Usability Report

Promoting Interoperability Admin Report

Tyreek Houston

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Agenda

01	02	03	04	05
Overview	**Findings**	**Revisions**	**Conclusion**	**Next Steps**
• Background • Methodology • Aggregate Usability	• Usability Test	• Hospital Attesting		

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01 Overview

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Background

- Promoting Interoperability (PI) is a program in Hospital Quality Reporting.
- Previously in QualityNet's legacy system, sometimes it would take PI Admins up to 1 hr to produce a complete report to view registration and attestation data due to lag time.
- In the next generation of QualityNet, PI admin will be available to view web-based reports and data in real time, with the option to export.

Research Outline

Goals:

- To validate the modernized PI admin reports meets user needs and legislative requirements.
- Test the comprehension and findability of reports within the design.

Methods

Moderated Usability Test (Zoom):

- 3 users (Internal Client)
  - Tasks Questions
  - Comprehension Questions
  - Rating Questions

Participants

Participants	Program Type	Participants
Support Contractor	PI, ASC, OQR	3
Government	PI	
Government	PI	

Key Numbers (Usability Test)

Aggregate usability Score
92.0%

"Easy" to use our prototype to complete tasks.
5/5

"Faster" to complete tasks on our prototype compared to the way they currently complete tasks in QualityNet.
5/5

Much "easier" compared to the way they currently use QualityNet.
5/5

02 Findings

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The new PI Admin design completely transforms the way users access data and run reports.

It allows users to ***quickly*** view administrative program data and generate reports with ***ease***.

Participant C: “Definitely an improvement from the current QNet site.”

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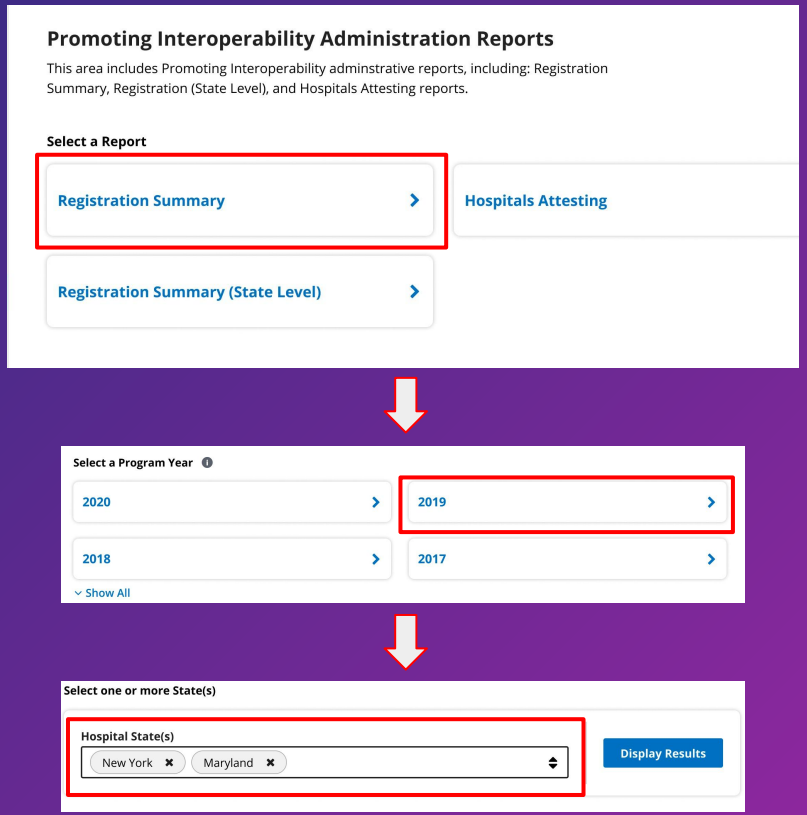
Key Findings (Usability Test)

1. Creating administrative reports was super easy for users (Aggregate usability 91.75%).
2. Users comprehended the information shown on the web-based report with ***ease***.
3. Navigating between reports was a bit of a learning curve for some users.

We asked users to create a registration summary report

Task

Create a registration summary report for New York and Maryland hospitals for the 2019 Program Year.



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Task well done!

