



TECHNICAL REPORT



**Medical devices –
Part 2: Guidance on the application of usability engineering to medical devices**

INTERNATIONAL
ELECTROTECHNICAL
COMMISSION

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CONTENTS

FOREWORD.....	6
INTRODUCTION.....	8
1 Scope and purpose.....	9
1.1 Scope.....	9
1.2 Purpose.....	9
2 Normative references.....	10
3 Terms and definitions.....	11
4 Mapping between the requirements of IEC 62366-1 and the guidance of IEC TR 62366-2.....	14
5 Background and justification of the USABILITY ENGINEERING program.....	14
5.1 How SAFETY relates to USABILITY.....	14
5.2 Reasons to invest in USABILITY ENGINEERING.....	15
6 How to implement a USABILITY ENGINEERING program.....	16
6.1 Effective USABILITY ENGINEERING programs.....	16
6.2 Effective USABILITY ENGINEERING projects and plans.....	16
6.3 Apply an appropriate level of USABILITY ENGINEERING expertise.....	17
6.4 Ensure the necessary resources are available and well timed.....	18
6.5 RISK MANAGEMENT as it relates to USABILITY ENGINEERING.....	18
6.5.1 RISK ANALYSIS.....	18
6.5.2 RISK CONTROL.....	19
6.5.3 Information for SAFETY.....	20
6.5.4 Overall evaluation of RESIDUAL RISK.....	22
6.6 USABILITY ENGINEERING FILE.....	22
6.7 Tailoring the USABILITY ENGINEERING effort.....	23
7 Overview of the USABILITY ENGINEERING PROCESS.....	24
8 Prepare the USE SPECIFICATION.....	27
8.1 Initiate USE SPECIFICATION.....	27
8.2 Analyse the intended USERS, anticipated USER TASKS and intended USE ENVIRONMENTS.....	28
8.2.1 Intended USERS.....	28
8.2.2 Anticipated USER TASKS.....	30
8.2.3 Intended USE ENVIRONMENT.....	30
8.3 Finalize the USE SPECIFICATION.....	30
8.4 Recommended methods for developing the USE SPECIFICATION.....	31
8.4.1 General.....	31
8.4.2 Contextual inquiry and observation.....	31
8.4.3 Interview and survey techniques.....	31
8.4.4 Expert reviews.....	32
8.4.5 Advisory panel reviews.....	32
8.4.6 USABILITY TESTS.....	32
9 Identify USER INTERFACE characteristics related to SAFETY and potential USE ERRORS.....	32
9.1 General.....	32
9.2 TASK ANALYSIS.....	33
9.3 FUNCTION ANALYSIS.....	33
9.4 Identify and analyse known problems.....	35

10	Identify known or foreseeable HAZARDS and HAZARDOUS SITUATIONS	35
11	Identify and describe HAZARD-RELATED USE SCENARIOS	36
11.1	Define USE SCENARIOS	36
11.2	USE SCENARIOS as they relate to RISK MANAGEMENT	36
11.3	Identify HAZARD-RELATED USE SCENARIOS	37
11.4	Methods to define and analyse HAZARD-RELATED USE SCENARIOS	37
12	Select the HAZARD-RELATED USE SCENARIOS for SUMMATIVE EVALUATION	38
12.1	General	38
12.2	Selection of the HAZARD-RELATED USE SCENARIOS based on SEVERITY	39
12.3	Selection of HAZARD-RELATED USE SCENARIOS based on other circumstances	39
13	Establish USER INTERFACE SPECIFICATION	40
13.1	Development of the USER INTERFACE SPECIFICATION	40
13.2	ACCOMPANYING DOCUMENTATION and training	40
14	Establish USER INTERFACE EVALUATION plan	41
14.1	Specify how the USER INTERFACE design will be explored and evaluated	41
14.2	FORMATIVE EVALUATION planning	42
14.3	SUMMATIVE EVALUATION planning	42
14.4	USABILITY TEST planning	43
14.5	Example USABILITY TEST protocol and report	43
15	Design and implement the USER INTERFACE and training	44
15.1	General	44
15.2	Develop conceptual model(s)	46
15.3	Design software USER INTERFACES (if applicable)	47
15.3.1	General	47
15.3.2	Review USER INTERFACE REQUIREMENTS and constraints	47
15.3.3	Develop software USER INTERFACE structure(s)	47
15.3.4	Design wireframes	48
15.3.5	Design screen templates	48
15.4	Design hardware USER INTERFACES (if applicable)	48
15.4.1	General	48
15.4.2	Review USER INTERFACE REQUIREMENTS and constraints	49
15.4.3	Develop concept sketches	49
15.5	Design materials necessary for training and training	49
15.5.1	General	49
15.5.2	Training materials	49
15.5.3	Training	51
15.6	Develop detailed designs	52
15.7	Verify the design of the USER INTERFACE	52
16	Perform FORMATIVE EVALUATIONS	52
16.1	Conduct multiple FORMATIVE EVALUATIONS	52
16.2	Recommended methods for FORMATIVE EVALUATION	53
16.2.1	General	53
16.2.2	Conduct heuristic analysis	54
16.2.3	Conduct cognitive walkthrough	54
16.2.4	Conduct USABILITY TESTS	54
16.3	Analysis of FORMATIVE EVALUATION results	55
17	Perform SUMMATIVE EVALUATION	55
17.1	General	55

