Usability Test

Moderator's Guide

Test Name: _____

Date: _____ **Time:** _____

Administrator: _____

Data Logger: _____

Terminal ID: _____   **Participant #** _____

PRIOR TO TESTING
☐ Confirm schedule with participants
☐ Ensure computer lab environment is running properly
☐ Ensure testing packets are printed: Moderator's Guide with Data Log Worksheets, Participant Questionnaire, SUS, Informed Consent, and Non-Disclosure Agreement

PRIOR TO EACH PARTICIPANT
☐ Ensure a session of the EHR can be launched with
☐ Ensure session is in Full Screen Mode (press F11)
☐ Confirm participant has an assigned participant number
☐ Ensure participant UN and PW are valid
☐ Log-out to ensure Log-on screen is on the workstation
☐ Save a blank .DOCX on the workstation desktop named: Part xx PC-xxxx (where xx is the participant #, and xxxx is the terminal ID)

PRIOR TO EACH TASK
☐ Ensure corresponding data log worksheet will be used
☐ Ensure participant understands instructions
☐ Ensure timer is reset and started once "Begin" has been announced

AFTER EACH TASK
☐ Stop timer when the participant announces "Done"
☐ Capture screenshot and paste it to the .DOCX on the workstation desktop
☐ Collect Task Rating from participant
☐ Complete Data Log Worksheet for the corresponding task

AFTER TEST
☐ Ensure participant packet is complete including:
☐Moderator's Guide with Data Log Worksheets, ☐Participant Questionnaire, ☐SUS, ☐Informed Consent, and ☐Non-Disclosure Agreement

Orientation (10 minutes)

Thank you for participating in this test. Your input is very important to us. Our session today will last approximately two working days. During that time you will use an instance of an electronic health record.

There will be a number of tasks that will need to be completed as well as a few questions that will need to be answered. Each tasks will need to be completed on your own, at your own pace with minimal possible errors or deviations. We ask that you do them as quickly and efficiently as possible with the instructions that we have provided. Please complete the task and do not attempt to do more than what is instructed.

We must emphasize that we are not testing you or your ability to use the system- we are evaluating the usability of the system. We are not able to instruct or provide you with help on how to use the application beyond the provided instructions, but we may be able to provide help on other related issues. Please save your detailed comments until the end of the task or at the end of the session when we can discuss freely as a group.

Overall, we are interested in how easy (or how difficult) this system is to use, what features or functionality are useful to you, and how we could improve it. Please be honest with your opinions.

The information you provide us will be kept confidential. Your name and any other identifying information will be omitted and not be associated with your comments. Should you feel it necessary, you are able to withdraw your participation at any time during the testing.

The product you will be testing today includes the following applications within the CliniComp EHR: CPOE, Implantable Devices, Clinical Decision Support, Clinical Information Reconciliation, and Electronic Prescribing. Since we are testing specific functionality, the workflow many not seem complete, or the data may not make sense compared to your normal work processes.

To access the system you will be using a demo user and test patient record that correlate with your assigned participant number.

For each task, I will read the description to you and say "Begin." At that point, please perform the task and say "Done" once you believe you have successfully completed the task. I would like to request that you not talk aloud or verbalize while you are doing the tasks. I will ask you your impressions about the task once you are done.

Do you have any questions or concerns?

Preliminary Questionnaire (10 minutes)

Before beginning the EHR tasks we would like to collect some information for participant classification purposes. Again, all of the information that you provide will be kept confidential and your name will be omitted from your data.

Please take a moment to complete the Participant Questionnaire found in your test packet. If you have any questions, please do not hesitate to ask.

(Administer Participant Questionnaire)

Task 1: **First Impression** (10 minutes)

Please log in to the system using your assigned username and password. From the first page please select the PRODUCTION unit and then select your patient. This is the patient record with which you will be working with.

Please don't click on anything more

From this page please take a look at the EHR.

What do you notice? What are you able to do here? At first glance is anything that you would expect missing?

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Notes / Comments:

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Testing Scenario

James is a 65 year old male presenting to the hospital after suffering a near fall at home. He tripped and had a near fall, but hit his chest against the wall and is now complaining of some localized pain to the area. There is some bruising and swelling noted.