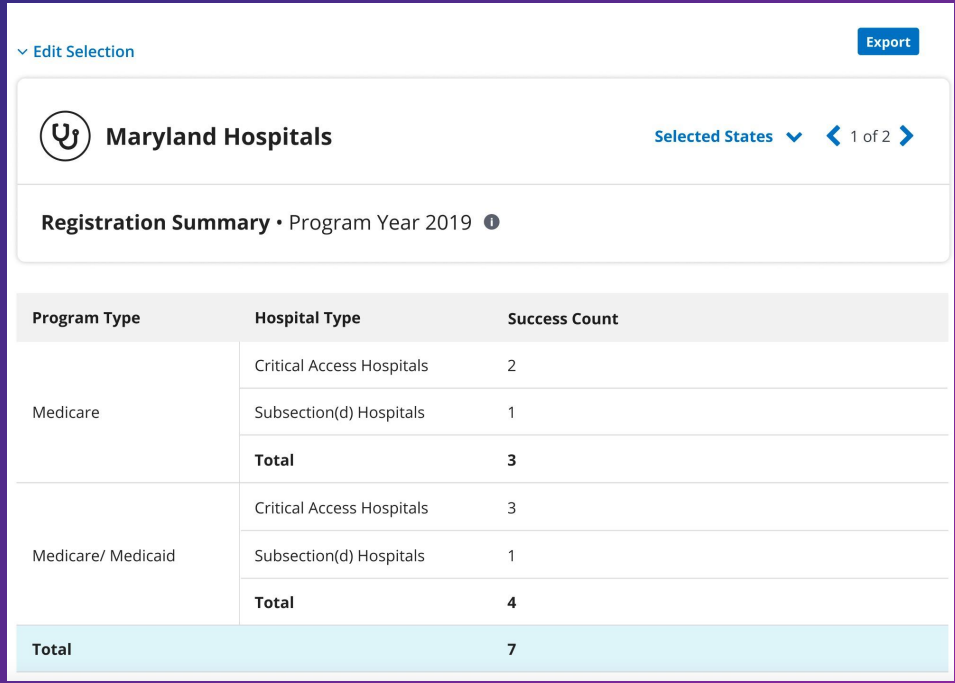
Aggregate Task Score

3.67 / 4

The web-based reports were easy to understand

Participant C: “Intuitive. Information I was looking for was clear.”

Participant A: “It's a pretty simplistic report. It looks really similar to the PDF.”



Edit Selection

Export

Maryland Hospitals

Selected States

1 of 2

Registration Summary • Program Year 2019

Program Type	Hospital Type	Success Count
Medicare	Critical Access Hospitals	2
	Subsection(d) Hospitals	1
	Total	**3**
Medicare/ Medicaid	Critical Access Hospitals	3
	Subsection(d) Hospitals	1
	Total	**4**
Total		**7**

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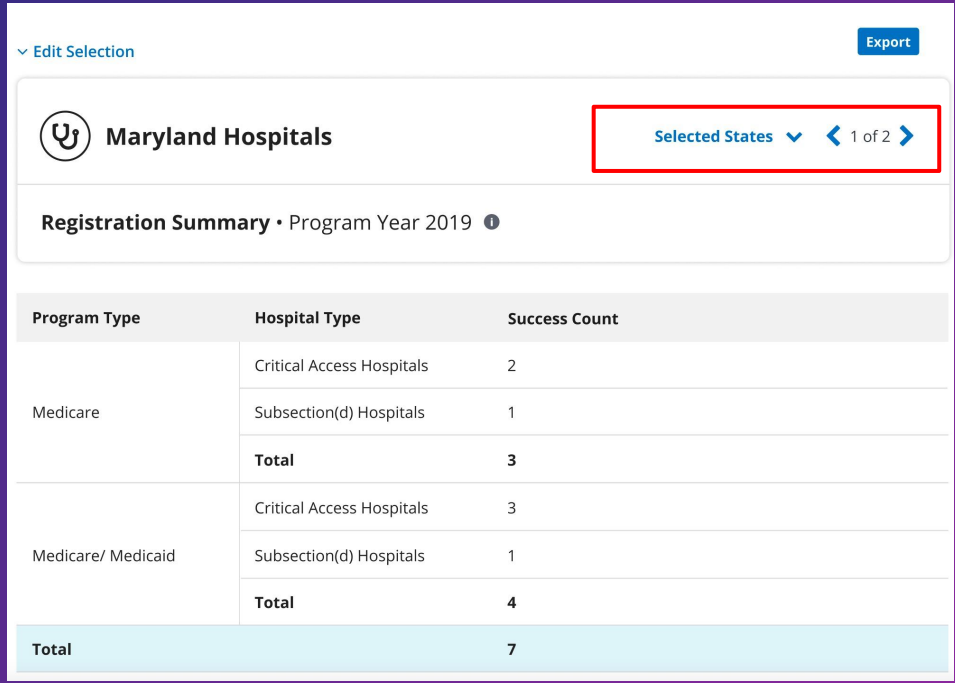
Users really appreciate the Toggle Tool

