INVITATION FOR PARTICIPATION

4th IS4ALL Seminar (half-day morning) and 2nd IS4ALL Thematic Workshop (half-day afternoon), 23rd October 2002

jointly with the 7th Workshop of the ERCIM Working Group "User Interfaces for All" (UI4ALL),Paris (Chantilly), France, Golf Hotel de Mont Griffon, R.D. 909 - 95270 Luzarches

http://is4all.ics.forth.gr

The aim of the seminar and the workshop is to provide participants with guidance on how to appropriate the benefits of Universal Access in Health Telematics in order to design universally accessible Electronic Health Records.
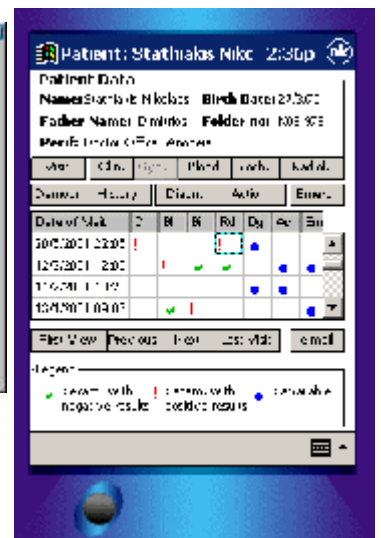
IS4ALL IN HEALTH TELEMATICS

The primary focus of the Thematic Network IS4ALL (http://is4all.ics.forth.gr) is on the impact of advanced **desktop** and **mobile** interaction technologies on emerging Health Telematics products and services, and in particular the **electronic health record**. EHRs are complex domain-specific artifacts that must be accessible by different types of users, including professionals in a variety of roles and contexts of use, as well as patients. Accordingly, EHRs are increasingly made available over different platforms, including conventional windowing toolkits, the WWW, and mobile devices such as palmtop and WAP phones. To gain insight into the potential contribution of universal access principles to the design and development of Electronic Health Records accessible by anyone, anywhere, IS4ALL is experimenting with various **usage scenarios**, which unfold user- and use-adapted interaction. Towards this effect, the primary motivating question is "how to design EHRs, so that they exhibit **user-** and **use-adapted** interactive behavior.

An example of a patient's history on a desktop

The DESKTOP: The primary use of EHRs is to provide overviews and details of a patient's medical condition, including specific examinations, results, treatments, etc. High quality access to such information can improve medical decision-making and quality of care, thus resulting in more satisfactory experiences for all parties concerned. It is therefore important that usability becomes a first-class objective for all systems or services built around EHRs.

BEYOND THE DESKTOP: Advanced networking capabilities, the diffusion of the Internet and the proliferation of a variety of interaction platforms have created new opportunities in Health Telematics. Access to medical information can now benefit from the new infrastructure; patients can review their own medical condition from remote sites (i.e., the home or the office), daily tasks of professionals can be more adequately informed, planned, initiated and executed from anywhere, safety-critical and emergency situations can be more effectively accommodated, etc. However, for these benefits to be appropriated, new requirements

Examples of patient's history on a desktop and on iPAQ

Access to a patient's demographics using a WAP phone

need to be addressed, including the institutional/organizational, infrastructure and technology. Additionally, users should become accustomed to new experiences, building on collaborative activities and networking between novel devices. Thus, scalability to platforms, inter-operability and access anywhere, anytime become predominant targets in Health Telematics.

Accordingly, EHRs need to be designed and developed so that they can benefit from, and empower end users in, the new knowledge-based era.

THE 4th ISALL SEMINAR

Following the first three seminars, IS4ALL will hold its 4th Seminar in collaboration with the 7th Workshop of the ERCIM Working Group on "User Interfaces for All". The objectives of the seminar are:

- to introduce Health Telematics practitioners to the concepts of universal design and universal access,
- to describe how these concepts are being taken up and accounted for in different sectors of the industry
- to assess the relevance of universal access to Health Telematics by elaborating on designated scenarios of accessing Electronic Patient Records (EPRs).

Following a brief introduction of the IS4ALL project, participants will be exposed to the following topics: (i) state of the art in universal design; (ii) review methods and techniques currently in use; (iii) foundations of a conceptual frame of reference for universal access to Health Telematics applications and services, and (iv) reference scenarios illustrating access to EPRs for anyone, anytime and anywhere. The focus will be spread evenly on process-requirements for universal design and exemplar artifact specifications. Reference to recent case studies and concept demonstrators will help the audience become acquainted with the underlying principles.

THE 2nd IS4ALL WORKSHOP

Following the IS4ALL seminar, the workshop in the afternoon will present elements of the IS4ALL methodology for facilitating the introduction of universal access into Health Telematics applications and services. This methodology links with scenario-based approaches to systems development and comprises a process-oriented guide and a collection of methods and techniques for coping with specific design and development aspects. A major target in the project's approach is to provide practical tools for designers to realize interactive services that can be accessed by anyone, anytime anywhere. This entails consideration of diversity in a variety of dimensions (users, contexts of use and platforms of interactions) and understanding of the global execution context of tasks. The workshop will be organized in two main stages. The first stage will be devoted to the IS4ALL methodology and to a set of reference scenarios from Health Telematics. In the second stage, workshop participants will be asked to reflect on the materials presented and provide feedback to the project.

PARTICIPATION

Participation is open to everyone who is interested in the design, implementation or evaluation of interactive Health Telematics systems and services including user interface designers, developers, managers, usability professionals, human factors engineers and HCI researchers.

REGISTRATION FEES

- 190 Euros: including accommodation (single room - Bed & Breakfast) and meals (dinner on 22 October 2002, lunch on 23 October 2002)
- 150 Euros: including accommodation (twin room - Bed & Breakfast) and meals (dinner on 22 October 2002, lunch on 23 October 2002)
- 70 Euros: including lunch on 23 October 2002

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