Usability Script

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?

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?

- o What would you expect to receive in your email about this topic?
- o 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?
  - o How would you do this?
  - o 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.