State “Toggle Tool”

Ease of navigation

Participant A: “I love that you can flip through state.”



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	Total	**4**
Total		**7**

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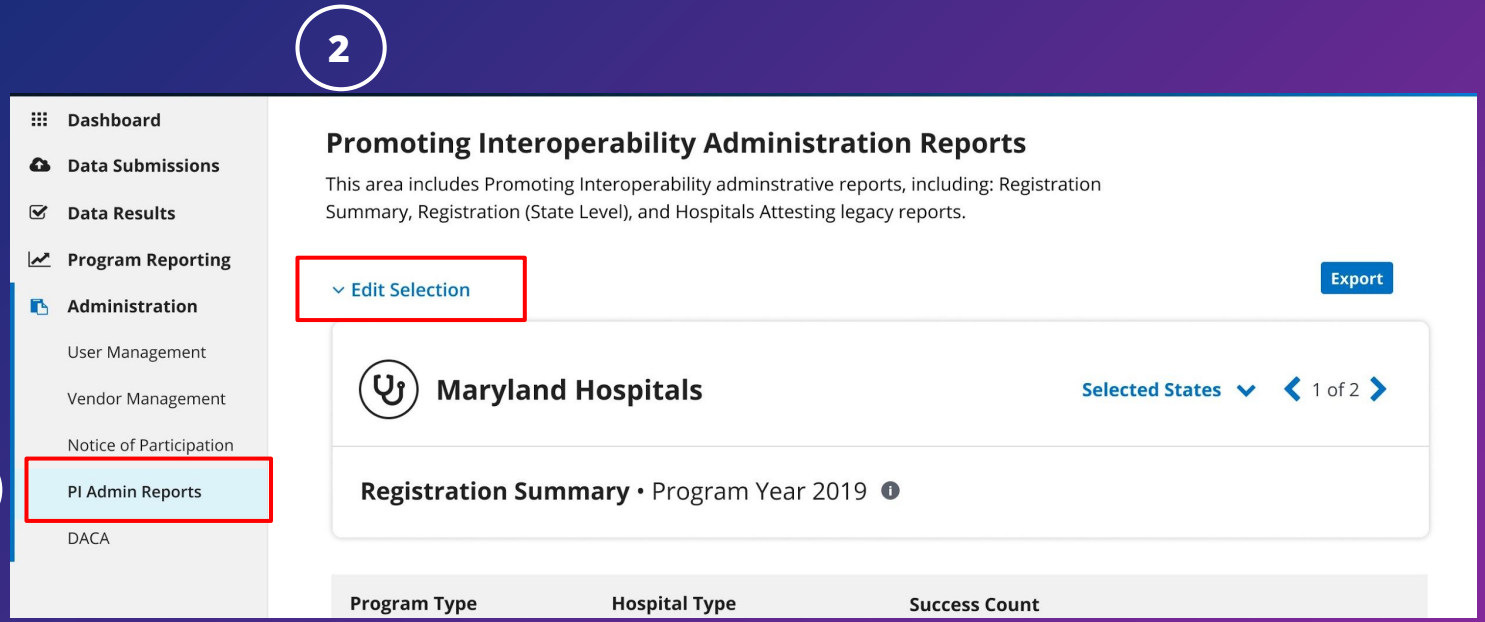
Next, we asked users to create a registration summary report at the state level

There are 2 ways to create a different report after a report has already been created