Task 2: Demographics (45 seconds)   Cycle 1

You are interviewing the patient and need to ask a few demographic questions. Under the MU3 Demographics tab, please chart the following details:

Date of Birth: 01/15/1951
Sexual Orientation: Straight or heterosexual
Gender Identity: Identifies as Male
Sex: M

Participant Steps Recording   *(Start timer)*

Task 2 Optimal Path (6 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Clicks [MU 3 Demographics] tab	☐	☐	☐	☐	☐	☐	☐	
☐ Types in Date Of Birth	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Chooses correct Sexual Orientation	☐	☐	☐	☐	☐	☐	☐	
☐ Chooses correct Gender Identity	☐	☐	☐	☐	☐	☐	☐	_____
☐ Chooses M	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on the Save button	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                                           ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 3: Clinical Decision Support (CDS) (80 seconds)   Cycle 1

In the Overview tab there is a CDS notification from the information you entered in Task 2. Please respond to the system's CDS notification and place/save an order based on the recommendation. The medication and provider is listed below:

Order: PREVNAR (PEDIATRIC PNEUMOCOCCAL CONJ VACCINE)
Provider: Spencer, John MD

Participant Steps Recording   *(Start timer)*

Task 3 Optimal Path (7 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Highlights notification and reviews message	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on [Rx] button	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Enters and chooses new order: [PREVNAR]	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on Order	☐	☐	☐	☐	☐	☐	☐	_____
☐ Enters Provider's name	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Apply/Close]	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on the Save button	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

   ☐ Easily Completed   ☐ Did not reach desired outcome

   ☐ Completed with Difficulty   ☐ Abandoned

                                         ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 4: **Medication Allergy List and Reconciliation (160 seconds)**   Cycle 1

The patient states he was seen at another health facility and had a reaction to another medication that he cannot recall. Under the MU2ReconcileMedAllergy please import and reconcile the outside list as well as his known medication allergy listed below:

Type:	Drug
Drug Name:	Penicillin G Sodium
Symptoms:	Skin Rashes Hives
Severity:	Mild

Participant Steps Recording   *(Start timer)*

Task 4 Optimal Path (11 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Clicks [Medication Allergy] tab	☐	☐	☐	☐	☐	☐	☐	
☐ Chooses source option	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Insert PDF]	☐	☐	☐	☐	☐	☐	☐	
☐ Uploads correct PDF file	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Open]	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Chooses type of allergy	☐	☐	☐	☐	☐	☐	☐	
☐ Chooses correct allergy	☐	☐	☐	☐	☐	☐	☐	_____
☐ Completes Symptom and Severity section	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [+] button	☐	☐	☐	☐	☐	☐	☐	
☐ Repeats steps for second allergy	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on the Save button	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

   ☐ Easily Completed   ☐ Did not reach desired outcome

   ☐ Completed with Difficulty   ☐ Abandoned

                                                   ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 5: **Medication List and Reconciliation (180 seconds)**   Cycle 1

The patient has provided his home medications, in addition to information from the other health facility. Under the MU2MedReconList1 please import and reconcile his medications into one list. (Two list into one)

Drug Name:	ASPIRIN CHEWABLE {81MG TBCH}pla
Dose:	81mg
Route:	PO
Frequency:	Daily

Drug Name:	CLOPIDOGREL {75MG TAB} (PLAVIX)
Dose:	75mg
Route:	PO
Frequency:	Daily

Participant Steps Recording   *(Start timer)*

Task 5 Optimal Path (13 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Clicks [Medications] tab	☐	☐	☐	☐	☐	☐	☐	
☐ Chooses source option	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Insert PDF]	☐	☐	☐	☐	☐	☐	☐	
☐ Uploads correct PDF file	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Open]	☐	☐	☐	☐	☐	☐	☐	
☐ Types in Medication name	☐	☐	☐	☐	☐	☐	☐	**Task Time:**
☐ Enters Dose	☐	☐	☐	☐	☐	☐	☐	(in seconds)
☐ Enters Route								
☐ Enters Frequency								_____
☐ Clicks [+] button	☐	☐	☐	☐	☐	☐	☐	
☐ Repeats steps for second medication	☐	☐	☐	☐	☐	☐	☐	
☐ Repeats steps for third medication								
☐ Repeats steps for fourth medication	☐	☐	☐	☐	☐	☐	☐	
☐ Saves	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                         ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 6A: **Computer Physician Order Entry (CPOE)- Diagnostic Imaging (80 seconds)   Cycle 1**

The patient needs a diagnostic imaging study of his chest. Using CPOE, place an order for an x-ray including the following details:

Diagnostic:	Chest X-ray PA	Category: Radiology: Radiology
Frequency:	x1	
Priority:	STAT	
Provider:	Spencer, John MD	

Participant Steps Recording   *(Start timer)*

Task 6A Optimal Path (7 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Clicks [Order Entry]	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds) _____
☐ Enters correct xray in new order box and selects	☐	☐	☐	☐	☐	☐	☐	
☐ Opens pending order	☐	☐	☐	☐	☐	☐	☐	
☐ Changes Frequency x1	☐	☐	☐	☐	☐	☐	☐	
☐ Changes Priority STAT	☐	☐	☐	☐	☐	☐	☐	
☐ Chooses Provider	☐	☐	☐	☐	☐	☐	☐	
☐ Saves	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                      ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 6B: **CPOE- Editing a Diagnostic Imaging Study (60 seconds)**   **Cycle 1**

The x-ray tech comes to you asking if you want a lateral as well. Using CPOE, please rewrite the order to the new order listed below.

