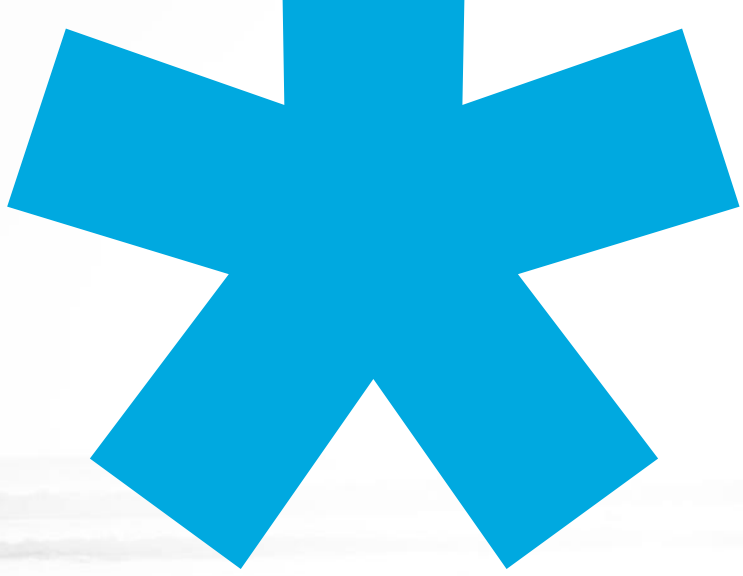# Doing Work That Matters

A Look Beyond The Idealistic Notion Of 'Doing Meaningful Work'

Barb Spanton
@_b_a_r_b_

Director, User Experience
Varian Medical Systems (A Siemens Healthineers Company)

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Vision:
A World Without
Fear of Cancer

Vision:
A World Without
Fear of Cancer

Vision:
A World Without
Fear of Cancer

"I needed a little bit of a reason to go on."

New team member, 4yrs into her career.

3 obstacles

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3 obstacles

3 coping mechanisms

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3 obstacles

3 coping mechanisms

1 big pile of hope and determination

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1.   It's regulated.

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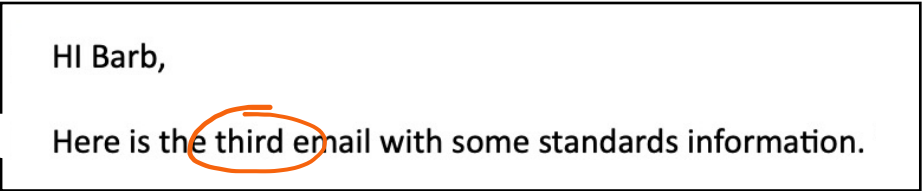ISO/IEC 40500 (2012)—Web Content Accessibility Guidelines (WCAG) 2.0.