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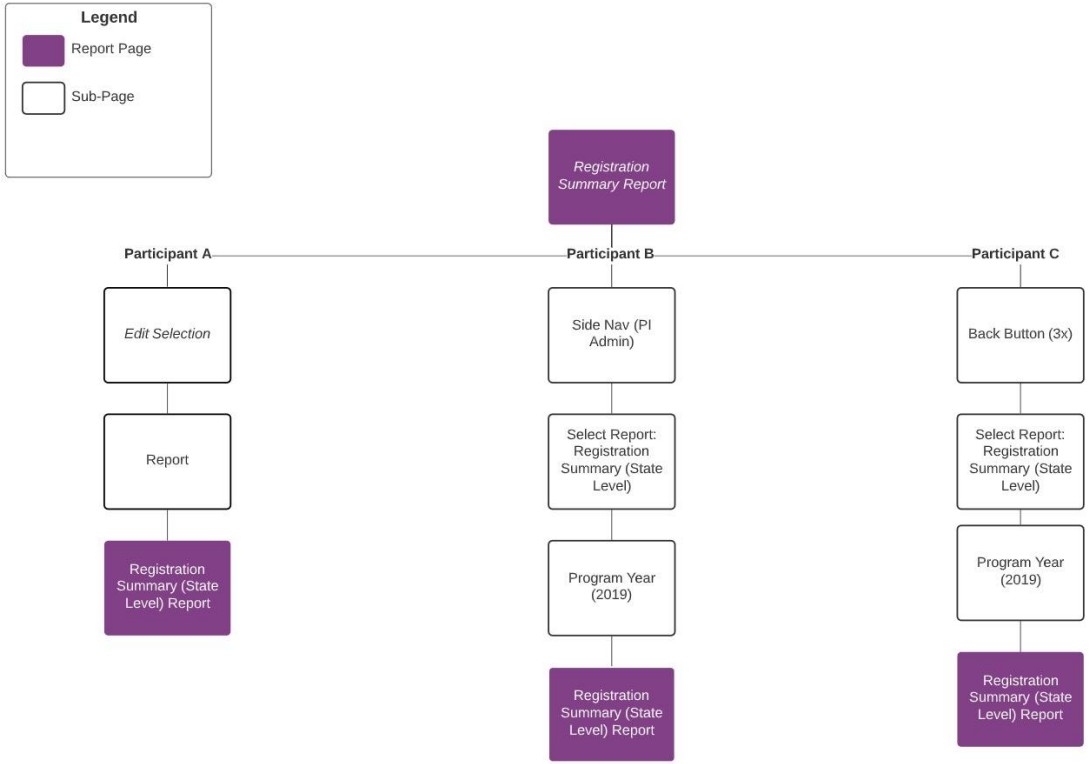
The flexibility of our designs reduce burden, frustration and makes it easy to navigate



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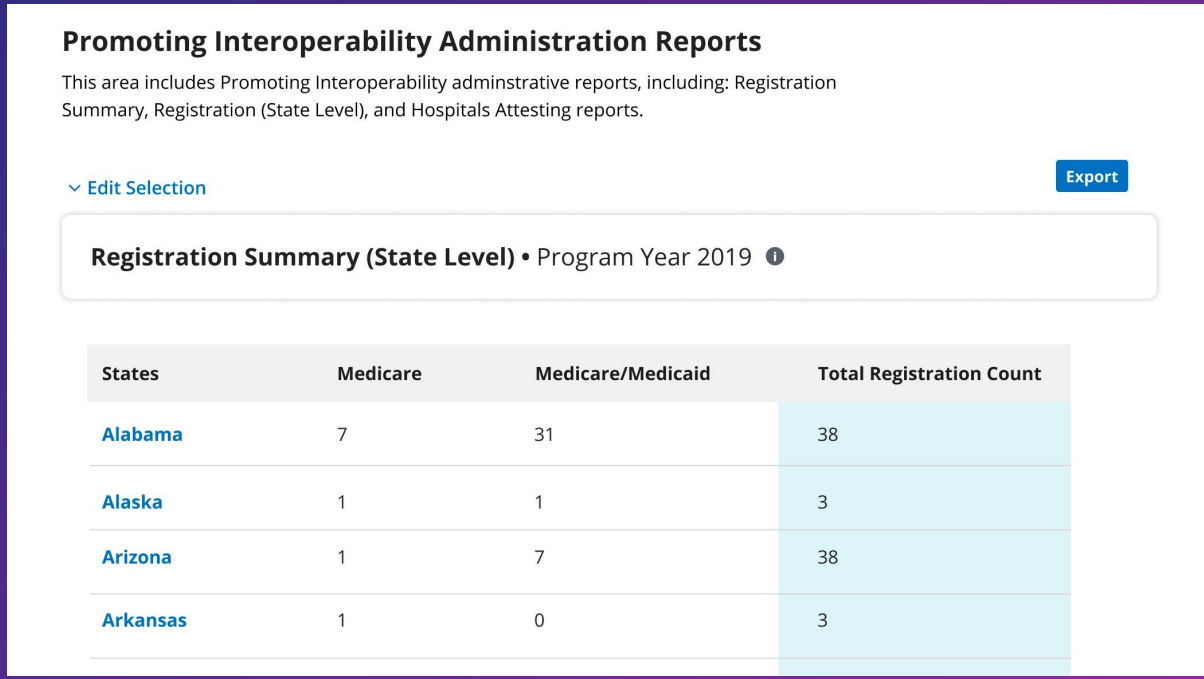
Lastly, we asked users to create a report showing all hospitals attesting