17.2	Conduct a SUMMATIVE EVALUATION	56
17.3	Data collection	57
17.3.1	General	57
17.3.2	Observational data	57
17.3.3	Subjective data	58
17.4	Data analysis	59
18	Document the USABILITY ENGINEERING project	61
19	POST-PRODUCTION review and analysis	61
Annex A (informative)	Recommended reading list	64
Annex B (informative)	External resources to identify known problems	66
B.1	General.....	66
B.2	Austria	66
B.3	Germany	66
B.4	Sweden.....	67
B.5	Switzerland	67
B.6	United Kingdom	67
B.7	United States	67
Annex C (informative)	Developing USABILITY GOALS for commercial purposes	68
C.1	General.....	68
C.2	Objective goals	68
C.3	Subjective goals.....	69
Annex D (informative)	USABILITY ENGINEERING project end products	71
Annex E (informative)	USABILITY ENGINEERING methods	73
E.1	General.....	73
E.2	Advisory panel reviews	74
E.3	Brainstorm USE SCENARIOS	75
E.4	Cognitive walkthrough	75
E.5	Contextual inquiry	75
E.6	Day-in-the-life analysis	76
E.7	Expert reviews	77
E.8	FMEA and FTA	77
E.9	Focus groups	78
E.10	FUNCTION ANALYSIS	78
E.11	Heuristic analysis	79
E.12	Observation	79
E.13	One-on-one interviews	79
E.14	Participatory design	80
E.15	PCA analysis	80
E.16	SIMULATION.....	82
E.17	Standards reviews.....	82
E.18	Surveys	83
E.19	TASK ANALYSIS	83
E.20	Time-and-motion studies	84
E.21	Workload assessment	84
Annex F (informative)	USABILITY ENGINEERING studies in clinical settings	85
F.1	General.....	85
F.2	Sample study in the clinical environment	85
Annex G (informative)	USER PROFILE.....	87

