Safety Enhanced Design Study
iCare.com, Inc.
iCare EHR Version 2

EHR Usability Test Report of iCare version 2
This report is based on ISO/IEC 25062:2006 Common Industry Format for Usability Test Reports

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Date of Report: 12/17/2019
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**Executive Summary**

Members of the iCare Product Management team conducted a usability test of the iCare Electronic Health Record (EHR), version 2, on 12/10/2019 and 12/16, 2019 in the iCare Development Center. The purpose of this test was to test and validate the usability of the current user interface and to provide evidence of the safety enhanced design of the EHR Under Test (EHRUT).

The iCare EHR has been designed for inpatient and ambulatory clinical documentation, computerized order entry, and clinical decision-making in medical facilities. This product is also being utilized in academic environments as a tool for students preparing for careers in nursing and health information technology. The test cohort included at least one physician, nurse, pharmacist, health information technician, lab technician, and billing and financial specialist.

The test collected performance data on various tasks required by the Office of the National Coordinator (ONC) for a Meaningful Use certified EHR. The areas included in this study were:

1. 170.315 a.1 CPOE Medication
2. 170.315 a.2 CPOE Laboratory
3. 170.315 a.3 CPOE Diagnostic Imaging
4. 170.315 a.4 Drug-drug, Drug-Allergy Interactions Checks
5. 170.315 a.5 Demographics
6. 170.315 a.6 Problem List
7. 170.315 a.7 Medication List
8. 170.315 a.8 Medication Allergy List
9. 170.315 a.9 Clinical Decision Support
10. 170.315 a.14 Implantable Devices
11. 170.315 b.2 Clinical Information Reconciliation

Each test participant was selected as new users with little or no formal training on the use of the iCare EHR. Each participant was given an introductory session covering basic navigation prior to beginning the test.

The following types of data were collected for each participant:

- Number of tasks successful completed within allotted time without assistance.
- Time to complete the tasks
The usability tests were conducted as baseline tests for end-user computer competency and an introduction to the product without formal training. The test administrator did not provide assistance to the participants in how to complete the tasks. Each test lasted approximately two hours with a three-hour time limit.

All participant data was de-identified so that no correlation could be made between the participants and the test results. Following the end of the test period a verbal discussion was conducted to gather general comments and feedback about the iCare product.

The overall results and feedback gathered from the test, determined that the iCare EHR has been designed with enough flexibility to support various types of end-user workflows while maintaining the integrity of the data being entered or presented for clinical decision making. As functionality is modified or increased based on future input from end-users the design foundation should not hinder the usability of the application.

Major Findings:

- The design of the user screens remains consistent throughout the application which supports users to quickly gain a level of proficiency navigating through the system.
- Sections of the application are clearly labeled and navigation is straightforward.
- Menus within the sections/screens of the application apply to the functionality the section is designed to support.
- In areas important to patient safety, information warnings appear that provide the user with data needed for decision-making, however the application does not force a workflow or decision on the user.
- A comparison of menu options available to the end user is based on the permissions of the user profiles assigned to the user.
- Users reported high satisfaction.
Areas for Improvement:

- Several configuration options caused confusion by some users. For example, the setting for e-signatures caused several users to add additional steps when changing orders.

- On Apple computers running Mac OS, several users were confused by scrolling direction and the auto-hiding scroll bars.

Introduction

The EHRUT tested for this study was the iCare Electronic Health Record, version 2, for complete inpatient functionality as required by the Office of the National Coordinator (ONC) for Meaningful Use certification.

Designed to present medical information to healthcare providers and health information technicians in hospitals and academic settings, the EHRUT consists of a cloud based design that supports real-time data capture and presentation within a secured user interface for documenting and retrieving patient data valuable for clinical decision making and supporting actions required for patient care. The usability testing attempted to represent realistic exercises and conditions.

The purpose of this study was to test and validate the usability of the current user interface and to provide evidence of safety enhanced design in the EHR Under Test (EHRUT). To this end, measures of effectiveness, efficiency and user satisfaction, such as clicks, time on task, errors and success rate, were captured during the usability testing.

User Centred Design

The staff at iCare.com continues to focus on the human-centered design approach for the iCare Electronic Health Record (EHR). By focusing on the users, their needs and requirements, and incorporating required patient safety measures we follow the principles of the ISO standard 9241-210:2010.

At iCare, we consider our design process as a collaborative effort that includes input from our users, as well as other industry subject matter experts, to research, create, test, and release functionality that is client-centered, function driven, and supports patient safety. User
requirements are continuously obtained, reviewed, and utilized from the beginning of the design of functionality within the product, whether it is new functionality under consideration or current functionality that is to be modified based on user feedback, until the final release process.

The input obtained from users throughout the research, design, and testing processes is what drives our efforts. The process begins with an idea or a request - we then meet with users that specialize in the area that the functionality is being designed to support. We ask questions and take statements focused on goals, workflow, challenges, and measures for success. Following this type of design process helps ensure that the functionality will meet the needs of our users – current and future. We strive to have a product that maintains a consistent design that makes it easy for the user to navigate through the system with a minimum of effort. This consistency of the design supports our goal to have a product that has a reduced learning curve - each area in the product follows a similar format, for instance menu placement, once the user becomes familiar with how to initiate a command or access data in one section of the product, a similar action can be duplicated in another.

The basic design fundamentals that we adhere to ensures that the iCare EHR is a product that is accessible, consistent, effective, efficient, and meets its goals based on our user’s duty-motivated needs.

