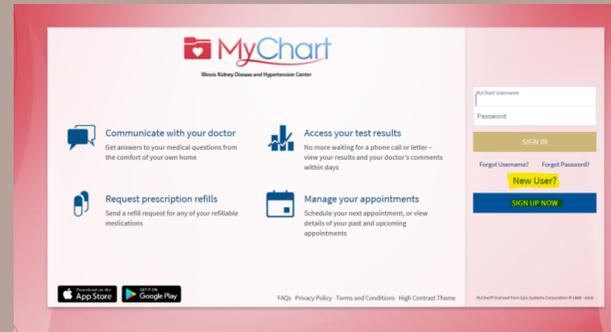


USABILITY TESTING



Usability Study on MyChart Mobile Health Application

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INFM 700: Capstone Health Informatics Project

Participants were given a random number that they would go by when they provided feedback. Below is some of the feedback that the users provided.

- #1-25 year old female. Bachelor's degree college graduate
- #2-30 year old female. No college degree
- #3-40 year old female. Associates degree college graduate
- #4-27 year old female. Some college degree
- #5-50 year old female. High school diploma
- #6-34 year old female. Some college degree
- #7-27 year old female. Bachelors degree college graduate
- #8-28 year old female. Some college degree
- #9-26 year old female. Some college degree
- #10-29 year old female. Masters degree college level

Results

SURVEY QUESTIONS?	RESPONSES
What part of the MyChart mobile health application did you like the most?	#2- Using the MyChart portal was very easy to navigate through. I found the simplicity and design to be my favorite thing that the app has to offer. It was easy to see the features with no distraction
What part of the MyChart mobile health application did you like the least?	#5- Using the MyChart portal was difficult for me to complete the tasks because some of the steps were not obvious. Ex: having to scroll through the terms and condition then accept it prior to moving on is not obvious for everyone
Did you find what you looking for after navigating through MyChart?	#10- I was able to easily complete the tasks in order to make a CVS Health minute clinic e-visit request with no problems. The MyChart app is fast and simple to use
Any recommendations or enhancements you would like to see?	#8- The only recommendation I would make is for the MyChart app to have a different language option. Not all users are English speaking therefore this can be a challenge.
What part of the MyChart mobile health application did you like the most?	#9-I like how quick and convenient it is to make a request for a e-visit appointment. The share everywhere feature was also nice because I can easily link my information to my primary care provider.
What part of the MyChart mobile health application did you like the least?	#4. The only recommendation I would make is for the MyChart portal to have a search bar option on the home screen. This will allow users to search information when they need to rather than scrolling through the features and trying to locate certain menu options.
Did you find what you looking for after navigating through MyChart?	#6. I was able to easily access the request to make a e-visit appointment with no problems.
Any recommendations or enhancements you would like to see?	#7. There are no recommendations that I would make. I have been using the MyChart app for years and I love this app!

Introduction

The purpose of mobile health applications is to engage and interact patients with their personal health information. Mobile health applications are supposed to have meaningful use and improve patient health outcomes. The overall purpose of this study is to conduct a series of user tests to define the measurements of the mobile health application usability. Usability is very important because it revolves around web design, common sense, and simplicity. All of these factors make up usability which is important because it "usability is important because it can make the users complete the task accurately". (Smith, 2017)

The participants were asked to conduct a usability study for the MyChart mobile health application. The age range for the population of participants that participated were being the ages of 24-50 years of age. This age range consisted of an all-female study and the ages varied between the 10 participants who participated in this usability study. The ladies were asked to complete specific tasks on the MyChart portal and were monitored. The participants had to download MyChart and sign up as a new user. All users were given 5 minutes to complete the sign-up process. This process consisted of downloading the MyChart mobile health application then creating an account. The following things were asking during the signup process which consisted of username, password, name, date of birth, phone number, home address, and email address.

Discussion

There were many usability problems associated with MyChart that required a usability testing. Some of these problems were that poor navigation, too many steps, and undetected errors. The purpose of this project was to test the user interface of the MyChart mobile health application against its usability issues. Conducting a usability test gave me the opportunity to determine and identify some of the participants issues as it relates to the mobile health application. It was important to observe and conduct this study so that I can gather the results to determine the efficiency and effective on the mobile application with their personal experience.

As a result of this project, I was able to determine how certain usability issues made a difference in the users' overall experience with the mobile health application. I was also able to use the 10 usability heuristics and evaluate them against the MyChart mobile health application. This gave me the opportunity to determine any features that was making it difficult for participants to navigate through the mobile health application. For instance, help and documentation was one of the 10 usability heuristics that grasped my attention during my evaluation. I found that there was no feature to assist with help and documentation within this mobile health application. Users were unable to utilize a search bar which is vital when they need quick assistance and guidance.