Diagnostic: Chest X-ray PA   and Lateral   Category: Radiology: Radiology

Participant Steps Recording   *(Start timer)*

Task 6B Optimal Path (5 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Clicks [Order Entry]	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds) _____
☐ Highlights Chest X-ray PA Order	☐	☐	☐	☐	☐	☐	☐	
☐ Click ReWrite Order icon	☐	☐	☐	☐	☐	☐	☐	
☐ Enters new order in order name field	☐	☐	☐	☐	☐	☐	☐	
☐ Saves	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                           ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 7A: CPOE- Entering a Medication Order (60 seconds)   Cycle 1

The patient needs a dose of his warfarin. Using CPOE, place an order for the medication detailed below:

Medication:	WARFARIN {10MG TAB} (COUMADIN)
Frequency:	x1
Priority: STAT	
Provider:	Spencer, John MD

Participant Steps Recording   *(Start timer)*

Task 7A Optimal Path (5 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Types medication into new order box	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Changes Frequency x1	☐	☐	☐	☐	☐	☐	☐	
☐ Changes Priority STAT	☐	☐	☐	☐	☐	☐	☐	
☐ Chooses Provider	☐	☐	☐	☐	☐	☐	☐	_____
☐ Saves	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                       ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 7B: CPOE Drug-Drug, Drug-Allergy Interaction Checks (20 seconds)   Cycle 1

An order decision support has appeared for a possible drug-drug interaction. Please review and how you will proceed.

Participant Steps Recording   *(Start timer)*

Task 7B Optimal Path (2 steps) (check box as participant completes the step)	Deviations *(check a box for each deviation and describe below)*							Total
☐ Clicks [CDS] and reviews message tab	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Clicks OK if appropriate	☐	☐	☐	☐	☐	☐	☐	_____
								# of Steps: (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                       ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 7C: CPOE- Editing a Medication Order (60 seconds)   Cycle 1

The patient took some Tylenol earlier. Since he took Tylenol you need to discontinue the Tylenol order in CPOE. Using CPOE, please discontinue the medication that is listed below:

Medication: Tylenol {325mg TAB} (TYLENOL)
Details: 650 mg PO x1 STAT
Status: Active
Provider: Spencer, John MD

Participant Steps Recording   *(Start timer)*

Task 7C Optimal Path (5 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Highlights Existing Active Order	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds) _____
☐ Clicks [DC] button	☐	☐	☐	☐	☐	☐	☐	
☐ Enters Stop Time icon to enter current time as DC Time	☐	☐	☐	☐	☐	☐	☐	
☐ Enters Provider's name	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [OK]	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome
    ☐ Completed with Difficulty   ☐ Abandoned
                                        ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 8: CPOE- Entering a Laboratory Order (60 seconds)   Cycle 1

Since the patient is taking Plavix daily, you want to check if his range is range is therapeutic. Using CPOE, please order the lab that is listed below:

Laboratory Order: Prothrombin Time / International Normalized Ratio (PT/INR)
Frequency: x1
Priority: STAT
Provider: Spencer, John MD

Participant Steps Recording   *(Start timer)*

Task 8 Optimal Path (6 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Enters and chooses correct laboratory order	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Clicks on order	☐	☐	☐	☐	☐	☐	☐	
☐ Enters Frequency x1	☐	☐	☐	☐	☐	☐	☐	_____
☐ Enters Priority STAT	☐	☐	☐	☐	☐	☐	☐	
☐ Enters provider's name	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Applu/Close] button	☐	☐	☐	☐	☐	☐	☐	
☐ Saves	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                   ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 9: Implantable Device List (60 seconds)   Cycle 1

The patient states he had a left hip replacement. You recall that there have been major hip replacement recalls for DePuy, Stryker, and Zimmer implant products. Please verify that the patient's implantable device list is current, his hip replacement is not one of those from a manufacturer listed above, and then mark that you have reviewed it.