Task

Create a report showing all hospitals attesting in Maryland for the 2020 Program Year.



Promoting Interoperability Administration Reports

This area includes Promoting Interoperability adminstrative reports, including: Registration Summary, Registration (State Level), and Hospitals Attesting reports.

Edit Selection

Export

Registration Summary (State Level) • Program Year 2019

States	Medicare	Medicare/Medicaid	Total Registration Count
Alabama	7	31	38
Alaska	1	1	3
Arizona	1	7	38
Arkansas	1	0	3

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Findings: Usability Test

All our users were able to do that with ease.

Users ***"learned"*** the system

- Ease of use
- Familiarity

Provider	Attestation Status	eCQM Reporting	Program	Hospital Type	Payment Year #
ABC Hospital CCN: 123456	Complete	N/A	Both Medicare/ Medicaid	Critical Access Hospital	7
DEFGH Healthcare CCN: 123456	Complete	N/A	Both Medicare/ Medicaid	Critical Access Hospital	4
IJKLMN Medical CCN: 123456	Complete	N/A	Medicare	Critical Access Hospital	3

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But when we asked users if they only wanted to show subsectional(d) hospitals, 1 person failed

Note Only 1 user out of the user group pulls reports, the other 2 don't. The user that failed, doesn't pull reports.

Edit Selection

Export

Maryland Hospitals

Hospitals Attesting • Program Year 2020

Provider	Attestation Status	eCQM Reporting	Program	Hospital Type	Payment Year #
ABC Hospital CCN: 123456	Complete	N/A	Both Medicare/ Medicaid	Critical Access Hospital	7
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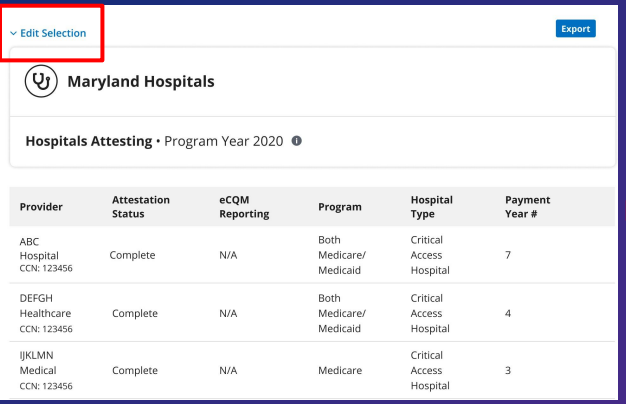
The path to show attesting subsectional(d) hospitals in this report

1



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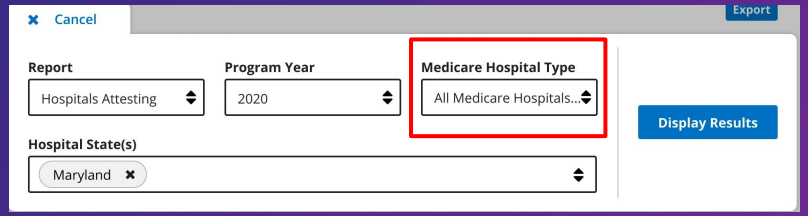
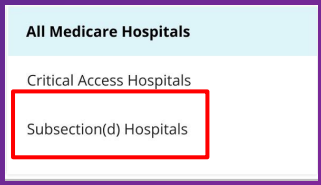