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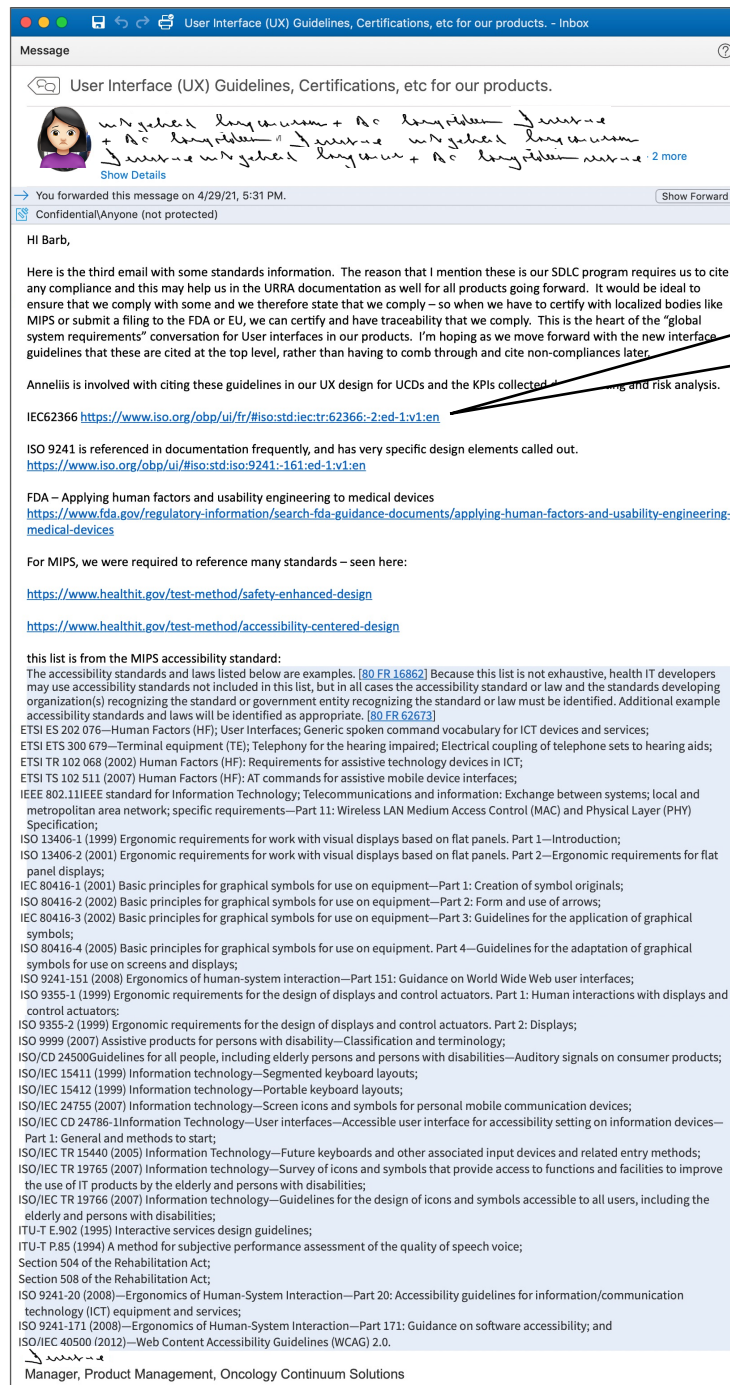https://www.healthit.gov/test-method/accessibility-centered-design

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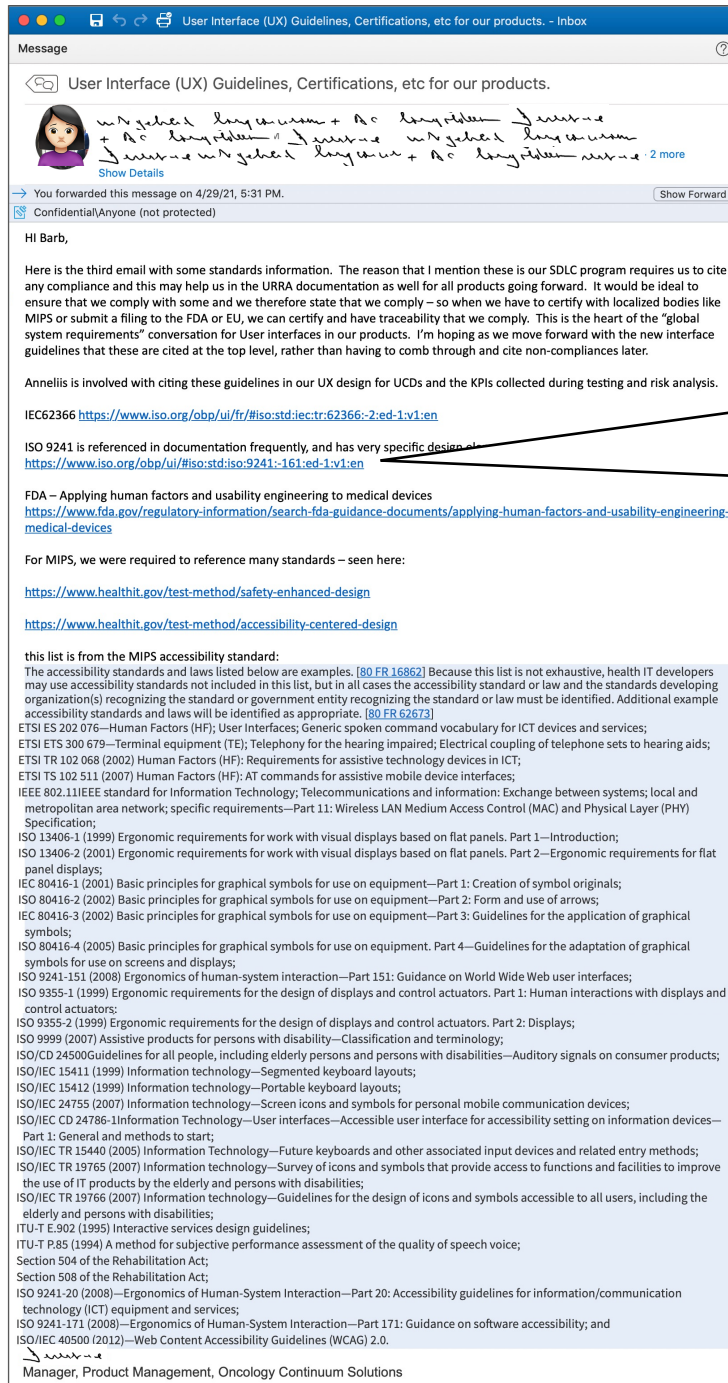Manager, Product Management, Oncology Continuum Solutions