**Intended Users**

The iCare system has been designed as a complete EHR for use in inpatient and ambulatory medical care facilities and as a tool for teaching future health care professionals. The iCare EHR is currently being marketed to and used by nurses, doctors, and health information technicians as well as instructors in academic environments teaching students that are studying to enter these professions.

**Test Method**

**Participants**

A total of ten participants were tested on the EHRUT. There was a mixture of backgrounds and basic characteristic to provide a high-level cross-section of potential user backgrounds.

Participants were recruited by a combination of invitations and requests to new customers and applicants for open positions at the company as part of their computer use competency screening prior to the interview phase of the hiring process.
Participants were given the opportunity to have a basic orientation and introductory level of training as the actual end users would have received. Participants were told this testing was to provide a baseline of each user’s knowledge of EHR navigation and that their scores and feedback would be used as usability and improvement data.

Below is a table of participants that includes demographics, professional experience, and computing experience. Participant names were replaced with User IDs so that the individual’s data could not be connected to their identities.

<table>
<thead>
<tr>
<th>USER ID</th>
<th>GENDER</th>
<th>AGE</th>
<th>EDUCATION</th>
<th>OCCUPATION/ROLE</th>
<th>PROFESSIONAL EXPERIENCE</th>
<th>COMPUTER EXPERIENCE</th>
<th>PRODUCT EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Male</td>
<td>70-79</td>
<td>Master’s</td>
<td>Chief Financial Officer</td>
<td>372</td>
<td>Expert</td>
<td>Some</td>
</tr>
<tr>
<td>02</td>
<td>Female</td>
<td>50-59</td>
<td>Associate</td>
<td>Nurse</td>
<td>120</td>
<td>Average</td>
<td>Oriented</td>
</tr>
<tr>
<td>03</td>
<td>Female</td>
<td>40-49</td>
<td>Some college</td>
<td>Health Information Manager</td>
<td>252</td>
<td>Average</td>
<td>None</td>
</tr>
<tr>
<td>04</td>
<td>Male</td>
<td>50-59</td>
<td>Some college</td>
<td>Lab Technician</td>
<td>180</td>
<td>Good</td>
<td>None</td>
</tr>
<tr>
<td>05</td>
<td>Male</td>
<td>50-59</td>
<td>Some college</td>
<td>Lab Technician</td>
<td>264</td>
<td>Good</td>
<td>None</td>
</tr>
<tr>
<td>06</td>
<td>Male</td>
<td>50-59</td>
<td>Doctorate</td>
<td>Pharmacy Manager</td>
<td>156</td>
<td>Good</td>
<td>None</td>
</tr>
<tr>
<td>07</td>
<td>Female</td>
<td>60-69</td>
<td>Associate</td>
<td>Medical Billing Specialist</td>
<td>60</td>
<td>Expert</td>
<td>None</td>
</tr>
<tr>
<td>08</td>
<td>Female</td>
<td>30-39</td>
<td>Bachelor’s</td>
<td>Nurse</td>
<td>84</td>
<td>Average</td>
<td>None</td>
</tr>
<tr>
<td>09</td>
<td>Female</td>
<td>60-69</td>
<td>Bachelor’s</td>
<td>Medical Billing Specialist</td>
<td>60</td>
<td>Average</td>
<td>None</td>
</tr>
<tr>
<td>10</td>
<td>Male</td>
<td>30-39</td>
<td>Doctorate</td>
<td>Physician</td>
<td>192</td>
<td>Good</td>
<td>Some</td>
</tr>
</tbody>
</table>

**NOTE:**
Participants were scheduled from fifteen to thirty minutes per functionality section with five to ten minute breaks between each area section test.

**Test Design**

The objective of this test was to uncover areas where the application performed as expected as well as areas where the application failed to meet the needs of the participants. The data from this test will serve as a baseline for future tests and updated versions of this application. The feedback from participants will be included with other suggestions for new or improved functionality for the product.

During the test, participants were encouraged to interact with each other in order for the facilitators to gage the type of spontaneous feedback would occur among users. The application was evaluated for effectiveness, efficiency and satisfaction as defined by the goal of each task to be completed. Overall, the participants did not report any deviation in understanding the objective or ability to complete the task within the time allotted.

**Tasks**

The tasks selected were determined on the needs of usability, user risk, and the ability to report findings for Meaningful Use reporting. The following areas were prioritized as follows for testing:

1. Record and Change a Medication Order
2. Record and Change a Laboratory Order
3. Record and Change a Imaging Order
4. Record and Change Patient Demographics
5. Record and Change Problem List
6. Record and Change Medication List
7. Record and Change Medication Allergy List
8. Trigger a drug-drug interaction and drug-allergy alert by entering a new medication order
9. Add, Trigger, and View CDS Interventions.
10. Record Change Implantable Devices list with UDI
11. Incorporate CCDA and conduct reconciliation for all three (CCD, Referral Note, Discharge Summary), generate new CCDA

The test was designed to ensure that a user could enter, access, and/or modify data within areas 1 through 7. For item 8, Clinical Support, the focus was on ensuring that as data was entered or modified, the proper alerts would appear to ensure the user could make an informed decision.