Annex H (informative) USE ENVIRONMENT descriptions	89
Annex I (informative) USER INTERFACE REQUIREMENTS	91
Annex J (informative) Model the USER INTERFACE	92
J.1 General.....	92
J.2 Develop preliminary prototype(s)	92
J.3 Develop a refined prototype.....	92
J.4 Develop a specification prototype	93
J.5 Prepare a style guide	93
Annex K (informative) USABILITY TEST sample size	94
Annex L (informative) Identifying distinct USER groups	97
Bibliography	98
Index of defined terms	101
Figure 1 – Example of a USABILITY ENGINEERING project for a graphical USER INTERFACE	26
Figure 2 – Progression of a USER INTERFACE design from multiple concepts to a few concepts to a preferred concept	46
Figure 3 – Progression of concepts from multiple concepts to a few concepts to a preferred concept	50
Figure E.1 – Sample of a USE ENVIRONMENT within a hospital.....	76
Figure E.2 – Model of USER-MEDICAL DEVICE interaction	81
Figure E.3 – Infant manikin used in a neonatal care unit simulator (left), test participant simulating an auto-injector (centre) and an adult manikin used in a surgery SIMULATION (right)	82
Figure E.4 – Example hierarchical TASK ANALYSIS.....	84
Figure J.1 – USER INTERFACE designers using prototyping software to build and test a USER INTERFACE.....	93
Figure K.1 – Number of test participants needed in a USABILITY TEST for FORMATIVE EVALUATION	95
Table 1 – Mapping between the requirements of IEC 62366-1 and the guidance of IEC TR 62366-2.....	14
Table 2 – Human versus machine capabilities	34
Table 3 – Example of five qualitative SEVERITY levels (adapted from Table D.3 of ISO 14971:2007)	39
Table 4 – Example outline of a USABILITY TEST protocol.....	44
Table 5 – Example outline of a USABILITY TEST report	44
Table 6 – USE ERRORS caused by sample USER INTERFACE design shortcomings.....	55
Table 7 – Sample USE ERRORS and their root causes.....	60
Table D.1 – USABILITY ENGINEERING project end products.....	71
Table E.1 – Recommended application of USABILITY methods	74
Table G.1 – Sample USER PROFILE	87
Table H.1 – Sample USE ENVIRONMENT	89
Table I.1 – Sample USER INTERFACE REQUIREMENTS	91
Table K.1 – Cumulative probability of detecting a USABILITY problem	96

INTERNATIONAL ELECTROTECHNICAL COMMISSION

MEDICAL DEVICES –

Part 2: Guidance on the application of usability engineering to medical devices

FOREWORD

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IEC 62366-2, which is a technical report, has been prepared by a joint working group of subcommittee 62A: Common aspects of electrical equipment used in medical practice, of IEC technical committee 62: Electrical equipment in medical practice, and technical committee ISO/TC 210: Quality management and corresponding general aspects for medical devices.

It is published as a double logo standard.

The text of this technical report is based on the following documents:

Enquiry draft	Report on voting
62A/1015/DTR	62A/1040A/RVC

Full information on the voting for the approval of this technical report can be found in the report on voting indicated in the above table. In ISO, the standard has been approved by 23 P-members out of 36 having cast a vote.

This publication has been drafted in accordance with the ISO/IEC Directives, Part 2.

In this Technical Report, the following print types are used.

- Guidance for the implementation of a **USABILITY ENGINEERING (HUMAN FACTORS ENGINEERING) PROCESS** required by IEC 62366-1:2015 and definitions): roman type.
- *Additional information about USABILITY ENGINEERING best practices: italic type.*
- Informative material appearing outside of tables, such as notes, examples and references: in smaller type. Text of tables is also in a smaller type.
- **TERMS DEFINED IN CLAUSE 3 OR AS NOTED: SMALL CAPITALS.**

A list of all parts in the IEC 62366, published under the general title *Medical devices*, can be found on the IEC website.

This technical report is to be read in conjunction with IEC 62366-1:2015.

The committee has decided that the contents of this publication will remain unchanged until the stability date indicated on the IEC website under "<http://webstore.iec.ch>" in the data related to the specific publication. At this date, the publication will be

- reconfirmed,
- withdrawn,
- replaced by a revised edition, or
- amended.

A bilingual version of this publication may be issued at a later date.

<p>IMPORTANT – The 'colour inside' logo on the cover page of this publication indicates that it contains colours which are considered to be useful for the correct understanding of its contents. Users should therefore print this document using a colour printer.</p>

INTRODUCTION

This technical report provides MEDICAL DEVICE MANUFACTURERS with guidance on how to integrate USABILITY ENGINEERING (also called HUMAN FACTORS ENGINEERING) principles and USER INTERFACE design practices into their overall MEDICAL DEVICE development PROCESSES. The technical report recognizes that all MEDICAL DEVICES involving human interaction present opportunities for optimization through the application of USABILITY ENGINEERING and seeks to guide the MEDICAL DEVICE MANUFACTURERS efforts.

