

SITUATION:

What happens when a revolutionary cancer screening device is so advanced that it could potentially change highly skilled user's workflow? This is the question GE Healthcare's team of product managers, engineers, and designers sought to understand. To do this, Key Lime Interactive's team of Human Factors & User Experience Researchers were tasked with **creating a summative testing plan that would evaluate two sets of newly designed features against critical risk and safety factors.**

ACTION:

Design and execute **two unique research programs** in parallel to be executed on a multi-city scale:

1. **Discover:** KLI researchers immersed themselves in all the technical, mechanical, and usability reports associated with both medical devices
2. **Full service summative testing:** multi-city recruiting, study design, fielding, analysis, and reporting
3. **Critical risk and root cause analysis:** detailed reporting on critical risk factors associated with using both devices, significant human factors and usability issues identified and design recommendations to mitigate user operator risk

BUSINESS IMPACT:

" We want to thank you for the great work you put in our [summative testing] **Your thorough preparation, attention to details, and ability to quickly reproduce results surpassed our expectation.**

— Product Stakeholder at
GE Healthcare