**Risk Assessment**
Each task was assessed a risk rating of low, moderate, or high, based on the likelihood of error combined with the relative patient safety impact of any potential error.
<table>
<thead>
<tr>
<th>Task ID</th>
<th>Task Description</th>
<th>Likelihood of Error</th>
<th>Patient Safety Impact of Error</th>
<th>Overall Risk Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.1</td>
<td>Computerized provider order entry (CPOE) – create medication order</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A1.2</td>
<td>Computerized provider order entry (CPOE) – change medication order</td>
<td>Low</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A1.3</td>
<td>Computerized provider order entry (CPOE) – display medication order</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A2.1</td>
<td>Computerized provider order entry (CPOE) – create laboratory order</td>
<td>Moderate</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A2.2</td>
<td>Computerized provider order entry (CPOE) – change laboratory order</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A2.3</td>
<td>Computerized provider order entry (CPOE) – display laboratory order</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>A3.1</td>
<td>Computerized provider order entry (CPOE) – create diagnostic imaging order</td>
<td>Moderate</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A3.2</td>
<td>Computerized provider order entry (CPOE) – change diagnostic imaging order</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A3.3</td>
<td>Computerized provider order entry (CPOE) – display diagnostic imaging order</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>A4.1</td>
<td>Drug-drug, drug-allergy interaction checks for CPOE - trigger a drug-drug interaction alert</td>
<td>Low</td>
<td>High</td>
<td>Moderate</td>
</tr>
<tr>
<td>A4.2</td>
<td>Drug-drug, drug-allergy interaction checks for CPOE - trigger a drug-allergy interaction alert</td>
<td>Low</td>
<td>High</td>
<td>Moderate</td>
</tr>
<tr>
<td>A4.3</td>
<td>Drug-drug, drug-allergy interaction checks for CPOE - adjust drug-drug severity alert threshold</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A5.1</td>
<td>Demographics - enter</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A5.2</td>
<td>Demographics - change</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>A5.3</td>
<td>Demographics - display</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>A6.1</td>
<td>Problem list - enter problem</td>
<td>Moderate</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A6.2</td>
<td>Problem list - change problem</td>
<td>Moderate</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A6.3</td>
<td>Problem list - display active and historical problem list</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A7.1</td>
<td>Medication list - enter medication list order</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A7.2</td>
<td>Medication list - change medication list order</td>
<td>Low</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A7.3</td>
<td>Medication list - display active and historical medication list</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A8.1</td>
<td>Medication allergy list - enter medication allergy</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A8.2</td>
<td>Medication allergy list - change medication allergy</td>
<td>Low</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A8.3</td>
<td>Medication allergy list - display active and historical medication allergy list</td>
<td>Low</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A9.1</td>
<td>Clinical decision support (CDS) - add a CDS intervention</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A9.2</td>
<td>Clinical decision support (CDS) - trigger a CDS intervention</td>
<td>Low</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A9.3</td>
<td>Clinical decision support (CDS) - view the intervention/resource information using the Infobutton standard for data elements in the problem list, medication list, and demographics</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A9.4</td>
<td>Clinical decision support (CDS) - trigger and view CDS intervention information and resources from transition of care</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>A9.5</td>
<td>Clinical decision support (CDS) - access the following attributes for one of the triggered CDS interventions/resources: bibliographic citation, developer, funding source, release/revision date</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A14.1</td>
<td>Implantable device list - enter implantable device</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A14.2</td>
<td>Implantable device list - change implantable device</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>A14.3</td>
<td>Implantable device list - display implantable device list</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>B2.1</td>
<td>Clinical information reconciliation and incorporation - medication list reconciliation</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>B2.2</td>
<td>Clinical information reconciliation and incorporation - create CCDAs with reconciled data</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
</tbody>
</table>
**Procedure**
The tests were facilitated by the iCare Meaningful Use Project Manager and senior management. To ensure consistency in communication to all participants, the same staff member delivered the same level of minimal product training in a group environment to all participants. To ensure that proper attention was given to the test groups, the number of participants was kept to a small number for each session.

Participants were instructed to perform each given task as quickly as possible and that if they experienced uncertainty in how to perform a given task to alert the facilitator as soon as possible. Only questions requesting clarification of a task were addressed and only after the specific task section was completed could group discussion occur.

Although each task was timed, the participants were allowed to complete each section, without having the time limits announced. It was decided that this would result in fewer mistakes as a result of stress. The task time was recorded once the participant indicated they had successfully completed the task.

**Test Locations**
The test areas were quiet and included individual workstations for each participant. Three of the participants were tested in a group environment on a college campus, two were tested at the iCare facility in separate rooms, and one participant was tested via a webcast hosted by the project manager while the participant sat at home. These various locations were chosen to simulate real working environments by potential users.

**Test Environment**
The application has been designed as a cloud (web) based product which allows the user to use it via any type of computer or mobile device. The application defaults were set by the iCare team - the participants were not given the administrative permission to make changes to the default settings unless required by a test segment. Each user was allowed to select the web browser that he or she was most comfortable with or being used by the company that was allowing the test to occur at their site – only two Internet browsers were selected for the test groups.
**Test Forms and Tools**
Two forms were used for testing:
1. The test form consisted of a list of patients with problems, allergies, orders (medications, labs, and radiology), and progress notes.
2. Test Usability Scoring Sheet

Examples of these forms can be found in the Appendix section.

**Participants Instructions**
The testing was introduced following two specific scenarios:
1. As an introduction to functionality testing to new employees.
2. As a baseline evaluation for new users to provide testing and feedback on the product design.