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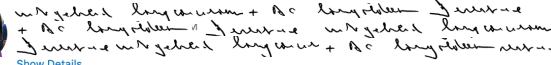Medical devices — Part 2: Guidance on the application of usability engineering to medical devices. (108 pages)

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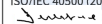
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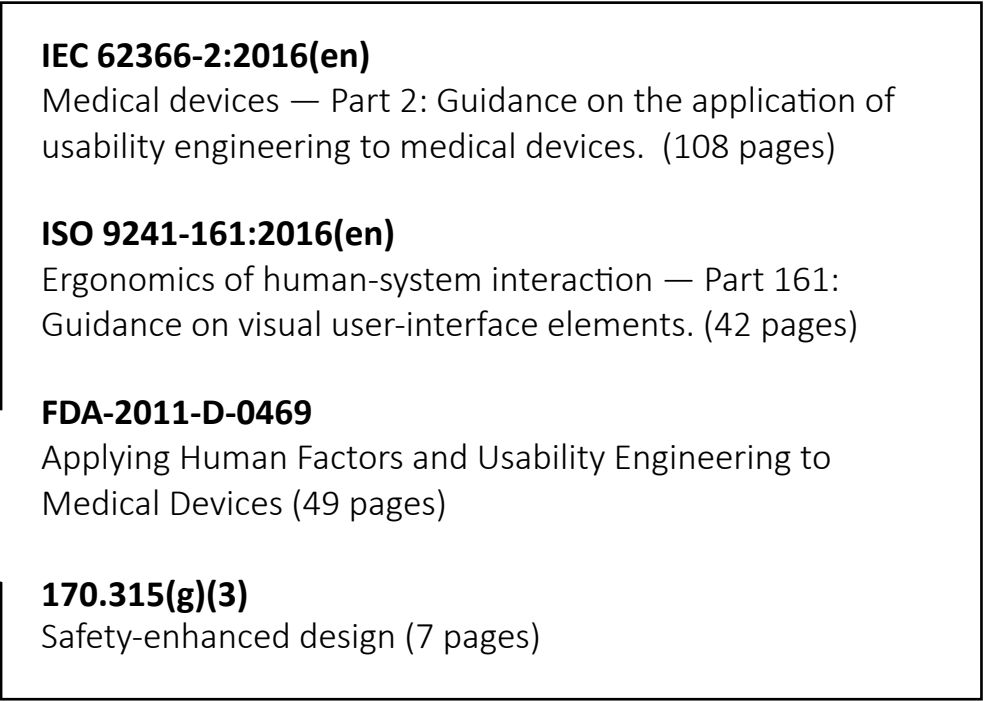

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170.315(g)(3)
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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

National Guidelines for On-Screen Display of Medicines Information

December 2017

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6. Design recommendations

6.3.4 Use a space between numbers and units of measure

Recommendation – leave a blank space between a number and unit of measure

Leave a single blank, non-breaking space between a number and its unit of measure (for example, 32 units).

Rationale – prevent misreading numbers due to close proximity of trailing units of measure

Confusion is possible when numbers appear to flow into the units of measure that follow them.

This situation can be exacerbated by insufficient spacing and incorrect display of units of measure.

In Examples 6.3.4b and 6.3.4d, no spacing has been used between the numbers and units of measure.

In the case of the sodium chloride infusion, the result may be misread as '11 litres per hour'. While the actual administration of 11 litres per hour would be very unlikely, the example shown would still be confusing. For the insulin injection, the dose may be misread as 320 units, with a 10-fold increase of the intended dose.

