

# CWOW User Research Executive Summary

June 2017 Los Angeles

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From June 20-22, 2017, the MCoE User Experience Research Team conducted evaluative and conceptual user research at 5 clinics in the Los Angeles area with 11 participants, including 4 FAs, 3 AA/VAMs, 1 CC/VAM, and 3 RNs. The research team evaluated the ease of use of the ICHD Treatment Order Form and Teammate Management screens and the TMs' understanding of the CVC Dashboard concepts.

## CVC Dashboard – Conceptual User Research

### Highlights

- Participants preferred seeing everything at a glance on a combined screen
- Participants liked the name CVC Dashboard or CVC Tracking
- Participants could navigate between Patient Summary and Patient Details with ease

### Lowlights

- Participants wanted to see more information about barriers
- Participants made several suggestions for label changes

## ICHD Treatment Order Form – Evaluative User Research

### Highlights

- The flow of the form matched participants current workflow

### Lowlights

- Participants suggested additional options as dropdown choices to be listed throughout the form (e.g. Access Location, Frequency, Justification, Base Sodium, Needles, Blood Flow Rate and Auto Flow Rate)

## Teammate Management – Evaluative User Research

### Highlights

- Participants navigated between screens easily
- Participants understood how to add a champion role

### Lowlights

- Participants were confused by terminology in a few instances (e.g. Profile and Inactive)
- Participants did not want to enter an end date
- Participants want to filter the Inactive list rather than viewing TMs that have been inactive for 180 days
- The process of removing a TM from the Inactive list could be improved

## Recommendations

- Include more information about barriers on the CVC Dashboard so users can quickly see why a patient is falling behind the 90-day schedule
- Update terminology/labels based on user feedback
- Update dropdown menus with additional choices participants suggested on the ICHD Treatment Order Form
- Consider adding a filtering option to the Inactive TM list in Teammate Management

Please see the full June 2017 CWoW Conceptual and Evaluative User Research Findings on Confluence here:  
<https://confluence.davita.com/pages/viewpage.action?pageId=42570514>