



Evaluation of the Usability of Healthcare Systems

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Message from the Guest Editors

A wide range of healthcare information systems are being deployed worldwide, ranging from electronic health records to clinical decision support, emerging applications of AI as well as many patient-facing applications. However, a variety of issues and challenges remain regarding the usability of many of these systems and applications in healthcare. There continue to be reports of systems that have been deemed unusable by the end users, that have been perceived as adding to workload (rather than reducing it) and that may inadvertently lead to unsafe healthcare. Usability and user experience are now recognized as being critical areas for evaluation in order to improve adoption, efficiency and user satisfaction of healthcare systems. Central to this is the development of evaluation methods and approaches that can practically inform design (and redesign) of healthcare systems. New research papers, short communications, perspectives articles and reviews are all welcome in this special issue. The issue aims to bring together work that critically examines approaches to the evaluation of usability and user experience from multiple perspectives.





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Message from the Editor-in-Chief

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