Including Usability in the Public Procurement Process of Healthcare Information Systems (HIS)

Speaker:

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In the last two decades, the poor usability of Information Systems used in the healthcare has been discussed in academic research, other forums and media extensively. The solution for making Information Systems more usable has long been seen to be applying user-centred design and human factors engineering during the development process. However, currently the organizations acquire these systems predominantly as ready products that are further adapted and configured to fit the needs of the purchasing organization. Thus, considering the usability of these systems during the selection of the purchased system has been deemed necessary.

How can the purchasing organization include usability into the procurement process?

How can this be done within the highly regulated environment of public procurement?

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