3



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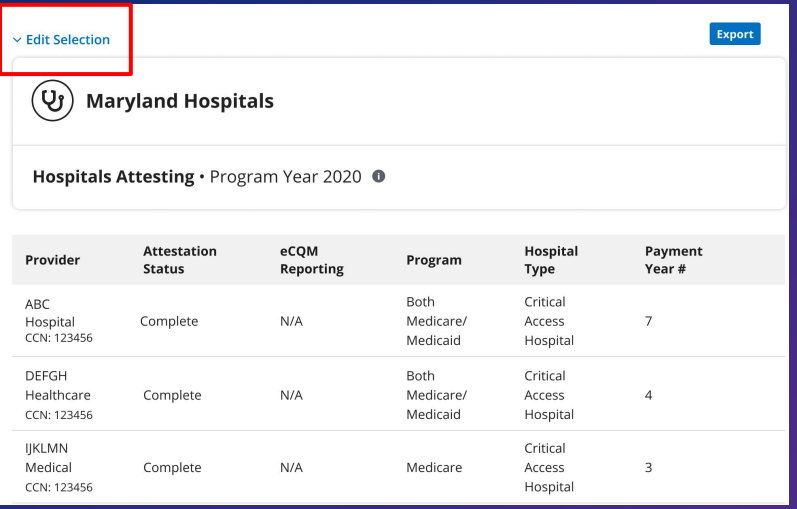
Findings: Usability Test

BUT.....



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Context matters

- This user doesn't pull reports
- They felt ***"familiar"*** with the design
- They went through the usability session fairly quick
- This user may very well be an outlier
- But they were still able to learn how to create reports and navigate through the prototype

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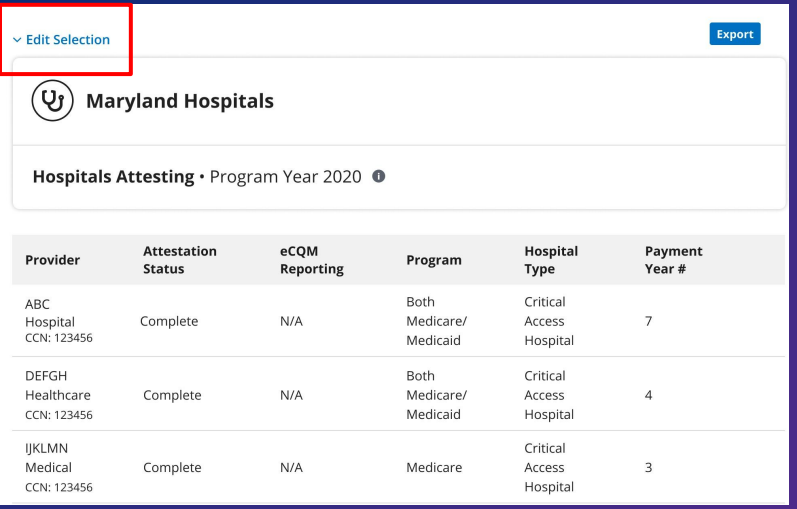
Findings: Usability Test

So what does this mean.....



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Context matters

- This user doesn't pull reports
- They felt ***"familiar"*** with the design
- They went through the usability session fairly quick
- This user may very well be an outlier
- But they were still able to learn how to create reports and navigate through different report

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Findings: Usability Test

HUGE WIN!!!

Edit Selection

Export

Maryland Hospitals

Hospitals Attesting • Program Year 2020

Provider	Attestation Status	eCQM Reporting	Program	Hospital Type	Payment Year #
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Even unfamiliar users are still able to use and learn the system!

