

User test 1 - SentioApp

Test questions

Age	64
Gender	Male
Profession	Physician, Health Information Technology experience
Education	4 yr college, 4 yr Med School, 3 yr Residency
Phone model and operating system	iPhone XS, iOS 14.4
On a scale of 1 to 5 (1 = very low, 5 = very high) Rate your level of confidence in using smartphone apps.	4
On the same scale, how much do you know about the health sector?	5
What do you think are the biggest challenges in a health professional's work life?	Spending too much time on administrative tasks, including documentation. This leads to inadequate time spent with patients, creating work dissatisfaction and burnout.
What are your expectations for an app made for health professionals?	Simplicity of use, intuitive navigation of app, present the appropriate data in user friendly format, ability to search within app, simple "Help" guide, and FAQ's.
What should be the most important feature of the app in your opinion?	Simple presentation of appropriate data.
Log in to the app with the credentials given above.	X
Navigate to settings and choose your preferred color theme (light/dark mode).	X
Find a patient named Louise Albarran and click on her.	X
Find Louise's detailed patient information. What is her date of birth?	1983-09-20. Info icon should say Patient Info, not just info
Navigate to the patient's trend data.	X
Filter trend data so that HR is the only data checked off. Choose to see data from the last hour. Explore the graph (Zoom/swipe).	Zoom function needs to enlarge entire graph, not just waveforms. When you zoom on HR, can't tell when line goes below graph if HR is 39 or 10. Very important!

<p>Find and use the “Alert” button to alert others that you need help with Louise. Use the premade message or create your own.</p>	<p>It’s unclear what Alert means and who is getting notified. Am I setting alert parameters for the patient being monitored, or alerting someone else. If someone else, I need to choose who is getting alerted or at least know who is getting alerted. Once on Notifications page, need a back button to take user back to previous screen.</p>
<p>Navigate to Louise’s Journal and create a new note. Add monitor data if available.</p>	<p>Above or below blue + icon should say “Add Note”. If you click Add monitor values, the keyboard covers the Create Note icon. Have to tap on screen to remove keyboard to create the note. Also, I assume Add monitor values means current values, but they might not reflect the values that necessitated the note. Would be best to be able to capture the relevant data from a certain time, and more importantly to highlight the data that the note is being created about. (Example, just select HR from a specific time). Otherwise, the relevant data may not be displayed, and the person viewing the note is left to guess what amongst all the dashboard data being displayed is relevant.</p>
<p>If you managed to create a new note, edit the note. Edit the title, description and remove the monitor data if you added it.</p>	<p>If you make more than one note, there needs to be more separation between notes, or somehow make it clearer which note the monitor data belongs to. If a note is created and you go back to edit the note, you lose the option to “include data monitor” like when originally making the note. If I meant to include it when making the original note but forgot to, that option is no longer available.</p>
<p>If you managed to create a new note, delete the note.</p>	<p>Can anyone delete a note I created, or just me? Others should not be able to delete my notes.</p>
<p>Go to the notifications page and try to delete a notification if there are any.</p>	<p>Could not delete a notification.</p>
<p>Explore the app as you like.</p>	<p>x</p>
<p>Log out of the app.</p>	<p>I would recommend a “Log out” icon somewhere on every page (Left upper corner?). When I went to log out by clicking Settings (which is not really intuitive), I was taken to the Color Theme page and had to hit the back arrow before being given the option to log out. This will frustrate users.</p>
<p>What was your first impression?</p>	<p>Overall I think it’s nice, has a clean feel to it, and is relatively user friendly. Great start.</p>
<p>Approximately, how long did it take to complete these tasks?</p>	<p>About 45 minutes</p>

