

Title: User experience evaluation tool and the results from the Finnish surveys

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Abstract:

High expectations are related to digital services and their abilities to support the ongoing changes in healthcare. Currently, however, healthcare professionals are experiencing enormous changes in their work context. Increasing evidence and concern exists on dissatisfaction towards health information systems (HIS) poor usability of HIS and client information systems, technology burden in clinical work-, and work-related stress.

Several Nordic countries have monitored the development HIS utilizing survey study approach.

In Finland, national survey studies on professionals' experiences on usability of their currently used HIS has been conducted since 2010. The focus has been on professionals working with patients and utilizing HIS in their daily work. The approach has included separate surveys for professional groups utilizing the validated framework (Validated National Usability-Focused HIS-Scale, NuHISS). The most recent results are from physicians 2021, social welfare professionals 2020 and nurses 2020.

In Denmark national surveys of clinicians use and experience with use of HIS has been performed every year from 2010 to 2018. In 2022 the Finnish NuHISS framework has been used in two of the Danish regions in a project monitoring the management of the implementation of a new EHR system.

Further, defining a common set of eHealth indicators including indicators used to monitor changes from the end-users' perspective is one of the focus areas of **the Nordic eHealth Research Network (NeRN)**. Common indicators of usability and UX are needed to gather comparable data from the countries and to provide research-based evidence on eHealth development to policy makers and other stakeholders.

A short presentation of the speaker: Johanna Viitanen is an Assistant Professor at the Department of Computer Science at Aalto University, Finland. Her research field is human-centred health informatics. Her current research interests include usability of health and social care IT systems, human-centred design of eHealth services, patient experience and usability in IT procurement.