Usability of Informed Consent mHealth Tool

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Objectives

Usability refers to the ease in which the users can interact with tools.

- VIC is a mobile IC tool that will enable IC process to be performed on iPads utilizing interactive multimedia libraries (e.g., graphics, video, animations, etc.)
- Designed to enhance patient comprehension and quality of care, while improving the efficiency of obtaining patient consent.

Background

Informed Consent (IC) is the process in which patients are educated about their health provider’s treatment plans.

“Among patients who sign an IC form, 44% do not understand the nature of the procedure to be performed, and 60-70% did not read or understand the information contained in the form.”¹

Methods

We conducted a mixed methods observational study design of qualitative and quantitative methods.

Subjects were recruited from Yale Winchester Asthma Clinic.

Study participants were consented and scheduled for an audio/video-recorded session where they used VIC on an iPad to complete the consent process.

Subjects completed various surveys and forms including a demographic questionnaire, computer efficacy scale (CES), computer anxiety scale (CAS), system usability scale (SUS), and supplemental quantitative/qualitative data gathering.

Results

- All 9 participants (4M & SF) completed the VIC usability study.
- Average SUS normalized score for all participants: 90th percentile, above industry benchmark of 68th percentile.
- ALL users reported VIC interface was friendly & easy to use.

Feedback

- Allow Play button to have sound control
- Show icon meaning when hovering over
- Increase font size for better legibility
- Add audio to the quiz answer screen

Unanimously, all participants strongly recommend its use in future clinical practice and treatments.

Conclusions

- Overall, VIC had high usability as rated by almost all patients.
- Modifications to Play button, hover over, and font size could improve usability.

Study participants universally stated they would recommend VIC to be used in clinical care.

References