**XXX Workgroup**

**Dates**

Location

Washington, DC

**Instructions and Questions for Panelists**

**Purpose: The Usability Panel will help to inform recommendations prepared by the HITSC and HITPC on how to support EHs and EPs as well as vendors by identifying usability challenges and potential innovative solutions related to CEHRT products. Ultimately this knowledge will be used to provide input to the ONC and CMS to inform their future actions to improve usability in CEHRT products.**

**THEMES/QUESTIONS FOR PANELISTS**

(Please answer as many or as few of the questions as your experience and/or the time allows.)

**For vendors**

1. How do you incorporate usability objectives and criteria in the design process? How do you prospectively (during the design process) incorporate input from your customer users? How do you evaluate the usability of your products? How do you capture usability feedback from your customers on your products once they are in the field?
2. What do you see as the major usability issues to be resolved? What are your timelines for usability improvements, such as development and release of products based on user-centered design and re-engineering?
3. Describe your efforts to develop products for mobile platforms, and usability challenges and opportunities created by mobile platforms.
4. What requirements of Meaningful Use, or other regulatory requirements, create usability challenges?
5. In what ways can ONC and CMS help you improve the usability of your products?

**For EHs and EPs**

1. How would you characterize the usability of your Certified EHR product(s)? How do evaluate usability? What are the effects on your organization and on patient care caused by good or poor product usability? What are your priorities for usability improvement?
2. Describe your vendors’ efforts to improve usability. How do they engage you in improving usability?
3. What requirements of Meaningful Use, or other regulatory requirements, create usability challenges?
4. In what ways can ONC and CMS help you address usability of CEHRT products within your organization?