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03 Revisions

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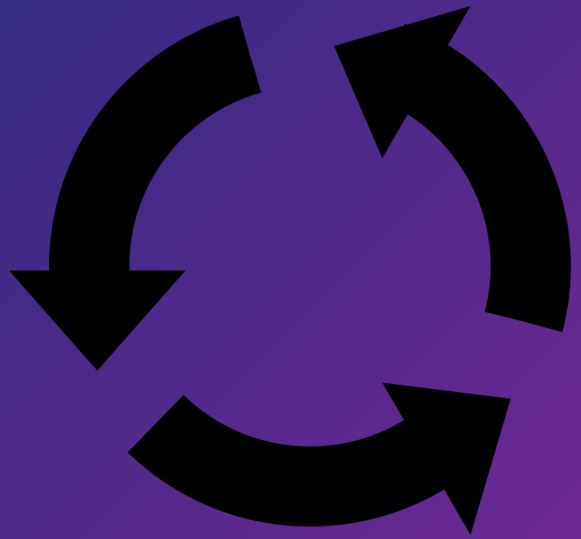
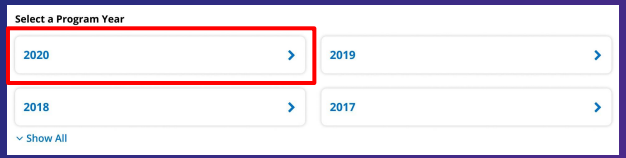
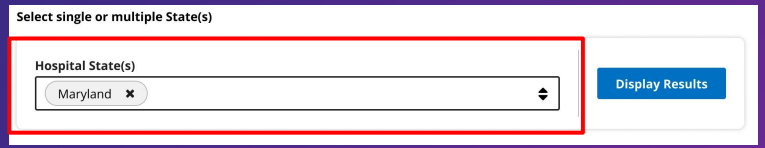
We learned that users typically select the medicare hospital type before creating a hospital attesting report



Hospital Attesting Report: old pathway





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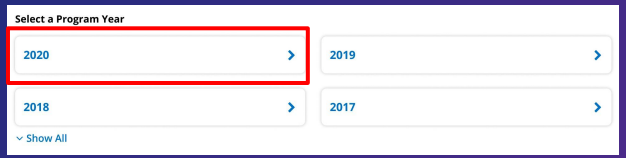
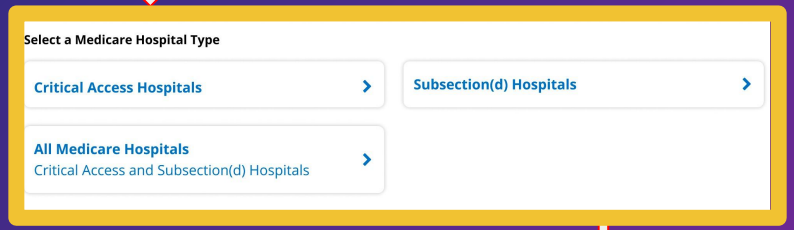
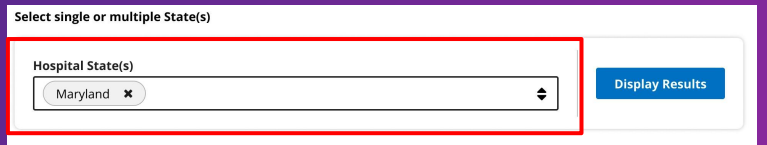
Hospital Attesting Report: new pathway







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05 Conclusion

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The new PI Admin report is exactly what users want and need, allowing them to do their job without any delays.

Participant C: "It’s intuitive to me. Similar to other designs I've seen on. Aligns well with those websites. Uses similar design patterns. I was never frustrated or confused."

Participant A: "This process has been absolutely amazing and it will save so much time to view data."

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Key Numbers To Remember (Usability Test)

Aggregate usability Score
92.0%

"Easy" to use our prototype to complete tasks.
5/5

"Faster" to complete tasks on our prototype compared to the way they currently complete tasks in QualityNet.
5/5

Much "easier" compared to the way they currently use QualityNet.
5/5

Triage for next steps

Remediation	Impact	Cost
None that we can see foreseeable future	N/a	N/a

* Indicates that all *design* work has been completed for these revisions

To Find Documented Deliverables

More on Confluence

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Deliverables

1. Research Plan
2. Prototype Requirements Guide
3. Usability Test Conversation Guide
4. Usability Analysis
5. Usability Report
6. Journey Map