

Heuristic Evaluation & Prioritization Reference

Evaluation heuristics:

- **Consistency** – Users should not have to wonder whether different words, situations, or actions mean the same thing. Standards & conventions should be followed.
- **Visibility** – Users should be informed about what’s going on with the system through appropriate feedback & display of information.
- **Match** – The image of the system perceived by the users should match the model the users have about the system.
- **Minimalist** – Any extraneous information is a distraction & slow-down.
- **Memory** – Users should not have to be required to memorize a lot of information to carry out tasks.
- **Feedback** – Users should be given prompt & informative feedback.
- **Flexibility** – Users always learn & users are different. Give users the flexibility to create customization & shortcuts to accelerate their performance.
- **Message** – The messages should be informative enough such that users can understand the nature of errors, learn from errors & recover from them.
- **Error** – It is always better to design interfaces that prevent errors from happening in the first place.
- **Closure** – Every task has a beginning and an end. Users should be clearly notified about the completion of a task.
- **Undo** – users should be allowed to recover from errors. Reversible actions also encourage exploratory learning.
- **Language** – The language utilized should always be presented in a form understandable by the intended users.
- **Control** – Do not give users that impression that they are controlled by the systems.
- **Document** – Always provide help when needed.

Potential risk for patient care:

None

Low Moderate Event –rare instances of increased length of stay or increased level of care.

Medium Major Event –permanent loss of bodily functioning – sensory, motor, physiologic, or intellectual), disfigurement, surgical intervention required.

High Catastrophic Event – death or major permanent loss of function (sensory, motor, physiologic, or intellectual), suicide, rape, hemolytic transfusion reaction, surgery/procedure on the wrong patient or wrong body part, infant abduction.

Severity of usability problems to users:

Low User delayed, feels annoyed.

Medium Users can accomplish task with difficulty, through trial and error; may feel frustrated.

High Users are unable to accomplish task; outcome could be failure.

Priority to redesign:

Low This problem should be fixed *when resources are available*.

Desirable This problem *should* be fixed.

Critical This problem *must* be fixed.