The following statement was made to both groups:
Thank you for volunteering to perform new user testing on the iCare EHR. Your ability to perform the tasks presented in this test are not a reflection on your knowledge of computer software, the results of this test will assist us in gaining knowledge on the ease of use of the product and identify any areas in the design that require modifications or improvement. You will be given a patient record to use for entering, changing, and accessing data within the record. In some cases, based on your entry, we are looking to see how the application responses, such as with warning messages or the requirement of you to perform another step to complete the task you have been assigned.

If you face any issues or have general questions regarding the objective of the task, please feel free to ask me, however be aware that I will not encourage or participate in a discussion of how to perform a task until that task has been completed or the task could not be performed.

**Usability Metrics**
The goal is for users to interact with the system effectively, efficiently, and with an acceptable level of satisfaction. To this end, metrics for effectiveness, efficiency and user satisfaction were captured during the usability testing.

The goals of the test were to assess:
1. Effectiveness of the iCare EHR by measuring participant success rates and errors
2. Efficiency of the iCare EHR by measuring the path deviations
3. Satisfaction with the iCare EHR by measuring ease of use ratings

**Data Scoring**

The following table provides information regarding how the tasks were scored.

<table>
<thead>
<tr>
<th>Measures</th>
<th>Rationale and Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Effectiveness:</strong></td>
<td>A task was counted as a “Success” if the participant was able to achieve the correct outcome, without assistance, within the time allotted on a per task basis.</td>
</tr>
<tr>
<td>Task Success</td>
<td>The total number of successes were calculated for each task and then divided by the total number of times that task was attempted.</td>
</tr>
<tr>
<td><strong>Effectiveness:</strong></td>
<td>If the participant abandoned the task, did not reach the correct answer or performed it incorrectly, the task was counted as a “Failure.”</td>
</tr>
<tr>
<td>Task Failure</td>
<td>The total number of errors was calculated for each task and then divided by the total number of times that task was attempted.</td>
</tr>
<tr>
<td><strong>Efficiency:</strong></td>
<td>The participant’s path (i.e., steps) through the application was recorded. Deviations occur if the participant, for example, went to a wrong screen, clicked on an incorrect menu item, followed an incorrect link, or interacted incorrectly with an on-screen control. This path was compared to the optimal path.</td>
</tr>
<tr>
<td>Task Deviations</td>
<td></td>
</tr>
<tr>
<td><strong>Satisfaction:</strong></td>
<td>Participant’s subjective impression of the ease of use of the application was measured by administering a simple post-task question. After each task, the participant was asked to rate</td>
</tr>
<tr>
<td>Task Rating</td>
<td></td>
</tr>
</tbody>
</table>
“Overall, this task was:” on a scale of 1 (Very Difficult) to 5 (Very Easy).

Results

Data Analysis and Reporting
The results of the usability test were calculated according to the methods specified in the Usability Metrics section above.

Participants who failed to follow session and task instructions had their data excluded from the analyses. [NOTE: All participants followed session and task instructions – therefore no exclusions were required.]
Discussion of the Findings

1. Effectiveness
Based on a combination of the testing results and the feedback from the participants it has been determined that the iCare EHR is an application that supports a workflow that provides an effective means for placing orders pertaining to patient care, documenting this care in a manner that is easy to understand, and accessing information stored in the patient’s chart.

2. Efficiency
According to the findings of the test, combined with feedback from the test participants, the cloud based technology of the iCare EHR provides the an efficient process for documenting patient care, placing orders (medication, laboratory, and radiology/imaging), as well as accessing and modifying the data. The information input into the system initiates an action or can be accessed in real time – reducing the margin for error and increasing patient care productivity.

3. Satisfaction
The test participants reported that they found the iCare application as an easy to understand and use product. Most area patient chart areas in application are clearly labelled and due to the stable design (for instance the placement and functionality of the Action button) the application reduces the learning curve for using the software and supports a consistent means of performing most actions.

4. Error Rate and Deviations
Each participant was allowed to attempt to complete a task for a minimum of two attempts or make the self-decision to stop trying before the task completion was considered a failure. [NOTE: No participants made the decision to stop attempting to complete a task; when a deviation occurred the participants, on their own accord, made the decision to stop, rethink the path that they were following and started the task again.]

5. Major Findings
The participants reported
- That the design of the user screens remains consistent throughout the application which supports the ability for users to quickly gain a level of proficiency navigating through the system.
• Most sections within the patient chart labelled based on the data that is contained in the screens or the functionality that is to be performed.

• Menus presented from the Action button apply to the functionality the section is designed to support – this allowed the participants to feel as though the software was easy to learn without extensive training.

• The participants felt that the iCare EHR was designed with patient safety in mind
  – The pop-up intervention screens provided the user with data needed for decision-making, however the application does not force a workflow or decision on the user.

• The user liked the fact that the menu options available to the end user is based on the permissions of the user profiles assigned to the user. In this way, the software can be configured to address the needs and roles of the users.

6. Areas for Improvement
The participants provided the following feedback regarding areas of possible improvement:

• The options that are available to the end user are controlled by the user profile configuration options however, it would be useful if the configurations could be made apparent to new users.

• There is a need to include vital sign interventions in the Notification List area of the software instead of making the user open the patient chart to see an intervention. This type of notification is already present for critical lab results.

