

Making Technology Work for Healthcare

InformedChoices™: Technology Procurement Support

What is usability and what does it have to do with technology procurement?

Have you noticed that some products are easier to learn and use than others? And that some technology makes sense because it matches the way you think? That's usability!

The usability of healthcare technologies varies widely. Usability is important for all products, but especially for healthcare technologies where poor usability can cause errors with serious consequences. The FDA and ONC are strengthening usability requirements for healthcare technologies, but vendors differ in their interpretation and rate of adoption of these guidelines. This means that the patient setup workflow in one monitoring system may take twice as long as another. Or the way medications are displayed in one EHR makes it more difficult to distinguish "current" and "discontinued" medications.

How can you know which products are the most user-friendly before you buy?

We can help you make an informed choice. Our procurement support services range from expert product reviews to designing and leading structured, hands-on usability testing by healthcare professionals. Let us help you make an informed choice.



The real leverage point for making technology work for healthcare lies in the procurement process.



The hidden costs of poor usability

- ↑ Errors
- ↓ Patient safety
- ↓ Productivity
- ↑ Staff frustration
- ↓ Patient satisfaction

How we can help

- Vendor interview coaching
- Procurement process review
- Expert product evaluation
- Comparative product review
- On-site usability testing



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