

# Human Computer Interaction in Health Care

Lecture 1:  
Introduction to Human-Computer  
Interaction in Healthcare

*Asst. Lect. Ali Al-khawaja*



Google Class Room



# Overview of Human-Computer Interaction

Human-computer interaction (HCI) is a multidisciplinary field that studies how people interact with computers and other digital technologies. It combines elements from computer science, psychology, design, and cognitive science to create more effective and user-friendly systems.

The core focus of HCI is understanding three key components:

- The human user - their capabilities, limitations, and needs
- The computer system - including hardware, software, and interfaces
- The interaction between them - how users and systems communicate and work together

In today's digital world, HCI principles are crucial for designing systems that are not only functional but also intuitive, accessible, and satisfying to use. This is particularly important in healthcare, where effective human-computer interaction can directly impact patient care and safety.





# The Importance of HCI in Modern Systems

## User-Centric Design

HCI principles ensure that systems are built around user needs and capabilities, leading to more intuitive and efficient interfaces. This is particularly crucial in healthcare, where ease of use can impact patient outcomes.

## Error Reduction

By designing interfaces that align with human cognitive processes, HCI helps minimize user errors. In medical settings, this can prevent potentially fatal mistakes in data entry or interpretation.

## Increased Productivity

Well-designed interfaces based on HCI principles can significantly boost user productivity. For healthcare professionals, this means more time focused on patient care rather than struggling with technology.

# Historical Evolution of HCI

- 1 **1960s: Command Line Interfaces**

Early computers used text-based interfaces, requiring users to memorize complex commands.
- 2 **1970s: Graphical User Interfaces (GUI)**

Introduction of windows, icons, and mouse input revolutionized computer interaction.
- 3 **1980s: Personal Computing Era**

Widespread adoption of GUIs in personal computers made technology more accessible.
- 4 **1990s-2000s: Web and Mobile Interfaces**

The rise of the internet and smartphones brought new interaction paradigms.
- 5 **2010s-Present: Natural User Interfaces**

Touch, voice, and gesture controls become prevalent, especially in healthcare applications.



# Core Principles of HCI Design: Usability

## Learnability

How easily can new users accomplish basic tasks. In healthcare, rapid learnability is crucial for emergency situations.

## Efficiency

Once learned, how quickly can tasks be performed. Efficient systems save valuable time in medical settings.

## Memorability

How easily can users reestablish proficiency after a period of non-use. Important for infrequently used but critical medical systems.

## Error Prevention

How many errors do users make, and how easily can they recover. Vital in preventing medical mistakes.

## Satisfaction

How pleasant is the system to use. User satisfaction leads to better adoption and consistent use of healthcare technologies.

# Core Principles of HCI Design: Accessibility



## Visual Accessibility

Ensuring interfaces are usable for those with visual impairments through features like high contrast modes and screen readers.



## Auditory Accessibility

Providing alternatives to audio cues, such as closed captions or visual alerts, for users with hearing difficulties.