Appendices
A. Sample recruiting Screener

Recruiting Script for Recruiting Participants

Hello, I am representing iCare.com. We are recruiting individuals to participate in a usability study for our electronic health record. We would like to ask you a few questions to see if you qualify and if you would like to participate. This should only take a few minutes of your time. This is strictly for research purposes. Can I ask you a few questions?

1. Have you participated in a focus group or usability test in the past 6 months?

2. Which of the following best describes your age? [23 to 39; 40 to 59; 60 to 74; 75 and older]

3. Do you require any assistive technologies to use a computer?

Professional Demographics
4. What is your current position and title? (Must be healthcare provider)
   - RN: Specialty
   - Physician: Specialty
   - Resident: Specialty
   - Administrative Staff
   - Other

5. How long have you held this position?

6. Describe your work location (or affiliation) and environment? [e.g., private practice, health system, government clinic, etc.]

7. Which of the following describes your highest level of education? [e.g., high school graduate/GED, some college, college graduate (RN, BSN), postgraduate (MD/PhD), other (explain)]

**Computer Expertise**

8. Besides reading email, what professional activities do you do on the computer? [e.g., access EHR, research; reading news; shopping/banking; digital pictures; programming/word processing, etc.]

9. About how many hours per week do you spend on the computer? [e.g., 0 to 10, 11 to 25, 26+ hours per week]

10. What computer platform do you usually use? [e.g., Mac, Windows, etc.]

11. What Internet browser(s) do you usually use? [e.g., Firefox, IE, AOL, etc.]

12. In the last month, how often have you used an electronic health record?

13. How many years have you used an electronic health record?

14. How many EHRs do you use or are you familiar with?

15. How does your work environment patient records?
   - On paper
   - Some paper, some electronic
   - All electronic

**Contact Information**

Those are all the questions I have for you. Your background matches the people we're looking for. Would you be able to participate on [date, time]?

May I get your contact information?

- Name of participant:
- Address:
- City, State, Zip:
- Daytime phone number:
- Evening phone number:
- Alternate [cell] phone number:
B. Participant Demographics

The participants in this study were selected based on their availability and expressed interest in using the iCare EHR.

C. Nondisclosure Agreement and Informed Content

Non-Disclosure Agreement

THIS AGREEMENT is entered into as of __, 2019, between (“the Participant”) and the testing organization iCare.com, Inc. located 401 E. Las Olas Blvd., Ste 1400, Fort Lauderdale, FL 33301

The Participant acknowledges his or her voluntary participation in today’s usability study may bring the Participant into possession of Confidential Information. The term "Confidential Information" means all technical and commercial information of a proprietary or confidential nature which is disclosed by Test Company, or otherwise acquired by the Participant, in the course of today’s study.

By way of illustration, but not limitation, Confidential Information includes trade secrets, processes, formulae, data, know-how, products, designs, drawings, computer aided design files and other computer files, computer software, ideas, improvements, inventions, training methods and materials, marketing techniques, plans, strategies, budgets, financial information, or forecasts.

Any information the Participant acquires relating to this product during this study is confidential and proprietary to iCare.com, Inc. and is being disclosed solely for the purposes of the Participant’s participation in today’s usability study. By signing this form the Participant acknowledges that will not disclose this confidential information obtained today to anyone else or any other organizations.

Participant’s printed name:

Signature:

Date:
Informed Consent

iCare.com, Inc. would like to thank you for participating in this study. The purpose of this study is to evaluate an electronic health records system. If you decide to participate, you will be asked to perform several tasks using the prototype and give your feedback. The study will last about 60 minutes. At the conclusion of the test, you will be compensated for your time.

Agreement
I understand and agree that as a voluntary participant in the present study conducted by iCare.com, Inc. I am free to withdraw consent or discontinue participation at any time. I understand and agree to participate in the study conducted by the iCare.com, Inc.
I understand and agree that the purpose of this study is to make software applications more useful and usable in the future.
I understand and agree that the data collected from this study may be shared with outside of iCare.com, Inc. and iCare.com, Inc.’s client. I understand and agree that data confidentiality is assured, because only de-identified data – i.e., identification numbers not names – will be used in analysis and reporting of the results.
I agree to immediately raise any concerns or areas of discomfort with the study administrator. I understand that I can leave at any time.

Please check one of the following:

☐ YES, I have read the above statement and agree to be a participant.
☐ NO, I choose not to participate in this study.

Signature:

Date:
D. Moderator’s Guide

Administrator ______________________
Data Logger _______________________
Date _______________________
Time _______________________
Participant # _______________________
Location _______________________

Prior to testing
- Confirm schedule with Participants
- Ensure EHRUT lab environment is running properly
- Ensure lab and data recording equipment is running properly

Prior to each participant:
- Reset application
- Start session recordings with tool

Prior to each task:
- Reset application to starting point for next task

After each participant:
- End session recordings with tool
Orientation (X minutes)

Thank you for participating in this study. Our session today will last **XX minutes**. During that time you will take a look at an electronic health record system.
I will ask you to complete a few tasks using this system and answer some questions. We are interested in how easy (or how difficult) this system is to use, what in it would be useful to you, and how we could improve it. You will be asked to complete these tasks on your own trying to do them as quickly as possible with the fewest possible errors or deviations. Do not do anything more than asked. If you get lost or have difficulty I cannot answer help you with anything to do with the system itself. Please save your detailed comments until the end of a task or the end of the session as a whole when we can discuss freely.
I did not have any involvement in its creation, so please be honest with your opinions.