How satisfied are you with the login system with the QR-code?	4/5
Which tasks, if anything, were difficult to complete?	Reviewing the data is the most challenging (and most important) task.
Were the names in the different pages and actions descriptive?	Mostly
Did you find anything difficult to read?	The data is the most challenging. There needs to be more context to the data being seen, especially the date. My expectation when reviewing the data (HR, for example) was that I could swipe the waveforms and it would move the data along the actual time continuum. The sensitivity needs to be adjusted when zooming on the data, as it continues to expand after I stop zooming. As mentioned above, it's critical that the graph expands with the data, otherwise it becomes relatively useless.
What did you think of the colors used in the app?	They're fine
Was it difficult to find personal information about a patient?	No, but there needs to be a "close" button on the patient info page. Also, will the patient info page be editable under preferences? Different doctors/providers will want to see different things. Very importantly, things like Diagnoses, Attending Physician, DNR, etc.). I assume one will be able to scroll in the patient info field, as a typical patient with 8-10 Diagnoses and 7-8 medications will require scrolling. This makes editing this page via preferences all the more important. This means being able to choose the order in which info is displayed.
Was it difficult to find trend data for a patient?	Somewhat difficult. See above for explanations. Ideally, I would like to tap on one of the dashboard data fields (ex. HR) and have that open the HR field.
How satisfied are you with the trend graph? Colors, gestures(zoom/swipe), data visualization?	Colors are very nice. Graph problems and data visualization I've described above.
Did you understand the Alert-button and its intention?	No, very ambiguous
Was it difficult to find a patient journal?	No
Did you find it difficult to create/edit/delete a note?	Not really.
When you're at Live/Trend of a patient, you see a floating button in the bottom right corner. Is this button, acting as a menu for the patient, intuitive?	Somewhat. It would be better to label the button that is specific for the functions it does on the different pages. In the US, Journal is not a medical

Do you have any suggestions on how we can improve navigation to a patient's journal?	term or category that is used. We simply call them notes. " Create Note makes me think I'm about to create another note.
Did everything work as you expected? E.g: When pressing an info-button, information should appear or did it not?	No. The two biggest issues in the navigation of the app are the following: <ol style="list-style-type: none"> 1. The Back button does not function consistently. Meaning, it does not always take me back to the previous page I was viewing, which is what most expect when they click "back". 2. My Dashboard changes to display differently depending on what section I've been in. For example, when I go to Messages then click Dashboard, it displays Last visited patients, Last Messages, and Last notifications, instead of the Patient list that is what I mainly see when I click Dashboard. Would suggest being able to customize what one sees on their dashboard.
Is it intuitive to go through settings to log out?	Not really, see issue above.
What, if anything, caused you frustration or left you confused?	Trying to manipulate the data is the most frustrating aspect.
How satisfied are you with the Dashboard? Any ideas for improvement?	Fair. Make it customizable by user so they can see their default view. Do I get a passive notice if I have new, unread notifications? If not, I need to. Perhaps something like a red number 2 in the notifications bell meaning 2 new notifications. Same for messages. Some way to dismiss a message, notification or note would be important, or at least create an indicator that it's been read. Otherwise, it will be a nightmare managing one's inbox. Perhaps treat it with a similar functionality as Google inbox, like it's bold when unread, automatically unbolds when read, with options to archive, create reminder, mark as unread, etc. On the Patients section, need to be able to create some type of meaning around the patients, like My patients, My consults, unseen patients, etc.
What do you think is missing from the app?	The most critical thing to focus on first is the viewing and manipulation of the data.

Please answer the following questions with a number from 1 to 5 based on the scale below:

1	2	3	4	5
Dissatisfied	Somewhat Dissatisfied	Neither satisfied or	Somewhat satisfied	Satisfied

		dissatisfied		
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How satisfied are you with the navigation in the app?	4
How satisfied are you with the descriptiveness of the icons and text used in the app?	4
How satisfied are you with the readability in the app?	3
How satisfied are you with gestures(swipe/zoom/swipe to delete)?	1
How satisfied are you with system feedback (E.g. “Note has been created” or “No alarms available”)?	2
How satisfied are you with the app’s colors?	5