## Motor Accessibility

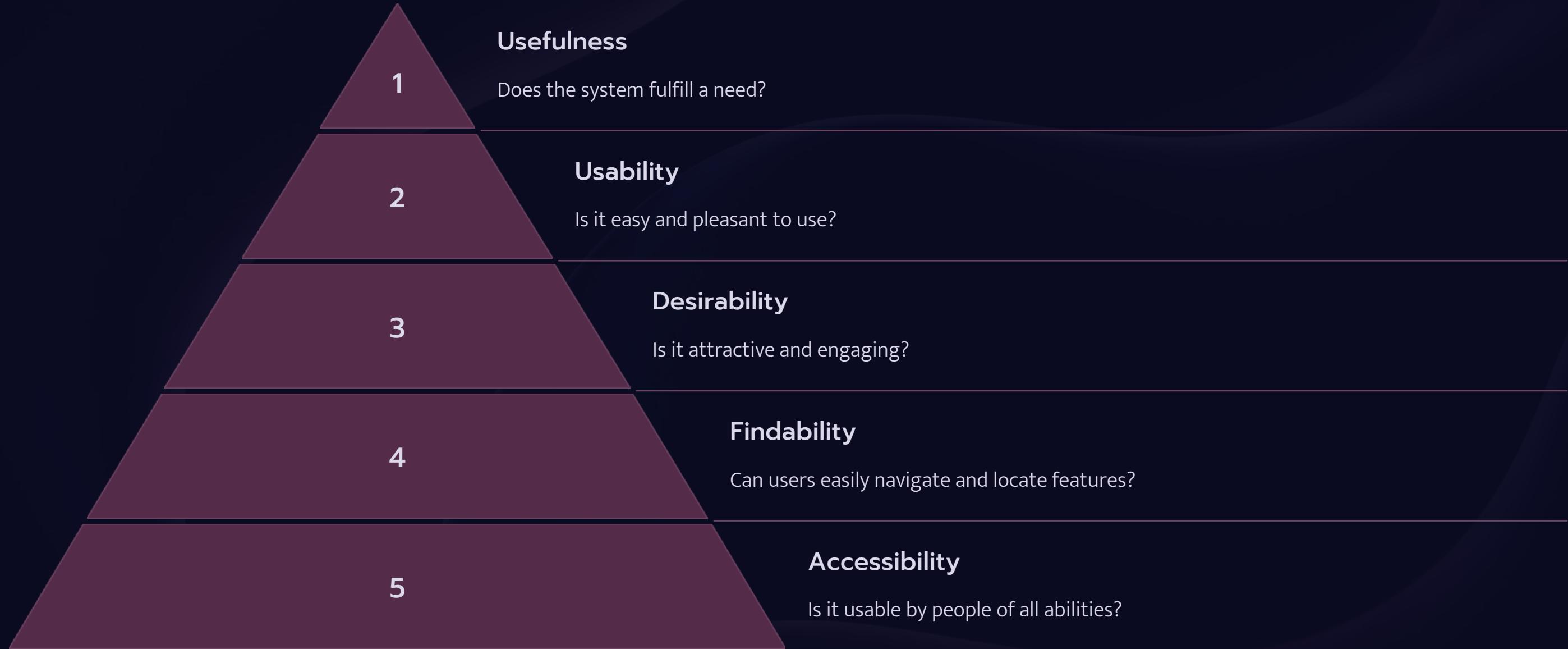
Designing interfaces that can be navigated with various input devices to accommodate users with limited mobility.



## Cognitive Accessibility

Creating clear, consistent layouts and providing multiple ways to access information for users with cognitive challenges.

# Core Principles of HCI Design: User Experience (UX)



In healthcare, a positive user experience can lead to better adoption of technologies by both medical professionals and patients, ultimately improving health outcomes and patient satisfaction.

# The Role of HCI in Healthcare

1

## Improving Patient Care

Well-designed interfaces enable healthcare providers to access and input patient information more efficiently, leading to better-informed decisions and improved care quality.

2

## Enhancing Patient Engagement

User-friendly health apps and portals encourage patients to take a more active role in managing their health, improving treatment adherence and outcomes.

3

## Reducing Medical Errors

Intuitive interfaces and clear information presentation help minimize errors in medication administration, diagnosis, and treatment planning.

4

## Streamlining Workflows

HCI principles applied to electronic health records (EHRs) and hospital management systems can significantly improve operational efficiency in healthcare settings.



# HCI in Other Industries



While our focus is on healthcare, it's important to recognize the wide-reaching impact of HCI across various sectors. From finance and education to automotive and retail, HCI principles are reshaping how we interact with technology in our daily lives. These diverse applications often inspire cross-industry innovations that can benefit healthcare interfaces.

# Input Devices in HCI



## Traditional Inputs

Keyboards and mice remain essential in many healthcare settings, particularly for detailed data entry in electronic health records. Their familiarity can reduce training time for new systems.



## Touch Interfaces

Touchscreens on tablets and medical devices offer intuitive interaction, especially useful in sterile environments where traditional inputs might be impractical. They allow for quick, direct manipulation of on-screen elements.



## Voice Recognition

Increasingly popular in healthcare, voice inputs allow hands-free operation, beneficial for surgeons or nurses who need to access information while maintaining sterility or performing procedures.