The product you will be using today is *describe the state of the application, i.e., production version, early prototype, etc.* Some of the data may not make sense as it is placeholder data.
We are recording the audio and screenshots of our session today. All of the information that you provide will be kept confidential and your name will not be associated with your comments at any time.
Do you have any questions or concerns?

**Preliminary Questions (X minutes)**

What is your job title / appointment?
How long have you been working in this role?
What are some of your main responsibilities?
Tell me about your experience with electronic health records.
Usability Testing Tasks and Paths

CPOE Order Medication §170.314(a)(1)

1 Create Order
  Login-> Click No in the Pop up-> Type R83860-> Click Search->Double Click on Patient Record-> On Order Screen Left lower Panel Click on + sign Pharmacy Medications-> Click Unit Dose Medications-> Type Aceta... -> Select ACETAMINOPHEN 325mg -> Select Dose 325 mg-> Frequency: Type BID and Select from drop down-> Click Perform Drug Check-> Accept Order-> Click on right upper corner User Name -> Click Log out

2 Change Order
  Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen Select Order Acetaminophen 325 mg-> From Actions menu select Change -> Frequency: Type DAILY and Select DAILY PRN from drop down-> Click Perform Drug Check-> Accept Order-> Log out

3 Display Order with Change
  Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen Point the Mouse o Order column content and view the content-> Log out

CPOE Order Laboratory §170.314(a)(2)

4 Create Order
  Login-> Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen Left lower Panel Click on Laboratory-> Type CBC in Available Lab Test field -> Select CBC Profile->Accept Order-> Log out

5 Change Order
  Login-> Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen select Lab CBC Profile-> Select Change from Actions Menu-> Type LIPID in Available Lab Test field -> Select Lipid Profile->Accept Order-> Log out

6 Display Order with Change
  Login->Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen point the cursor on the content for Lab Order in Order column and view the content-> Log out
CPOE Order Imaging Order §170.314(a)(3)

7 Create Order
Login->Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen Left lower Panel Click on Imaging ->Select Imaging type(CT Scan)->select Imaging Procedure(CT ABD & PELVIS W W/O CONTRAST) ->Select reason for study->Select Date of Desired->Select category-> Click on Save button->Log out

8 Change Order
Login->Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> on Orders screen select Imaging order->From Action menu select change->Change Imaging type as Mammography ->Save->log out

9 Display Order with Change
Login->Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen point the cursor on the content for Imaging order in Order column and view the content-> Log out

Drug-Drug, Drug- Allergy Intervention §170.314(a)(4)

10 Trigger a Drug-Drug Interaction
Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen Left lower Panel Click on + sign Pharmacy Medications-> Click Unit Dose Medications-> Type Warfarin.. - > Select Warfarin Tab -> Dose 2.5 mg-> Frequency: Type BID and Select from drop down-> Click Perform Drug Check-> View the Drug-Drug Interaction information- > View the legend for Severity level and Note the level of Severity-> Cancel and Log out

11 Trigger a Drug-Allergy Interaction alert
Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Order Screen Left lower Panel Click on + sign Pharmacy Medications-> Click Unit Dose Medications-> Type Ibuprofen.. - > Select Ibuprofen12 Tab -> Dose 400 mg-> Frequency: Type BID and Select from drop down-> Click Perform Drug Check-> View the Drug-Allergy interaction alert for Ibuprofen-> Cancel and Log out
### Adjust Drug-Drug Interaction Severity for the Displayed Drug

Login-> Press OK on the Pop up screen-> Click on Admin-> Click on Medication & Pharmacy -> Click on Drug Interaction Severity-> Check the Check box for option 'Severe - Do Not Take These Drugs Together' -> Click Save

Click on the Patient Chart shown next to Home-> On Order Screen Left lower Panel Click on + sign Pharmacy Medications-> Click Unit Dose Medications-> Type Warfarin.. -> Select Warfarin Tab -> Dose 2.5 mg-> Frequency: Type BID and Select from drop down-> Click Perform Drug Check-> There will be no Drug-Drug interaction alert.: See the text No Interaction..-> Cancel and Log out

### Demographics §170.314(a)(5)

**Record**

Enter User Name and Password and Click Login-> Click + Sign next to Home and Select Register-> Enter
- First Name : MERVIN,
- Last Name : WILMAN
- DOB: 06/01/1967

Select the following
- Gender: Male
- Race: White
- Ethnicity: Not Hispanic or Latino
- Preferred Language: English
- Do You Think Yourself as: Straight or Heterosexual
- What is your current Gender Identity: Male

Click Save

Click Home Tab-> enter Name WILMAN,MERVIN-> Click Search-> Double click the record-> Click Patient Info Tab-> Click Death Info from lower section-> Type Cardiac Arrest in Preliminary cause of Death-> Enter Date; Current Date -> Click Save -> Log out

### Change

Enter User Name and Password and Click Login-> Enter WILMAN,MERVIN and Search-> Double click on the record-> Click Patient Info-> and Change
- First Name : CATHERINE,
- Last Name : MERVIN
- DOB: 06/01/1992

Select the following
- Gender: Female
- Race: Asian
- Ethnicity: Hispanic or Latino
- Preferred Language: Spanish
- Do You Think Yourself as: Don't Know
- What is your current Gender Identity: Female
- Cause of Death: Respiratory Arrest
- Date Of Death: 12/12/2019

Click Save-> Log out
**Display**

Enter User Name and Password and Click Login-> Enter MERVIN,CATHERINE and Search-> Double click on the record-> Click Patient Info->

