Contextual Inquiry in the Healthcare Ecosystem

October 10, 2019
Boston Children's Hospital Simulation Center

The AM Session:
8:00am – 12:00pm
Contextual Inquiry – Planning, Methodology & Fieldwork

The PM Session:
1:00pm – 5:00pm
Contextual Inquiry – Data Translation & Synthesis

This is a two-part comprehensive course on how to plan, execute, analyze, translate and synthesize Contextual Inquiry (CI) methodologies applied to the healthcare ecosystem. The FDA and IEC have recognized the inherent value of CI as an integral part in developing medical devices and successful user experiences have benefited greatly from this approach, so these methodologies are key components during the generative concept and feasibility phase of a project. *Note: if you attended last year's workshop you qualify as having attended the AM Session of this year's course and can attend the PM Session.*

These paired workshops are unique in that beyond the theoretical overview of the CI processes presented in a classroom, the learners will then be able to apply their techniques in a high fidelity simulated operating room where actors are performing a mock laparoscopic surgery. During the first session, the class will don protective equipment and divide up into groups that will take turns to apply their new skills in the OR and be critiqued on their performance as observers and data collectors. Afterwards the class will debrief on what they observed.

The surrogate clinicians are scripted to portray certain use errors and utilize devices with design deficiencies so the learners should have discovered patterns of behavior analogous to a real-life site visit in an OR. In the second session the learners with breakdown their observation findings in the OR and determine insights applicable to their study plan, then translate those insights into user needs and ultimately requirements. The process of mapping the OR procedure will be demonstrated during this workshop as well.

What are the expected take-aways?

- What is Contextual Inquiry and why do we need to do it?
- What is the difference between CI and Ethnography?
- Process Overview
- Team Roles
- Data Collection Tools
- A checklist of what to do and when
- Recruiting, screening and access
- Administrative documentation
- Developing a Study Plan
- Data Analysis & Coding - Findings and Translation
- Deliverables & Mapping – Insights, Requirements & Synthesis
- Communication of Results & Conclusion

Instructor:

Sean Hägen, IDSA, HFES, Director of Research & Synthesis BlackHägen Design

Target Audience:

This course is designed for industrial designers, human factors engineers, user experience designers, user researchers, interaction designers, marketing, product design teams, and anyone interested in understanding their end-users.