# Interface Types in Healthcare HCI

## Graphical User Interfaces (GUI)

GUIs dominate healthcare software, from electronic health records to diagnostic imaging tools. They use visual representations of data and controls, allowing users to interact through direct manipulation of graphical elements.

## Command Line Interfaces (CLI)

While less common in modern healthcare systems, CLIs are still used in some specialized medical research and data analysis tools, offering precise control for advanced users.

## Natural User Interfaces (NUI)

Emerging in healthcare, NUIs include gesture control for touchless interaction in sterile environments and voice-controlled systems for hands-free operation during procedures.

# Feedback Systems in HCI



1

## Visual Feedback

Color changes, progress bars, and animations provide instant visual cues about system status and user actions. In healthcare, clear visual feedback is crucial for confirming critical actions like medication administration.

2

## Auditory Feedback

Sounds and voice prompts can alert users to important events or confirm actions. In medical devices, auditory alarms play a vital role in patient monitoring.

3

## Haptic Feedback

Vibrations or force feedback can provide tactile information, useful in situations where visual attention is limited, such as during surgical procedures using robotic systems.

4

## Cognitive Feedback

Providing contextual information or suggestions based on user actions helps guide decision-making, particularly important in clinical decision support systems.



# Challenges in Healthcare HCI

## Information Overload

Healthcare systems often deal with vast amounts of patient data. Designing interfaces that present this information without overwhelming users is a significant challenge.

## Interoperability

Ensuring seamless interaction between different healthcare systems and devices while maintaining a consistent user experience is complex but crucial.

## Privacy and Security

Balancing ease of access with robust security measures to protect sensitive patient information is an ongoing challenge in healthcare HCI.

## User Diversity

Designing interfaces that cater to a wide range of users, from tech-savvy young doctors to older patients with limited digital literacy, requires careful consideration.

# HCI Research Methods in Healthcare



## Observational Studies

Watching healthcare professionals interact with systems in their natural environment to identify usability issues and workflow inefficiencies.



## Surveys and Interviews

Gathering qualitative data on user experiences, preferences, and pain points in healthcare technology usage.



## Usability Testing

Conducting controlled experiments to evaluate the effectiveness, efficiency, and satisfaction of healthcare interfaces.



## Analytics

Analyzing usage data from healthcare systems to identify patterns, common errors, and areas for improvement in interface design.



# Emerging Trends in Healthcare HCI

1

## Artificial Intelligence Integration

AI-powered interfaces that adapt to user behavior and provide intelligent assistance in clinical decision-making.

2

## Virtual and Augmented Reality

Immersive interfaces for medical training, patient education, and even telemedicine applications.

