

# User-centered Design and Human Computer Interaction Bibliography

*This bibliography includes articles that highlight what User-centered Design (UCD) is and how to execute it with a focus on health related applications. Articles also highlight tools and techniques UCD and Human-computer Interaction (HCI) employ to aid in the design and evaluation of products.*

- [Tools and Definitions](#)
- [User Preferences](#)
- [Evaluation](#)

## **Tools and Definitions**

*Human-centred design processes for interactive systems [Processus de conception centr e sur l'opérateur humain pour les syst mes interactifs] (1st ed.). (1999) Geneva, Switzerland: International Organization for Standardization.*

Ji-Ye Mao, Vredenburg, K., Smith, P. W., & Carey, T. (2005). The state of USER-CENTERED DESIGN PRACTICE. *Communications of the ACM*, 48(3), 105-109.

Johnson, C. M., Johnson, T. R., & Zhang, J. (2005). A user-centered framework for redesigning health care interfaces. *Journal of Biomedical Informatics*, 38(1), 75-87.

Rosenbaum, S., Rohn, J. A., & Humburg, J. (2000). A toolkit for strategic usability: Results from workshops, panels, and surveys. *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*, The Hague, The Netherlands. 337 - 344. from <http://delivery.acm.org.ezproxy.library.wisc.edu/10.1145/340000/332454/p337-rosenbaum.pdf?key1=332454&key2=3714198611&coll=&dl=ACM&CFID=15151515&CFTOKEN=6184618>

Usability Professionals' Association. (2002-2006). *What is user-centered design: About usability: UPA resources*. Retrieved Jan/13, 2007, from [http://www.upassoc.org/usability\\_resources/about\\_usability/what\\_is\\_ucd.html](http://www.upassoc.org/usability_resources/about_usability/what_is_ucd.html)

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## **User Preferences**

Demirbilek, O. & Demirkan, H. (2004). Universal product design involving elderly users: A participatory design model. *Applied Ergonomics*, 35, 361-370.

Shneiderman, B. (1998). Chapter 2: Theories, principles, and guidelines. In *Designing the user interface: Strategies for effective human-computer-interaction* (3rd ed., pp. 51-93). Reading, Mass: Addison Wesley Longman.

Spinuzzi, C. (2005). The methodology of participatory design. *Technical Communication*, 52(5), 163-174.

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# EVALUATION

## Acceptance

Despont-Gros, C., Mueller, H., & Lovis, C. (2005). Evaluating user interactions with clinical information systems: A model based on human-computer interaction models. *Journal of Biomedical Informatics*, 38(3), 244-255.

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## Usability Testing

Allen, M., Currie, L. M., Bakken, S., Patel, V. L., & Cimino, J. J. (2006). Heuristic evaluation of paper-based web pages: A simplified inspection usability methodology. *Journal of Biomedical Informatics*, 39(4), 412-423.

Gould, J.D. & Lewis, C. (1985). Designing for usability: Key principles and what designers think. *Human Aspects of Computing*, 28(3), 300-311.

Hassan, S., & Li, F. (2005). Evaluating the usability and content usefulness of Web sites: A benchmarking approach. *Journal of Electronic Commerce in Organizations*, 3(2), 46-67.

Kim, M. I., & Johnson, K. B. (2004). Patient entry of information: Evaluation of user interfaces. *Journal of medical Internet research*, 6(2), e13.

Proctor, R. W., Vu, K. L., Salvendy, G., & al, e. (2002). Content preparation and management for web design: Eliciting, structuring, searching, and displaying information. *International Journal of Human-Computer Interaction*, 14, 25-92.

Stephens, E. C., Carswell, C. M., & Schumacher, M. M. (2006). Evidence for an elders' advantage in the naive product usability judgments of older and younger adults. *Human factors*, 48(3), 422-433.

Tang, Z., Johnson, T. R., Tindall, R. D., & Zhang, J. (2006). Applying heuristic evaluation to improve the usability of a telemedicine system. *Telemedicine journal and e-health : the official journal of the American Telemedicine Association*, 12(1), 24-34. Tuil, W. S., ten Hoopen, A. J., Braat, D. D., de Vries Robbe, P. F., & Kremer, J. A. (2006). Patient-centred care: Using online personal medical records in IVF practice. *Human reproduction (Oxford, England)*, 21(11), 2955-2959.

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## Usability Testing and Tradeoffs

Masys, D., Baker, D., Butros, A., & Cowles, K. E. (2002). Giving patients access to their medical records via the internet: The PCASSO experience. *Journal of the American Medical Informatics Association : JAMIA*, 9(2), 181-191.

Nielsen, J. *Using discount usability engineering to penetrate the intimidation barrier*. Retrieved Jan/5, 2007, from [http://www.useit.com/papers/querrilla\\_hci.html](http://www.useit.com/papers/querrilla_hci.html)

Tjora, A., Tran, T., & Faxvaag, A. (2005). Privacy vs usability: A qualitative exploration of patients' experiences with secure internet communication with their general practitioner. *Journal of medical Internet research*, 7(2), e15.

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## **Realtime Assessment**

Levin, E., & Levin, A. (2006). Evaluation of spoken dialogue technology for real-time health data collection. *Journal of medical Internet research*, 8(4), e30.

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## **Workflow and Awareness**

Pratt, W., Reddy, M. C., McDonald, D. W., Tarczy-Hornoch, P., & Gennari, J. H. (2004). Incorporating ideas from computer-supported cooperative work. *Journal of Biomedical Informatics*, 37(2), 128-137.

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