View the data

First Name : CATHERINE,
Last Name : MERVIN
DOB: 06/01/1992

Select the following

Gender: Female
Race: Asian
Ethnicity: Hispanic or Latino
Preferred Language: Spanish
Do You Think Yourself as: Don’t Know
What is your current Gender Identity: Female
Cause of Death: Respiratory Arrest
Date Of Death: 12/12/2019

Log out

**Problem List §170.314(a)(6)**

**Create Problem List**

Login->Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> Select Problems tab ->Go to Action Menu->select Create New Problem->Type problem(Fever)-> Click on search -> select Fever 106 degrees F or over ->Click on OK -> Select problem status-> click on OK ->Log out

**Change Problem List**

Login-> Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> Select Problems tab ->Select added problem ->Go to Action Menu->select Change Problem->Click on edit icon next to problem name->Type problem(Headache)-> Click on search -> select Headache above the eye region ->Click on OK -> Change problem status-> click on OK ->Log out

**Display Problem List with Change**

Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> On Problem Screen point the cursor on the content for Problem view content->Log Out
Medication List §170.314(a)(7)

19  **Create Medication List**

Login->Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> Select Meds tab ->Go to Action Menu -> Select New Medication-> Type Acetamin... -> Select Dose 325 mg-> Frequency: Type BID and Select from drop down-> Click Perform Drug Check-> Accept Order-> Go to Orders->Select Medication Order-> Go to Action-> Select Sign Selected-> Accept Order-> Enter E-signature(123456)-> Click on OK button-> Go to Meds tab-> Verify Medication is displayed-> Log Out

20  **Change Medication List**

Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> Select Meds tab -> Go to Action Menu -> Select Change > Change Frequency: type Daily and select from drop down -> Click perform Drug Check-> Accept Order-> Log Out

21  **Display Medication List**

Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> Select Meds tab -> Hover on Meds order content will display for meds order-> Log Out

Medication Allergy List §170.314(a)(8)

22  **Create Allergy List**

Login-> Type R83860-> Click Search-> Double Click on Patient Record-> Select Allergy tab ->Go to Action Menu -> Click on Add Allergy-> Type IBUPROFEN and select same from National Drug File- Trade Name> select Observed-> select nature of reaction (Allergy)-> Select Severity (Moderate)-> Select Reaction date-> Select Sign/Symptoms (Hives) Drag to the Selected Symptoms box select Date-> Enter Comments-> Click on OK-> Log Out

23  **Change Allergy List**

Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> Select Allergy tab -> Go to Action Menu -> Click on Edit Allergy-> Edit Severity (High)-> Click on ok-> Log Out

24  **Display Allergy List**

Login-> Press OK on the Pop up screen-> Click on the Patient Chart shown next to Home-> Select Allergy tab-> Hover on Allergy order content will display for Allergy-> Log Out
Add a CDS intervention

1. Open the Admin Screen - Clinical Reminder and Select current user
2. Search and select the following reminder for the elements and click on the right arrow
   Problem list: HbA1c for Diabetes
   Medication list: WARFARIN
   At least one Demographic: Pneumococcal PPSV23(Pneumovax) for age > 65
   Laboratory Test: Control Your Cholesterol
   Vital Signs: Body Mass Index >25
   Medication Allergy List: Select Penicillin Allergy from Allergy screen
   And a combination of at least 2 of the elements listed above (Problem & Lab) - Blood Pressure >= 140/90 mmHg AND Race = Black or African American
   Click Apply

Trigger a CDS intervention

From Problem Screen Add Problem- Diabetes one ICD (ICD 10 8-13)
View the cover sheet after refresh
Order Screen_ Order WARFARIN and Sign
View the Cover sheet after Refresh"
Patient Info_ enter/edit DOB 1952 (Age > 65)
View the Cover sheet after Refresh
Home _ Laboratory Screen_ Select Result Entry from Actions screen and Search Test Patient 1 by Admission Date
Select the Test Patient 1 (double click the record)
Direct Entry_Test_Cholesterol LDL
Add result > 99 , Provider , Date and Time and save.
View the Cover sheet after Refresh
Vital Signs Screen_ Add Height 177 cm and Height 92 kg
View the Cover sheet after Refresh
Click on the Posting icon next Patient Name, which will have alphabet 'A' shown.
View the Medication Allergy Name in the Pop up screen.
For test patient 2
Add Vitals - Blood Pressure = 140/90
On patient info, set Race to Black or African American
View the Cover Sheet alert

View CDS intervention Information and Resources

Open Reminder screen- Click on the Clock icon near Patient Name or Reminder Tab
Select HbA1c for Diabetes and view the maintenance from view menu.
Click on the URL for the details.
Open Reminder screen- Click on the Clock icon near Patient Name or Reminder Tab
Select WARFARIN and view the maintenance from view menu.
Click on the URL for the details.
Open Reminder screen- Click on the Clock icon near Patient Name or Reminder Tab
Select Pneumococcal PPV23 and select Reminder Inquiry from View Menu and Click on the URL provided.

