

ArcBI TS Newsletter

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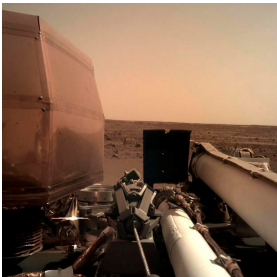
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ArcSys Hot Tip

The lucky winner of the \$100 Amazon Gift Card will be decided within the next couple of weeks. Who will it be??

The National Geographic tv show, MARS, has started its second season!

Lastly, the NASA probe InSight has successfully sent it's first selfie:



NASA / AP

Message Analysis

As you well know, there is a real disconnect between how software developers and end-users think. The end-users are probably convinced that the software developers only want to make their lives miserable. "Too many clicks," they'll cry. "You impeded my productivity," they'll bemoan. To the software developers defense, they are only trying to prevent the end-users from self-inflicted gunshot wounds.

Red Planet has a new report that will hopefully add salve to this ongoing tit-for-tat. It is called the Message Analysis and can be found by clicking on the bar chart icon on the menu. It can produce a report for today or the previous two days and it will show you an interesting story, if you will, of the screens and types of messages that end-users are encountering. With a little bit of "analysis" you may conclude that there are (or not) some issues. The following data was pulled from Urology of Greater Atlanta. There are 3 parts which will be explained in great detail.

Screen Message Counts

File.....	Description.....	Total	Yes..	No...	Ok...	N/A..
ASF	APPOINTMENT SCHEDULING F	242	25	0	214	3
AXL	ACTION LOG	1	1	0	0	0
CM	CLIENT MASTER	646	20	0	621	5
CR	CASH RECEIPTS	4	0	0	4	0
DSF	DAILY SCHEDULE FILE	6	0	0	6	0
IM	INSURANCE MASTER	3	0	0	3	0
JumpADMIN	Menu	4	4	0	0	0
JumpBILLING	Menu	20	12	1	7	0
JumpMARS	Menu	52	46	3	3	0
JumpSCHEDRPT	Menu	1	0	0	1	0
PM	PROVIDER MASTER	5	0	0	5	0
Programs	Menu	114	15	0	97	2
TX	TRANSACTIONS	484	442	1	40	1
WP	Menu	15	0	0	15	0

The column on the left is the Red Planet file name. The second column is the description of the file. The Total column shows how many messages were encountered in that screen for a give day. The Yes, No, Ok and N/A columns breakdown the Total into how many times the user opted for that particular answer when confronted with the message. For the CM file, the users had a total of 646 clicks they encountered broken down to 20 Yes, 521 Ok and 5 N/A. What, you may well ask, were all those clicks about?

Turn the page, and we'll delve deeper.





More Message Analysis

We're going to focus on the messages that occur within the appointment scheduling screen for this client.

File.....	Answer	Count	Sub..	Messages.....
ASF	Yes	25	4	do you really want to clear
			13	the location is currently ok to change to
			8	the patient home location is normally click yes to proceed no to redo
ASF	Ok	214	4	it has been over months since the patient has been seen type has been
			7	not a valid appointment type for this provider
			25	notice this is not the uga physician assigned to this patient
			46	the annual update for the patient is over year ago
			7	the appointment type was not changed
			23	the dos paid for the patient is over year ago
			16	the ebill opt in for the patient is over year ago
			5	the ebill opt out date is over year ago
			1	there is no patient listed on this appointment
			6	this patient cannot be scheduled
			1	this time slot is blocked cx needs minutes and would span
			1	this time slot is blocked ne needs minutes and would span
			1	this time slot is blocked ur needs minutes and would span
			16	warning the location in the patient screen does not agree with the loc
			7	warning this is not the doctor to whom this patient is assigned
			1	warning this record has been selected by tac
			2	you are not allowed to make a new slot for this doctor
			2	you are saving an appointment that is in the past
			1	you cannot enter a reason without a patient
			42	you must now search for an open time slot once found click the resched

To keep the report compact, numbers and punctuation are removed. For you, the reader, this may make the report a little unclear, but for the user they are quite familiar with the intent of the message. For the answer of "Yes", there were a total of 25 messages. 4 of these were for "do your really want to clear", 13 for "the location is currently 'x', ok to change to 'y'" and 8 for "the patient home location is 'x', normally is 'y', click yes to proceed, no to redo". For the answer of "Ok", there were 214 clicks and they were broken down into the 20 various messages shown.

Now, this is where we ask the tough questions. Are we generating too many messages? Are the contents of the messages a help or hindrance? As an example, every Red Planet client who uses the reschedule feature in appointment scheduling has seen the last message. For the first time user, the message may be of help. For someone who does 10 reschedules a day it may be an annoyance.

The final report that is generated breaks things down by user. The following sample shows who is getting the most messages. Maybe there isn't a problem.

User.....	Tally	
ADB	12	Through collaboration, we can mutually decide if refinements need to be made on the content of messages, frequency and when they should be generated. After all, the Red Planet is a pretty small place and we need to get along.
ANG	1	
APH	9	
BCC	20	One final observation: The contest for entering into a random drawing to receive the \$100 gift card will come to an end this year. This was really an attempt in monitoring people's behavior and seeing if they "paid attention" to anything on the screen. And, if they did, would they be lured into voluntarily clicking on it. Further, if you even told people about it (repeatedly), would they remember and even take a chance? Frosty is a favorite along with Valentines, St. Patrick, Tweetie Pie and Football. A total of 35,360 clicks with the most voracious clickers being St. Luke's Medical and Salt Lake Orthopedic. See you next year!
CLC	33	
CPG	1	
CRO	6	
CSW	44	
CVW	1	
CWW	6	
EMH	16	
GLP	6	
JJM	2	