



The CancerHelp Institute – 500 Romona Road, Wilmette, IL 60091

Essentia Health Onsite User Testing

February 9-12, 2016

Background:

The initial draft of the CancerHelp Online Website for Essentia Health has been designed and a prototype website has been created. This interactive prototype has a core of easily accessible health education topics including booklets, fact sheets, and videos. These resources are from the National Cancer Institutes resource library. This site is branded with the Essentia Health logo and with numerous custom resources for Essentia Health's programs and services for patients. These include information about Essentia's health education library, copies of Essentia's patient newsletter, and custom YouTube videos for education that Essentia has produced.

Objective for User Testing:

The main objective for user testing is to learn if the navigation and user interface are clear and simple for the user. Users will be given a series of short assignments such as "Please find an Ebook for Nutrition for a cancer patient". Because it is anticipated that both staff (doctors and nurses) and patients will be using Smartphones and Tablets to access the mobile friendly website, both of these types of devices will be used in the testing.

Participants in the User Testing:

The participants in the user testing will be 33 nurses acting on behalf of their patients. Actual testing with patients could not be scheduled due to the need to protect their answers which are considered part of their healthcare information. Fortunately the nursing staff at Essentia Health deal with patients often and have a good sense of the "Types of users and what their health information needs are."

Projected Length of Time: 30 to 40 minutes.

Essentia Health User Testing Outline:

Note: Users testing will be done with the nurse participants individually.

- 1) Welcome and explanation of the goals of user testing

- 2) Brief description of the goals of the CancerHelp Online website for patient education

- 3) Description of the format of the user testing

- 4) User Tasks to accomplish using the website. All tasks start on the Home screen.

Example of Instruction 1 for User Testing:

“Starting at the website Home screen, see if you can find an Ebook about nutrition for cancer patients.”

- 5) Qualitative Wrap Ups:

- 6) Final closing statement and thank you

Essentia Health User Testing Script:

1) Welcome and Explanation of Goals for the User Testing:

“Thank you for coming today to help us evaluate the effectiveness of this new cancer patient education website. This will take about 30 to 40 minutes. As part of the testing of the new website, you will be asked to find information on the site for a series of 8 tasks. Do your best to find the information. You are encouraged to think out loud as you are using the website, especially if you are having trouble finding the requested information.”

2) Brief Description of the goals of the CancerHelp Online website for patient education:

“The goal of the Essentia Health CancerHelp Online website is to provide cancer information for newly diagnosed and existing patients, their caregivers, and nursing staff. This includes information about cancer diagnosis and treatment, side effects management, support groups, classes, and more. Another goal is to bring resources together in an easy-to-use and accessible website that is available to patients 24/7 on their smartphones and tablets. Your help with this website testing will help us make this site as easy to use as possible as a resource for both patients and staff.”

3) Description of the format of the user testing:

“I will give you a series of tasks to do using your smartphone (or tablet) using the CancerHelp Online website. Please talk out loud while you use the website to complete each task. I will be taking notes during this session.”

“Let’s Begin, Please type in this web address:”

www.cancerhelpessentiahealth.org

Essentia Health User Testing Script (continued):

4) 8 user tasks to navigate the website. All start on the Home screen:

“Starting at the Website Home Screen, see if you can find an Ebook about nutrition for cancer patients.”

“Starting at the Website Home Screen, see if you can find the diagnosis and treatment statement for someone with stage I lung cancer.”

“Starting at the Website Home Screen, see if you can find a Chemotherapy Side Effects Management Statement for patients with fatigue.”

“Starting at the Website Home Screen, see if you can find a Radiation Therapy Side Effects Management Statement for patients with skin changes.”

“Starting at the Website Home Screen, see if you can find a National Cancer Institute video about clinical trials.”

“Starting at the Website Home Screen, see if you can find a Support Group for breast cancer patients in Duluth.”

“Starting at the Website Home Screen, see if you can find the date and time for the ‘Fit for Life’ class in Fargo, ND.”

Essentia Health User Testing Script (continued):

User Tasks:

“Starting at the Website Home Screen, see if you can find the ‘Caring Ways Newsletter’ for Winter 2016.”

5) Wrap Up Questions.

“Tell me any thoughts you have about this websites for cancer patients.”

“Based on your use of the website, was it easy for you to find the requested topics?”

“Is there anything you can suggest to help improve this website resource?”

“Would you recommend any other topics to include on the CancerHelp Online Essentia Health website?”

9) Final thank you and closing statement:

“Thank you again for your help. We will use your experience and suggestions to guide us in our work to improve this website.”