

Denver 10/2/2017

Severity Scale

1 *Critical* - Usability catastrophe: imperative to fix this before product can be released

2 *Serious* - Major usability problem: fixing this should be given high priority

3 *High* - Minor usability problem: fixing this should be given low priority

4 *Medium* - Cosmetic problem only: need not be fixed unless extra time is available on project

5 *Low* - I don't agree that this is a usability problem at all

For more info: <https://www.nngroup.com/articles/how-to-rate-the-severity-of-usability-problems/>

Issue Type

Content

Navigation

Feedback

Typos

Visual Design

Workflow Support

Site Performance

Research Area	Research Topic	What could be improved	Severity Rating	Assigned To	Changes Made	Additional Comments
Global Header	Find Menu	33% went to left-hand navigation before clicking menu icon when asked to go back to global menu options	5			
Global Header	Icons	Quicklinks, Chairside Icon, Population Management	5	Collin Day		Quicklinks not on roadmap, low priority, Chairside want patient and caregiver
Global Header	Log out	18% went to menu icon to log out instead of top right where their name is	5			one participant wanted to log out quickly with F10 like in Snappy or if there was a menu icon to log out in menu options
Global Header	Switch facility	couple people wanted to double-click to continue, select and go	3	Collin Day		
Patient Details	Enter form/edit	40% clicked form fields first before edit (went to edit right away after clicking in field)	4	Shawn Jenkins		Architecture issue
Patient Details	Field when error	Wanted form field turn red if out of range, not just message	4			

Patient Details	Normal Range	See message all the time what the normal range is	5			
Patient Details	Amputation Status and History	Option B preferred	n/a			Business going forward with Option B
Patient Details	Amputation Status entered in Error	Option B preferred (radio button modal)	n/a			Business going forward with Option B
Lab Results	Sort	didn't know to click down arrow,	4	Andrew Kemp Sara Nagy		May add word label sort, will work with Sara on content
Lab Results	View results	1 person would like grouped together rather than alphabetically	n/a	Andrew Kemp		filters make sure in different groups when filter. not action item now, but make sure filter items are something dev can do, this participant also wanted to see microbiology in the lab results tab in it's own group rather than own tab
Lab Results	Search	couldn't find it but when shown liked having it as an option				
Lab Results	Lab Name Details	40% didn't see that they could click on name of test name to find details	3/4	Andrew Kemp		visual design can help on how to make more intuitive
Lab Results	Hep C	Last year	3/4	Andrew Kemp		depending on what test, want to see different (once a month, quarterly, etc.) needs to be refined down to what unique test and what is displayed. maybe do an AB test FUTURE TEST, out of scope now. Future enhancement and action item.
Lab Results	Visual Indicators	Markers for high or low	n/a			Visual design, how to flag things (H/L or visual indicators)