27 Trigger and view CDS intervention from transition of care
Login-> trigger the CDS interventions/resources based on data elements in the problem list, medication list, and medication allergy list by incorporating patient information from a transition of care/referral summary / click infobutton / Select Test Patient 3 (Inpatient) / Link the same document with Test Patient 3
1. Reconciliation- Reconcile Problem List, Medication List, Allergy List
2. Sign the reconciled medication order from Orders Screen
View Cover sheet for Test Patient 3
a. Click the Posting ICON with letter 'A' to view the reminder triggered by the transition of care
b. View the HbA1c for Diabetes, WARFARIN reminders on Cover Sheet View intervention resources and attributes

28 Access the following attributes for one of the triggered CDS interventions/resources: bibliographic citation, developer, funding source, release/revision date
Reminder screen- Select HbA1c for Diabetes and click on Reminder Maintenance from View menu and click on the URLs shown for Bibliographic citation, Developer, Funding Source and Release/revision date one by one

Implantable Devices List §170.314(a)(14)
29 Record UDI
Enter User Name and Password and Click Login-> Type R83860-> Click Search->Double Click on Patient Record-> Click Patient Info tab ->Click on Actions and select Implantable Devices->Click on 'Add' button-> copy and paste (01)00643169007222[17]160128[21]BLC200461H in the UDI field-> Click Verify FDA -> Enter Implant Date 09/11/2017-> Click Save -> Close screen ->Log out

30 Change UDI
Enter User Name and Password and Click Login-> Type R83860-> Click Search->Double Click on Patient Record-> Click Patient Info tab ->Click on Actions and select Implantable Devices->Select the record from the grid-> Change the Implant Date to 11/08/2019-> Click Save->Close screen ->Log out

31 Access UDI
Enter User Name and Password and Click Login-> Type R83860-> Click Search->Double Click on Patient Record-> Click Patient Info tab ->Click on Actions and select Implantable Devices->Select the record from the grid-> View the record with implant date 11/08/2019-> Click Cancel->Log out
Clinical Information Reconciliation and Incorporation §170.314(b)(2)

Medication List Reconciliation

Login -> Press OK on the Pop up screen -> Click on the Patient Chart shown next to Home -> Click Med tab -> Click Action Menu and select Create Reconcile List -> Select the file from the Grid shown -> Select CLINDAMYCIN from left panel, drag and drop to right side first grid -> Frequency type BID -> Select BID -> Click Perform Drug check button -> Click Accept -> Click Actions Menu -> Select Complete Reconciliation -> Click Accept Order -> in eSignature field type 123456 and press Accept -> Press OK -> Log out

Create CCDA with Reconciled data

Login -> Press OK on the Pop up screen -> Click on the Patient Chart shown next to Home -> Click Reports tab -> Click Clinical Summary -> Select Continuity of Care -> Select the Date -> Log out

Each participant was taken to the starting point of the each task and after the task completion the Success with three options as above was recorded. The time taken and the comments were also recorded as per the format above.

Each Task had the Optimal Path defined and it recorded if the participant followed the correct path or had minor or major deviation as shown in the format above.

Observed Comments/verbalizations were also recorded. Participant rated each task as per Likert scale. From Very Difficult(1) to Very Easy(5)

The tasks selected for this test are based on the criteria required for the iCare EHR to obtain certification as a completed inpatient EHR. The product functionality has been designed to allow the user to select a menu command from the “Action” button or select from a set of menu options that are always visible on screen that has been selected. The tasks are reflected on the screen that is labelled by a tab for the item to be found such as Orders, Medications, etc. Once the user selects the area they wish to work in, the Action button menu items listed are for the screen the user has selected.
Below are samples of the optimal path for navigating through the application.

**Record Laboratory Order**
Orders Tab -> Write Orders->Laboratory -> Available Lab Tests Field -> Search and Select LDL-> Complete Fields (Collection Sample, Collection Date, etc) -> Click OK Button

**Record Medication Allergy List**
Allergies Tab -> Click Actions Button -> Select Add Allergy -> Select Observed/Historical ->Enter Allergy Name (Penicillin) and search -> Select Penicillin from list-> Select Nature of Reaction -> Enter Severity -> Enter Reaction Date-> Select Sign/Symptoms drag and drop and enter date -> Add comment -> Click OK Button

**Drug-Drug, Drug- Allergy List Interventions**
The user will follow the process for ordering a medication, however in order to place the order, first the user must click a button labelled “Perform Drug Check” which will check drug-drug interaction, medication allergies, dosage limits, and drug order duplications.
Orders Tab -> Write Orders-> Pharmacy Orders-> Unit Dose Medication->Enter WARFARIN and Select -> Complete Fields from drop down menus (Dosage, Route, Frequency, Priority)-> Click Perform Drug Check Button -> Order Check Screen will appear for review with Drug-Drug interaction and Drug- allergy alerts and intervention. The user has the opportunity to Cancel or Accept the Order.

**Final Questions (X Minutes)**
What was your overall impression of this system?
What aspects of the system did you like most?
What aspects of the system did you like least?
Were there any features that you were surprised to see?
What features did you expect to encounter but did not see? That is, is there anything that is missing in this application?
Compare this system to other systems you have used.
Would you recommend this system to your colleagues?

*Administer the SUS*
### E. System Usability Scale Questionnaire

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I think that I would like to use this system frequently</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. I thought the system was easy to use</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. I think that I would need the support of a technical person to be able to use this system</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5. I found the various functions in this system were well integrated</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6. I thought there was too much inconsistency in this system</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7. I would imagine that most people would learn to use this system very quickly</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8. I found the system very cumbersome to use</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9. I felt very confident using the system</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10. I needed to learn a lot of things before I could get going with this system</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>