

## 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](mailto:humanfactors@ahs.ca) for more information about this project