Participant Steps Recording   *(Start timer)*

Task 9 Optimal Path (5 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Clicks on [Implant Devices] tab	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds) _____
☐ Clicks on [View Details] hyperlink under Actions column and reviews information	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on [Close] button	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on [Mark as Reviewed] button	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on [Yes] button	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                             ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 10: Problem List (180 seconds)   Cycle 1

After reviewing the radiology results, please document under the MU2ReconcileProblems tab the patient's new diagnosis that is listed below as well as upload and reconcile his problem list that was provided from another facility. If the field is UNKNOWN then please leave it blank (Two list into one)

Date: 12/07/2016
Problem: Closed fracture of metacarpal bone (disorder)
Status: Active
Acute/Chronic: Acute
Diagnosed Date: 12/07/2016

Participant Steps Recording   *(Start timer)*

Task 10 Optimal Path (13 steps) (check box as participant completes the step)	Deviations *(check a box for each deviation and describe below)*							Total
☐ Clicks [Problems] tab	☐	☐	☐	☐	☐	☐	☐	
☐ Chooses source option	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Insert PDF]	☐	☐	☐	☐	☐	☐	☐	
☐ Uploads correct PDF file	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Open]	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Types in Problem	☐	☐	☐	☐	☐	☐	☐	
☐ Enters Status	☐	☐	☐	☐	☐	☐	☐	
☐ Enters Acute	☐	☐	☐	☐	☐	☐	☐	_____
☐ Enters diagnosed date	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [+] button	☐	☐	☐	☐	☐	☐	☐	
☐ Repeats steps for second problem	☐	☐	☐	☐	☐	☐	☐	
☐ Repeats steps for third problem	☐	☐	☐	☐	☐	☐	☐	
☐ Saves	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

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Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                      ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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CliniComp, Intl.

Task 11: **Medication Reconciliation (45 seconds)**   **Cycle 1**

Please complete the discharge medication reconciliation and mark what medications will be continued and stopped by following the instructions listed below:

Tylenol: Continue
Plavix: Continue
Lipitor: Continue
Aspirin: Continue

Participant Steps Recording   *(Start timer)*

Task 11 Optimal Path (6 steps) (check box as participant completes the step)	**Deviations** *(check a box for each deviation and describe below)*							**Total**
☐ Clicks [Discharge] tab	☐	☐	☐	☐	☐	☐	☐	**Task Time:** (in seconds)
☐ Continues Tylenol	☐	☐	☐	☐	☐	☐	☐	
☐ Continues Plavix	☐	☐	☐	☐	☐	☐	☐	_____
☐ Continues Lipitor	☐	☐	☐	☐	☐	☐	☐	
☐ Continues Aspirin	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks on [Reconcile and Sign]	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

_____

_____

_____

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Task Completion

☐ Success: ☐ Failure:

  ☐ Easily Completed   ☐ Did not reach desired outcome

  ☐ Completed with Difficulty   ☐ Abandoned

                                                         ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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Task 12: **e-Prescribing (180 seconds)** Cycle 1

The patient is now ready to go home and is requesting some tylenol. There is no pharmacy listed, but he provided you with the one he would like to use. Using eRx, place an order for the medication below as well as choose the pharmacy he requested:

Medication:	ACETAMINOPHEN {325MG TAB} (TYLENOL)
Directions:	take 3 tabs PO Q6H PRN for pain
Quantity:	100
Form:	Tablet
Refills:	0 (Zero)
Pharmacy:	VA Pharmacy 10.6MU

Participant Steps Recording *(Start timer)*

Task 12 Optimal Path (15 steps) (check box as participant completes the step)	Deviations (check a box for each deviation and describe below)							Total
☐ Types and chooses correct medication	☐	☐	☐	☐	☐	☐	☐	
☐ Enters prescription directions	☐	☐	☐	☐	☐	☐	☐	
☐ Enters correct Quantity	☐	☐	☐	☐	☐	☐	☐	
☐ Enters correct Form	☐	☐	☐	☐	☐	☐	☐	
☐ Enters correct refills	☐	☐	☐	☐	☐	☐	☐	**Task Time:**
☐ Clicks [Review] button	☐	☐	☐	☐	☐	☐	☐	(in seconds)
☐ Clicks [Change Dispensing Pharmacy]	☐	☐	☐	☐	☐	☐	☐	
☐ Types in pharmacy name and clicks [Search]	☐	☐	☐	☐	☐	☐	☐	_____
☐ Highlights the pharmacy resulted	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Select] button	☐	☐	☐	☐	☐	☐	☐	
☐ Clicks [Send] button	☐	☐	☐	☐	☐	☐	☐	
☐ Saves	☐	☐	☐	☐	☐	☐	☐	**# of Steps:** (sum of all step checkboxes) _____

(Stop timer and capture a screenshot after the participant completes the task)

Participant's Path

☐ Correct   ☐ Minor Deviations   ☐ Major Deviations *(describe deviations below)*

Deviation description and observations: _____

_____

_____

_____

_____

_____

Task Completion

☐ Success: ☐ Failure:

    ☐ Easily Completed   ☐ Did not reach desired outcome

    ☐ Completed with Difficulty   ☐ Abandoned

                                   ☐ Allotted time expired

Participant Rating

Overall, on a scale of 1 to 5, where 1 is "Very Easy" and 5 is "Very Difficult," this task was: _____

Comments:

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(this concludes the first cycle)