



## Service Priorities and Programmes Electronic Presentations

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### **Usability Newsletter: Key to foster and promote awareness of a safe health IT system**

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#### **Introduction**

Quality and safety play very important roles in health IT system development. They involve the user's behaviors and emotions, and the effectiveness and ease when user using the system. For these reasons, the Usability Team is formed to promote awareness and governance user experience design in health IT system development. Doubtlessly, the term "usability", "user experience" and "UI" are rather fresh and unacquainted terms to majority of the HA colleagues. They could find relevant while surfing on the internet or on their mobile in daily life, but not exactly on how it affects on the safety of health systems. The Usability Newsletter, which published by the Usability Team, is a quarterly educative publication to other colleagues who want to understand more about the topic. From the past issues since the firstly published on April 2010, the Usability Newsletter mainly covered on the newest updates on CMS III elements, Usability Discussion Meeting schedule, UI Core Group meeting schedule, and the CMSIII CUI Guide development roadmap. With the wordy content; however, there were only a few colleagues who were aware of the newsletter as it was not informative and interesting enough. Starting from issue 8, the Usability Newsletter has been redesigned with more pictorial content and educational feature stories to attract more readers.

#### **Objectives**

From text-heavy but rough article content, to pictorial and more in-depth content, the renovated Usability Newsletter would help promoting awareness of quality and safety of health IT system development, and educating HA colleagues in user experience.

#### **Methodology**

Images and photos are one of the main factors for readers to choose their readings. The redesigned Usability Newsletter relies on eye-catching images and typography on cover and headings to draw reader's attention on what the issue is about.

#### **Result**

Supplemental imagery, usability comic and in-depth topics are introduced in the

current issues. Positive feedback of the new designed Usability Newsletter was received from HI colleagues. Usability Newsletter has been the main way for HA colleagues to know more about user experience in health IT system development; however, it is still generally low awareness. Other strategies, for examples seminars and workshops, might be also considered for education.