Human Factors Evaluation of a Home Care Mobile Application
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ABSTRACT

Patient Safety Concern

The home care environment has a number of unique challenges for care providers, partially due to the high amount of variability between patients and their residences. It was identified that a mobile application used to coordinate some home care services in Alberta had opportunities for improvement in how patient specific safety critical information was provided to staff.

Project Details

Two human factors specialists conducted interviews with home care employees and received a demonstration of the app. Based on the information learned in the interviews and the demonstration, a heuristic evaluation was conducted to evaluate how well the app conformed to recognized principles for good design.

Improvement opportunities were developed for the following areas:

- Improving the application response time to prevent errors, including double click errors where users click twice due to the application not responding.
- Standardizing how information is presented so that staff are able to quickly identify critical information.
- Improving the visibility of icons and text.
- Providing redundant visual cues in addition to colour coding.
- Avoiding the use of abbreviations in the safety critical information.
- Dividing safety critical information into categories so that it can be quickly located.

Contact humanfactors@ahs.ca for more information about this project.