

Usability Script

Form Approved

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Introduction

- Thank you so much for participating today
- Introductions (Introduce yourself and anyone else on the call)
- We are doing research on the PSNet website. We are going to ask you to pull up the website and have a conversation about it. Afterwards, we will ask some additional questions on how we can improve the site.
- Please be as honest as possible, we value your honest opinion.
- I'm going to send you an invite to share your screen, feel free to close anything you don't want me to see.
- Do you mind if I record this so that I can focus on our conversation and take notes later?

Public reporting burden for this collection of information is estimated to take 60 minutes to complete the conversation on your PSNet experience. All information collected will be kept confidential ([42 U.S.C. 299c-3\(c\)](#)) and included as part of the assessment of participant experience and implementation of best practices. An individual's name will not be shared and responses will not be attributed to a specific individual. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-0179) AHRQ, 5600 Fishers Lane, Mail Stop Number 07W41A, Rockville MD 20857

Opening Questions

- Tell me about yourself. What do you do professionally?
- What types of projects do you work on?
- Why were you on PSNet the other day? What were you looking for?
 - Did you find what you were looking for?
 - What was frustrating for you?
- Have you used PSNet in the past as well?
 - What do you primarily use the PSNet website for?
 - What have you found to work well?
 - What have you found to be challenging?

Tasks and Questions

Part 1: Usability Tasks

Determine if our existing solutions are effective

Note: Participants will be asked only a selection of the tasks below, not the list in its entirety.

Research Goal: Navigation is easy to use

- Login to your PSNet account. If you don't have an account, please register for one.
 - Back to home

Research Goal: Content is engaging and easy to read

- What is a project you're working on now? Show me how you'd find articles of interest.
 - How do you know this is a good article for you?
 - Back to home.
- Find a course that could be taken for continuing ed (or CME) credits that you'd be interested in.
 - Back to home.
- You're interested in viewing a collection of articles that AHRQ grouped together about COVID-19, where would you go to find those?
 - How do you feel about the way the articles are displayed and grouped together in a curated library? Is there anything that's missing?
 - Back to home.
- You want to find practical applications and resources to improve patient safety at your workplace, where would you go to find those?
 - How would you determine if a resource would be beneficial for you?
 - Back to home.

Research Goal: Search works as expected

- You want to use PSNet's search to find articles related to a subject you're interested in. How would you do this and only see results from the last 6 months?
 - Back to home.
- You've witnessed a medical error that you want to submit to PSNet as a case study. How would you do that?
 - Back to home.

Research Goal: Content personalization measures are effective

- You're interested in the topic "Care Coordination". How would you subscribe to email alerts about this topic?

- What would you expect to receive in your email about this topic?
 - Back to home.
- You want to bookmark a few articles so you can refer back to them later. Can you think of a feature that would be able to help you find those articles quickly the next time you login?
 - How would you do this?
 - Back to home.

Part 2: Additional Questions

What are features that will continue to make the site increasingly useful to target audiences

Note: Participants will be asked only a selection of the questions below, not the list in its entirety.

General Questions

- How are you currently researching and learning about patient safety?
- What are the biggest challenges in researching or learning about patient safety?
- How do you and your colleagues collaborate on projects?
- What is something that would make your work much easier?
- What types of mobile apps have you used in the workplace? What did they help you with? Is there a certain app that you wish could be made?
- What type of online information would you desire to export, download, or share with others in the workplace?

Professional Website Questions

- What is your favorite professional website and why?
- Tell me about a feature on a professional/research website that you've used that made your life a whole lot easier?
- What makes you want to create an account on a professional website? What would that website offer to make you sign up?
- What are some of the unique features you may use on a professional website that make you want to go back to them?
- In what ways can a website personalize content to you that would increase your time spent on that site?

PSNet Site Opportunities

- Is there anything that the PSNet website is not doing (or does not have) that it could do to meet your needs better?
- What types of things would you want to get email alerts about on the PSNet Website?

- Do you currently have an account on PSNet to utilize some of their features?
 - Why or why not?
 - Which features do you use?

Social Media Questions

- Do you use social media professionally? As in, to read articles from social media about your work?
- What social media sites do you use that way?
- What accounts do you follow? What type of content do you find useful from them?
- Do you follow PSNet on Twitter? Why/Why not?
- What would you like AHRQ to push to you via social media? What would help you do your job better?
- On social media, do you prefer to either watch videos or to read articles about something you're interested in?
- What would be something on social media or a website that would make you share it with a professional colleague?

Conclusion

- What haven't we asked you today that would be valuable for us to know in regard to your experience with the PSNet site or other sites like it?
- May we contact you again if we have any additional questions?
- Thank you so much for your time today, your feedback will help us in creating a better experience on the PSNet website.