

updated version (0.6): [NODE.Health UX Measures Framework – DRAFT 0.6](#)

Principles

Data control

Provides a high level of privacy, transparency, control and security around data

Design

Follows familiar user-centered design patterns and is easy to use

Performance

Performs to a high level of functionality without impeding the user

Support & Feedback

Provides customer support and feedback opportunities

Special needs & accessibility

Is accessible and optimized for the special needs of its target population

Value

Provides efficiency and value for users

Research

Is well founded in science and user research

Satisfaction & Delight

Users are satisfied and provided moments of delight



Measures

principle	scope	measure
Data control	patient	The user has control over their data (including revoking, sharing, transferring, exporting, avoiding data loss, etc)
Data control	all users	The user can control their profile information
Data control	patient	Consents and opt-ins/outs are implemented, confirmed and clear for any data sharing
Data control	patient	Data privacy and sharing is communicated clearly to the user
Data control	patient	Data security approach and storage location is communicated clearly to the user
Data control	patient	The app explains any sensors on personal devices it will use and why
Design	all users	The user experience matches current paradigms of digital interaction
Design	all users	Prompts for additional information are contextual and timely
Design	all users	On-boarding is completed in a timely manner and the user clearly understands the capabilities of the application after on-boarding
Design	all users	The experience can be easily navigated and the user knows where they are at all times in the experience
Design	all users	The information is presented to the user in easily scannable format
Design	all users	User can control notifications in a flexible way
Design	all users	Login is simple
Design	patient	In-experience advertising is not obtrusive
Design	all users	Conversational language is favored over medical jargon and uses the same terminology that clinicians use with patients
Performance	patient	It is easy to connect peripherals and related services
Performance	all users	Screens load and system actions execute in a timely manner
Performance	all users	The error rate is low
Performance	all users	If a secondary system there is SSO/seamless embedding from the primary system
Research	process	Users were involved in validation research
Research	process	Users were involved in your product development research
Research	process	The relevant academic literature reviewed as evidence basis for your solution
Research	process	Usability testing was conducted
Research	process	Personas were developed as part of product creation

Satisfaction & Delight	all users	Experience provides moments of levity and delight to the user
Satisfaction & Delight	all users	The experience has a good net promoter score (i.e. on scale of 1-10 how likely are you to recommend this app)
Satisfaction & Delight	all users	The experience has an acceptable adoption rate
Special needs & accessibility	patient	The experience is accessible and section 508/ADA compliant
Special needs & accessibility	patient	The population evaluated for special needs (physical disabilities, hardware, connectivity, technical literacy)
Special needs & accessibility	patient	If the population has special needs, measures were implemented to address them
Special needs & accessibility	patient	Proxy access is available (spouses, caregivers, 3rd parties)
Special needs & accessibility	patient	There is language support for languages of populations greater than 5% of total population
Support & Feedback	all users	There is a means to provide feedback on the experience
Support & Feedback	all users	There is a simple and fast way to get help with the application
Support & Feedback	all users	Upon imminent or actual system or user error there is clear communication and graceful recovery.
Support & Feedback	all users	The system provides informative feedback to the user about actions they are about to take or have taken.
Support & Feedback	all users	Human support is provided in addition to digital support
Value	all users	Information needed for a particular task or decision making is grouped together on a single screen
Value	all users	the experience provides valuable information in a easily digestible format
Value	all users	The experience enables "jobs to be done" or tasks to be completed effectively
Value	clinician	The experience is useful for clinical documentation and clinical decision support
Value	clinician	The experience minimizes the creation of unjustified workflow for clinicians