Dose based

Do this: 6.3.4a

sodium chloride 0.9% – irrigation – intravesical – bladder – RATE **1 L/hour** – continuous ✓

Don't do this: 6.3.4b

sodium chloride 0.9% – irrigation – intravesical – bladder – RATE **1L/hour** – continuous ✗

Dose based

Do this: 6.3.4c

insulin glargine 100 units/mL – *Lantus* – injection – subcutaneous – DOSE **32 units** – once a day ✓

Don't do this: 6.3.4d

insulin glargine 100 units/mL – *Lantus* – injection – subcutaneous – DOSE **32units** – once a day ✗
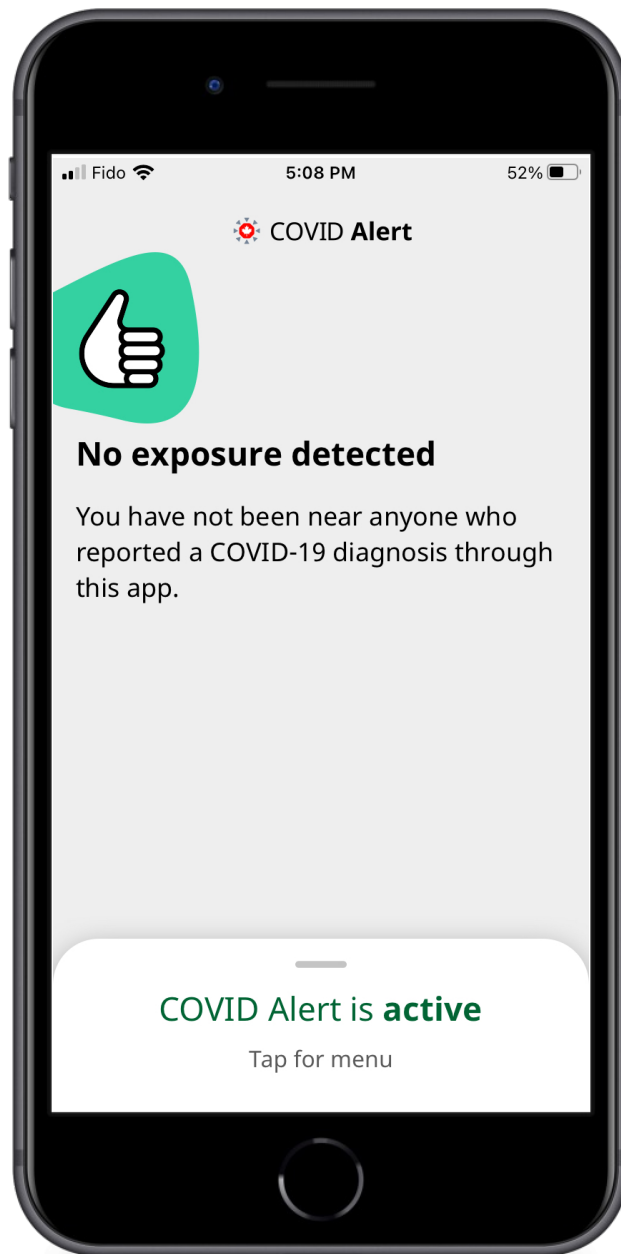
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Dose based

Do this: 6.3.4a

sodium chloride 0.9% – irrigation – intravesical – bladder – RATE **1 L/hour** – continuous ✅

Don't do this: 6.3.4b

sodium chloride 0.9% – irrigation – intravesical – bladder – RATE **1L/hour** – continuous ❌

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Do this: 6.3.4c

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"Don't kill Grandma."

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"Don't kill Grandma."

1. **It's regulated.**
2. **It's big and complex.**

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"Can't we just…"

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"Don't kill Grandma."

@_b_a_r_b_

1. **It's regulated.**
2. **It's big and complex.**
3. **It's sensitive and it matters.**

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"Move fast and break things."

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"Move fast and break things." *

* Except when those 'things' are cancer patients.

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"Don't ~~kill~~ *mess with* Grandma."

So, how are we supposed to do this work?
3 coping mechanisms

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1. Look for short(er)-term wins

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Side projects.

(that move fast)

Look for side projects that are… not regulated.
not too big.
not too complex.
less sensitive.
still meaningful.

1.   Look for short(er)-term wins
2.   (Re)connect with your users.

@_b_a_r_b_

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"Don't ~~kill~~ Grandma."
mess with

Connecting with our users through
site visits.

1. **Look for short(er)-term wins**
2. **(Re)connect with your users.**
3. **Stay focused on the end goal**

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Remember:
This is what you wanted to do.

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Vision:
A World Without
Fear of Cancer

What's my periwinkle carpet?

"Don't kill Grandma."