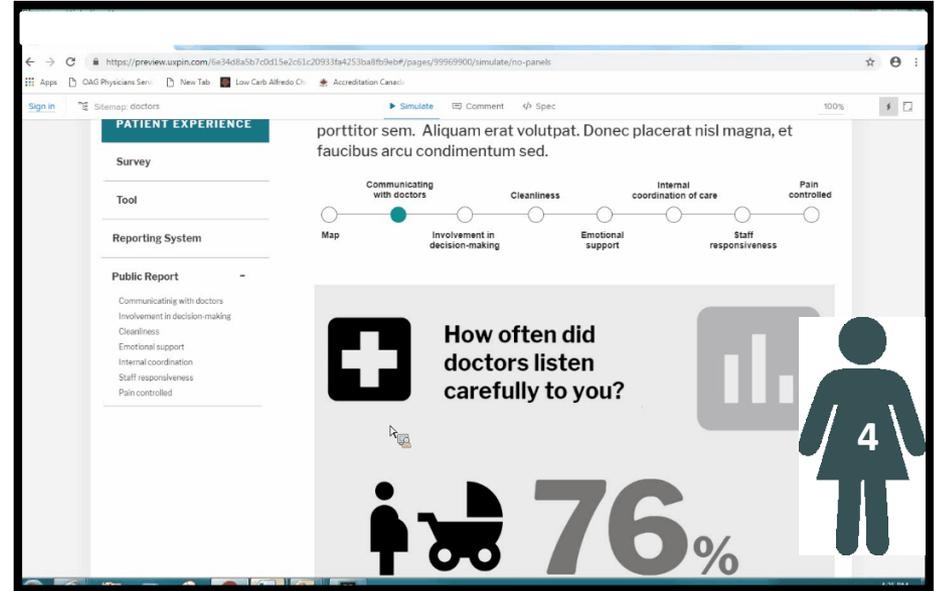
Exploration: Users expressed ease of navigation and used many alternative paths.



“I like this one [Option 2] a lot better, I found it easier to navigate.”



“I like this sort of breadcrumb in terms of where you enter and leave”



Conclusion

Navigational design (Option 2) provided users with better:

Usability: Users are familiar with it, matches their mental model

Findability: Information is divided into smaller sections, making it more consumable for users. There are also many ways for them to find and navigate to the information they are looking for

Desirability: Based on the usability and findability of the design, users prefer this option over the Scrolling page (Option 1). Evoked positive emotions among all users

Recommendation

Based on the user feedback on ease of use, ease of finding content and ease of consuming content, the UX team recommends the **Navigational** design (Option 2) for the Patient Experience digital project

PATIENT EXPERIENCE

Survey

Tool

Reporting System

Public Report +

Blurb describing the project in a couple of sentences ... lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at porttitor sem. Aliquam erat volutpat. Donec placerat nisl magna, et faucibus arcu

What are patients saying about their stay in hospital

- Communicating with doctors
- Involvement in decision-making
- Cleanliness
- Emotional support
- Coordination of care
- Staff responsiveness
- Pain controlled

