



Summer Institute in Nursing Informatics 2019

Student Poster Presentation

### **Usability Survey of Practice Unite**

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**Background:** Secure-text is a messaging system that allows healthcare providers to exchange and manage messages that may contain sensitive information about patients. Secure-text has shown to improve workflow, reduce communication failure rates, and there is a possible correlation to improved patient outcomes. Nevertheless, through research, there are clinicians at St. Joseph's South and Bartow Regional Medical Center (BRMC) that do not prefer to use Practice Unite, a secure-text application, because of their user experience with the application. **Objective:** The purpose of this study was to evaluate the usability of Practice Unite by using the System Usability Scale (SUS). In addition, determine if usability is a potential cause of clinicians not wanting to utilize the application. **Results:** A total of 55 healthcare providers at BRMC completed the SUS Survey. The mean SUS score was 80.64, while Cronbach's Alpha for the survey was 0.73. The one-way ANOVA revealed usability scores were not impacted by age, experience with secure-text, Practice Unite usage, and occupation. Also, 26 healthcare providers believed no changes were necessary to improve the usability of Practice Unite. **Conclusion:** Data from the SUS reveals Practice is highly usable and has a grade "A-". In addition, the usability is very comparable to the top ten applications that are used on Androids and iOS. It does not seem the usability of Practice Unite is the cause of clinicians not wanting to use the application. Thus, further investigation is necessary and should include tests, like the Usability Metrix for User Experience-LITE to determine if usefulness is a cause. The use of secure-text applications in the clinical setting will continue to increase in the coming years, which is why it is important to have an application that is highly usable and provides a good user experience.