Aging Adult Monitor
Usability Testing

I performed 6 usability tests covering four scenarios each.

Scenario 1: Find mom's blood pressure readings for to-day

Blood pressure falls under Vitals which is on the Dashboard. Most people quickly clicked on the Mom button on the home page (which takes you to the Dashboard) to get started so that was pretty intuitive. At the Dashboard, most people saw vitals and that blood pressure was listed. All but one clicked on the "Today" button and the task was complete. The one person who was a bit confused was indeed low-tech, but I think her confusion might have been more about doing user-testing as she wasn't able to put herself into the scenario. So I think that might have caused her confusion throughout the usability tests.

I got a couple of pieces of good feedback about the blood pressure readings. One participant noticed the red explanation point next to some readings and mentioned that the combination of red and the explanation point told him it was important or maybe a dangerous reading. He also commented on the font sizes for the readings. They were originally a bit smaller than their corresponding headers. He mentioned that you want to be sure you can read those numbers very easily and I agreed. I have since made that text bigger.

Scenario 2 - Find where mom is right now

Most people had absolutely no issues at all with this task. Even the one confused participant did better on this task.

Scenario 3 - Send health information to medical staff

I found that almost everyone quickly got accustomed to the Dashboard and expected to find all information there. Half of the people went straight to the menu when they didn't see medications or health on the Dashboard, the other half took a while to figure that out. They all said that now

that they know Health and Medications are on the menu, they would not have any issues finding it again in the future. But, nonetheless, I wanted to try to find a way to resolve this issue.

First I evaluated why Health and Medications aren't on the Dashboard.

The Dashboard contains those readings that are constantly changing and monitored; things caregivers want to be able to find quickly, at a glance; things that could indicate an emergency or an issue: alerts, vitals, activity, location.

Calendar almost fits on the Dashboard, bit it doesn't contain anything that needs to be monitored for an emergency situation and in some cases, there may be very little data there. You could argue that it could go on the Dashboard, but in order to keep the Dashboard clean and informative I didn't want to add any clutter that could make it any slower to digest the important information. There is an button in the footer for the Calendar so it is always available.

Health and Medications are basically historical information. They both contain a lot of information that is not likely to be accessed often. I really didn't want to clutter the Dashboard with that extra information that would have provided less space for important, timely information.

My solution, which I had contemplated earlier:

I made two new buttons for the footer: Medications and Health. So now the buttons in the middle relate to the currently selected aging adult and only appear on screens where an aging adult is selected.. Home, Settings and the Menu are available in all footers.

Other than finding Health and Medications, I got interesting feedback about sharing the information with medical staff. This was the youngest participant, who doesn't actually spend a lot of time on social media, but the word "Share" meant social media to him. I used the term "Share" because it is very common to share many types of information or files in many ways. Social media is one of many ways. I contemplated whether this was worthy of changing, but if anyone else felt the same way it would not

only be confusing, but it could also make them question the legality and ethics of the app if they thought it was suggesting that they share important, private medication information on social media. So I changed the name to "Send" which is pretty clear.

Scenario 4 - Add a new aging adult

Most people remembered seeing the "Add a New Aging Adult" button on the home page so they quickly went back to it and added "Dad." It seemed quite intuitive for them to click on the Dad button that appeared after they saved the page.

Testing Scenarios

Scenario 1 - Find mom's blood pressure readings for today

Your aging mother has high blood pressure and lives alone. You like to review it once a day or so to ensure she's staying in a healthy range.

Find the screen where you can see her most recent blood pressure reading then look at all of her blood pressure readings for today.

Scenario 2 - Find where mom is right now

Your aging mother doesn't answer her phone all of the time so sometimes you worry when you don't hear from her for a while.

Find the screen where you can see her where she is at right now.

Scenario 3 - Send health information to medical staff

Your mother fell and hit her head. You are taking her to the emergency room. At the ER, the nurse asks you about her medications and many questions about her health history.

Using the app, send her medications list and her health to the hospital staff.

Scenario 4 - Add a new aging adult

You've been using the app to monitor your mom for a while. Now you've decided to monitor your dad also.

Add a new aging adult - Dad. Don't worry about adding all of his health, medications, and contacts at this time. Just get him added and then go to his main screen.