3

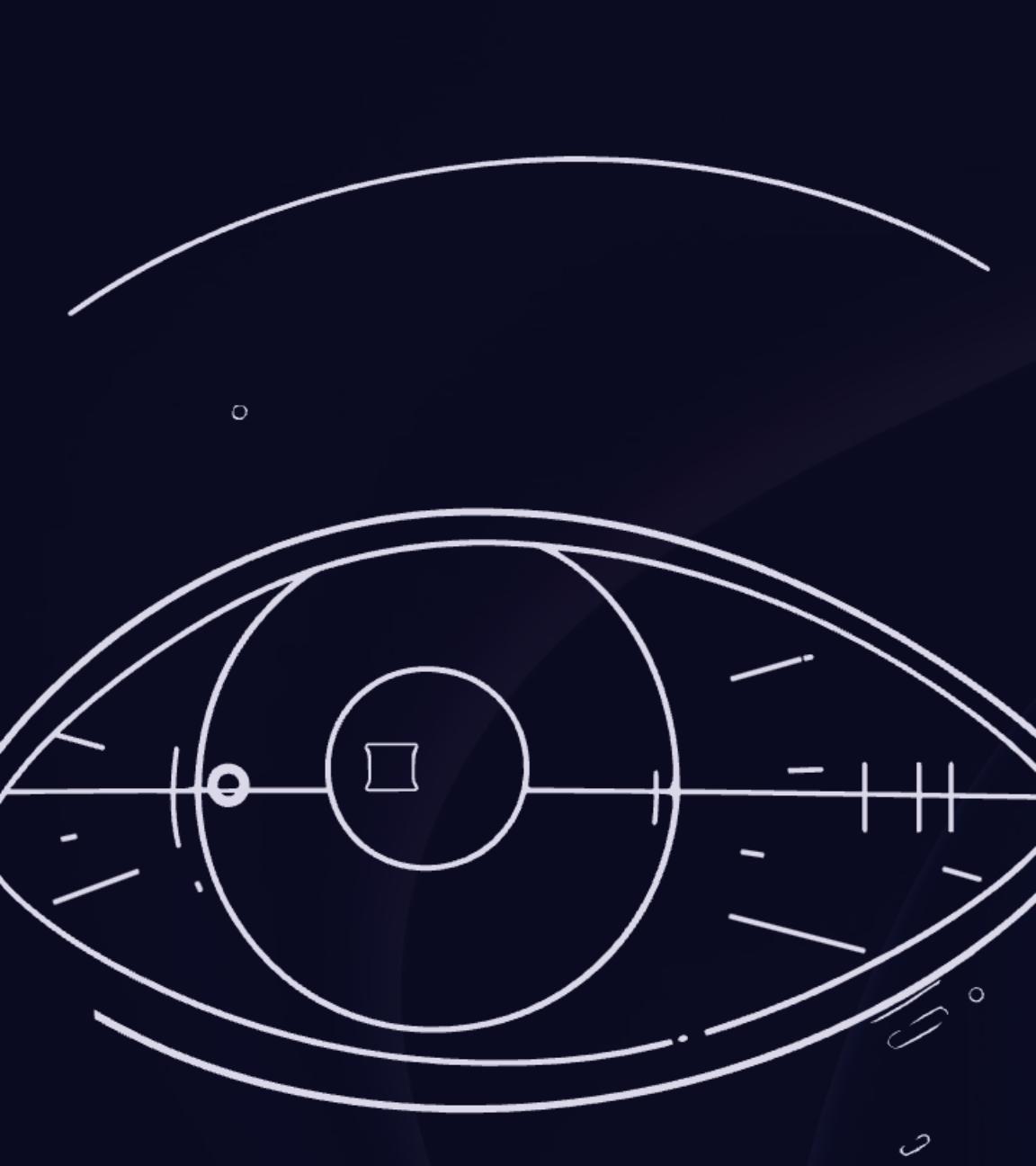
## Wearable Technology

Designing interfaces for smartwatches and other wearables to support continuous health monitoring and patient engagement.

4

## Voice and Gesture Control

Advancing natural user interfaces for hands-free interaction in sterile medical environments.



# Key Takeaways



## Foundational Importance

HCI is crucial for creating effective, safe, and user-friendly healthcare technologies.



## Multidisciplinary Approach

Effective healthcare HCI requires collaboration between designers, clinicians, and technologists.



## User-Centered Design

Prioritizing user needs and cognitive processes leads to better healthcare outcomes.



## Continuous Evolution

HCI in healthcare must adapt to new technologies and changing user expectations.

# Discussion & Case Study Example

## Case Study:

Design flaws in medical devices or Electronic Health Records (EHRs) and their consequences on patient safety.

## Discussion:

How can you improve telemedicine platforms to make them more accessible and user-friendly for both patients and healthcare providers?

# Discussion & Case Study Example

## Case Study: Design Flaws

User interface design flaws can lead to medication errors, incorrect data entry, and delayed treatment.

- Complex workflows
- Poorly labeled buttons
- Inconsistent interface elements

## Discussion: Telemedicine improvement

HCI can enhance accessibility and user-friendliness in telemedicine platforms:

- Intuitive navigation
- Clear communication features
- Accessible for diverse users

# Homework

- In **3 lines**, define **HCI** and mention **one reason** it is important in healthcare.
- Write **5 usability components** (list only).
- Give **one example** of a usability problem in an **EHR / patient portal** (2–3 lines).

**Deliverable:** One page (Word/PDF) OR a photo of handwritten answers.

***Note: Submit the homework via Google Classroom under the corresponding assignment. Upload the required file(s) before the deadline.***

A group of people in a workshop setting, looking at laptops and discussing code.

*Any Questions? Let's Code and Discuss!*