This report concerns the quality of USER interactions with MEDICAL DEVICES that are as varied as acquiring information on a display, pressing a physical button or on-screen touch target button, selecting items on a software menu, attaching ACCESSORIES to a MEDICAL DEVICE and interpreting warnings as well as understanding relevant aspects for the proper use of the MEDICAL DEVICE by reading the ACCOMPANYING DOCUMENTATION. USABILITY ENGINEERING programs, if properly implemented, can increase the likelihood that USERS are able to perform such actions correctly and without hindrance.

Medical practice is increasingly using MEDICAL DEVICES for observation and treatment of PATIENTS. USE ERRORS caused by inadequate MEDICAL DEVICE USABILITY have become an increasing cause for concern. Many of the MEDICAL DEVICES developed without applying a USABILITY ENGINEERING PROCESS are non-intuitive, difficult to learn and difficult to use. In addition, MEDICAL DEVICES developed without applying USABILITY ENGINEERING or developed with incomplete or inadequate application of USABILITY ENGINEERING can include design shortcomings that can lead to USE ERRORS, particularly with varied USERS and USE ENVIRONMENTS, which can lead to HARM.

As healthcare evolves, less skilled USERS including PATIENTS themselves are now using MEDICAL DEVICES and MEDICAL DEVICES are becoming more complicated. While MEDICAL DEVICES become increasingly sophisticated, they can be more likely to induce USE ERRORS. If not properly designed or safeguarded, MEDICAL DEVICES could contribute to HAZARDOUS SITUATIONS and can be a source of HARM. An appropriate-tailored investment in USABILITY ENGINEERING ensures that MEDICAL DEVICES will have acceptable RISK and USABILITY and that design shortcomings are identified and removed from the USER INTERFACE. Accordingly, this technical report emphasizes the importance of designing for USABILITY, with an emphasis placed on ensuring SAFETY.

Ascribing to this report helps MANUFACTURERS respond effectively to regulatory expectations that call for the application of USABILITY ENGINEERING during the MEDICAL DEVICE development PROCESS. It also helps MANUFACTURERS produce MEDICAL DEVICES that have well designed USER INTERFACES that satisfy USERS. As such, it can propel a MANUFACTURER beyond a common sense approach to USER INTERFACE design to an approach that fully embraces USABILITY ENGINEERING as an essential step toward design excellence. Other beneficiaries of this document's guidance include authorities having jurisdiction (AHJ) and MEDICAL DEVICE consumers who share a common interest in safe and effective MEDICAL DEVICES.

The guidance provided in this report applies to all MEDICAL DEVICES, including those used by laypersons and/or healthcare professionals; MEDICAL DEVICES that perform just one function and those that perform many functions; USER INTERFACES in the form of hardware, software, documentation, and packaging; MEDICAL DEVICES that fit in a pocket, sit on a table, ride on a cart, or fill a room; and MEDICAL DEVICES that require no prior operational knowledge or call for training before use. Accordingly, it applies to a pen injector, glucose meter, infusion pump, PATIENT monitor, anaesthesia workstation, and radiation therapy system, just to name a few MEDICAL DEVICES.

MEDICAL DEVICES –

Part 2: Guidance on the application of usability engineering to medical devices

1 Scope and purpose

1.1 Scope

This Part of IEC 62366, which is a Technical Report, contains background information and provides guidance that addresses specific areas that experience suggests can be helpful for those implementing a USABILITY ENGINEERING (HUMAN FACTORS ENGINEERING) PROCESS both as defined in IEC 62366-1:2015 *and as supporting goals other than SAFETY*. This technical report is not intended to be used for regulatory purposes. It contains no requirements and only provides guidance and tutorial information.

NOTE 1 SAFETY is freedom from unacceptable RISK, which is described in ISO 14971. Unacceptable RISK can arise from USE ERROR, which can lead to exposure to direct physical HAZARDS or to loss or degradation of clinical performance.

