

UPTODATE HELPS ANSWER
SIGNIFICANTLY MORE QUESTIONS

An evaluation of five bedside information products using a user-centered, task-oriented approach

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Purpose: The paper compares several bedside information tools using user-centered, task-oriented measures to assist those making or supporting purchasing decisions.

Methods: Eighteen potential users were asked to attempt to answer clinical questions using five commercial products (ACP's PIER, DISEASEDEX, FIRSTConsult, InfoRetriever, and *UpToDate*). Users evaluated each tool for ease-of-use and user satisfaction. The average number of questions answered and user satisfaction were measured for each product.

Results: Results show no significant differences in user perceptions of content quality. However, user interaction measures (such as screen layout) show a significant preference for the *UpToDate* product. In addition, users found answers to significantly more questions using *UpToDate*.

Conclusion: When evaluating electronic products designed for use at the point of care, the user interaction aspects of a product become as important as more traditional content-based measures of quality. Actual or potential users of such products are appropriately equipped to identify which products rate the highest on these measures.

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