NOTE 2 The PROCESS for a MANUFACTURER to analyse, specify, develop and evaluate the USABILITY of a MEDICAL DEVICE, as it relates to SAFETY is found in IEC 62366-1:2015.

This technical report has two main themes:

- information about efficient ways to implement elements required by IEC 62366-1:2015; and
- *additional information, in particular how USABILITY relates to attributes such as TASK EFFICIENCY and USER satisfaction, which can enhance a MEDICAL DEVICE'S commercial success.*

This technical report discusses the business benefits of USABILITY ENGINEERING, the basics of applicable analysis and design techniques, MEDICAL DEVICE USABILITY EVALUATION approaches, efficient ways to address USABILITY ENGINEERING project implementation issues (e.g. integration into a quality management system) and provides a list of useful USABILITY ENGINEERING resources.

This technical report also can be useful for other healthcare products (e.g. drug packaging and drug LABELLING, drug-MEDICAL DEVICE combination products and health IT software).

1.2 Purpose

The intent of this technical report is to provide guidance related to:

- the essential elements of a USABILITY ENGINEERING PROCESS as required by IEC 62366-1:2015, including:
 - USER research techniques,
 - analysis techniques,
 - design techniques, and
 - MEDICAL DEVICE USABILITY EVALUATION approaches (e.g. USABILITY TESTING);
- *the planning and implementation of the USABILITY ENGINEERING PROCESS;*
- *the benefits of applying USABILITY ENGINEERING; and*
- *improve USER satisfaction.*

This technical report is intended to be read in conjunction with IEC 62366-1:2015.

The intended reader for this technical report includes the people or organisations that are involved with *planning, funding, managing, and performing research*, design, evaluation and *regulatory-related activities* (i.e. approbation) related to MEDICAL DEVICES, including, but not limited to:

- company, department, project, and product managers;
- design and engineering professionals (e.g. human factors engineers, industrial designers, technical writers, information designers, software developers, mechanical engineers, electrical engineers, packaging engineers);
- medical researchers and other interested clinicians;
- marketers and other business professionals in the MEDICAL DEVICE industry;
- quality or regulatory staffs of MEDICAL DEVICE MANUFACTURERS (for example, regulatory affairs, RISK MANAGEMENT or quality management roles); and
- writers of product standards.

This technical report is neither intended as the sole source of USABILITY ENGINEERING guidance for MEDICAL DEVICE MANUFACTURERS, nor a complete substitute for human factors expertise. Rather, it is intended to provide readers with a general understanding of how to perform USABILITY ENGINEERING in an economic manner. Readers are advised to supplement the knowledge they gain from this report with knowledge acquired from complementary documents including those specific to the MEDICAL DEVICE of interest. A list of useful USABILITY ENGINEERING resources and further readings is provided in Annex A.

This report does not address detailed USABILITY ENGINEERING design guidance or requirements, such as recommendations on the proper size of text on a computer screen, appropriate ways to arrange a workstation's displays and controls, or characteristics of an appropriate ALARM SIGNAL. Such information can be found in other documents, such as [1][2][3][4]¹.

This technical report does not describe a specific set of USABILITY ENGINEERING activities that suit all design projects. Instead, it gives guidance for a general USABILITY ENGINEERING PROCESS requiring further shaping and tailoring to suit a given development project's needs. USABILITY ENGINEERING practice varies widely throughout the world and even within specific countries, companies, and company units. This variation is partly due to the diversity found among USABILITY ENGINEERING practitioners who can have a background in one or more of various professional fields, such as engineering, psychology, or design. Practice differences also exist due to the wide variety of MEDICAL DEVICES, which range from seemingly simple syringes to complex imaging systems, some of which are used in hospitals, clinics, and/or the home by various types of medical professionals as well as laypersons (e.g. PATIENTS and caregivers who take care of PATIENTS, such as a child or spouse).

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE Informative references are listed in the bibliography beginning on page 98.

IEC 62366-1:2015, *Medical devices – Part 1: Application of usability engineering to medical devices*

¹ Numbers in square brackets refer to the Bibliography.

