BETH MEYER

1875 Hauck St. | Erie, CO 80516 | 720-352-6111 | bethmeyer@mindspring.com

SUMMARY

Senior usability professional with over 15 years' experience in the field of user experience (UX) and human factors. Able to evaluate, design and implement systems that enhance human performance. Expert in user research methods, usability studies and on-site observations, with a PhD in engineering psychology. Passionate about supporting skilled professionals and familiar with design and usability research in clinical settings, based on over seven years in the healthcare domain.

PROFESSIONAL HISTORY

Human Factors Engineer, McKesson Corporation   2006-2014

Westminster, CO

Primary human factors engineer/UX designer on major projects uplifting the technology of hospital laboratory and pharmacy information systems.

- Created full user interface designs for 15 applications as part of the rewrite of a clinical laboratory system, moving from low-fidelity wireframes to interactive rapid prototypes and high-fidelity design assets. These designs performed well in both usability tests and actual product release.

- Organized and conducted usability tests of both design prototypes and working applications, detecting any problems early and assessing the probability of use errors for risk management.

- Designed and conducted a study showing the effect of new user interface components on laboratory staff performance, resulting in a component choice that users accepted.

- Worked with developers as part of an agile process to create component styles and templates to ensure a consistent look and feel. Wrote UI standards and pattern documents.

- Created user interface designs for an inpatient pharmacy information system, including components for validating and fulfilling medication orders, reviewing a work queue, and preparing sets of non-urgent medications for delivery.

- Conducted and reported on a usability study of previously-designed nursing software, which discovered serious problems and resulted in a successful redesign.

- Collaborated on two formative studies of mobile devices in simulated clinical environments, to identify the required hardware features for nurses' tasks.

- Conducted multiple ethnographic user research studies, identifying issues in the use of the existing product that could be solved as part of the technology uplift and analyzing user tasks to ensure a useful design.

- Performed time studies at a reference laboratory to identify the most time-consuming steps of the ordering process, analyzing the data to find the most time-saving potential enhancements.

- Participated in a team project to develop UX training for employees outside the domain. Worked with the UX team on courses for user research and detailed page design, and independently created a 1-hour introduction to the discipline. Received an on-the-spot award for this work.

Adjunct Professor, Metropolitan State University   2006

Denver, CO

Adjunct Professor responsible for Psychology of Aging course for psychology majors.

- Prepared lessons and exams to include all specified topic areas, resulting in the entire class of some 30 students showing in-depth knowledge and ability to discuss the topics.

- Designed exercises and organized a field trip to study environmental design for older adults.

PROFESSIONAL HISTORY (CONTINUED)

Human Factors Consultant, Semilla Consulting 2004-2006
Erie, CO

UX consultant for telecommunications and other projects.

- Served as a design and testing consultant for voice recognition interfaces.
- Created a website and logo for a local nonprofit preschool.

Member, Technical Staff, US WEST Advanced Technologies 1998-2001
Boulder, CO

Human factors/usability specialist for advanced telecommunications services.

- Designed the IVR systems for controlling new phone services, including writing the prompts and overseeing their recording.
- Conducted usability tests on the interactive voice response (IVR) systems for controlling advanced telephone services, and ensured that any issues found were addressed.
- Designed and conducted a study evaluating the usability of the IVR systems of multiple advanced services when used together.
- Researched and designed a decision support system for support technicians troubleshooting problems with advanced phone services.

ADDITIONAL RELEVANT EXPERIENCE

NCR Human Interface Technology Center, Atlanta, GA

Software Usability Laboratory, Siemens Energy & Automation, Johnson City, TN

EDUCATION

Georgia Institute of Technology, *Atlanta, GA*
- Ph.D. and M.S., Engineering Psychology (human factors)

Berry College, *Mt. Berry, GA*
- B.A., English and Computer Science (dual major)

Professional Development:
- Regular attendance at HFES Annual Meetings, plus HFES Healthcare Symposia, IxDA 2011, and experience at SIGCHI, UXPA, and HCI International conferences
- Graphic design course, Rocky Mountain College of Art and Design
- Mobile usability testing and jQuery mobile prototyping workshops, UX Mobile Immersion 2014

Certification: Certified Professional Ergonomist (Board of Certification in Professional Ergonomics)

TECHNICAL SKILLS

TechSmith Morae, Axialis IconWorkshop, HTML/CSS, Expression Blend & XAML/Silverlight prototyping, Balsamiq, Axure, MS Office (including Visio), Adobe Illustrator/Photoshop

PUBLICATIONS

Contributing author to 13 different publications, including:

- Meyer, B. (2010). Introduction to Human Factors and Usability in Healthcare IT Design. *HIMSS eNewsletter*, June 16, 2010. Available online at: http://www.himss.org/News/NewsDetail.aspx?ItemNumber=6088
- Meyer, B, & Skiba, D. (2007). Usability-Testing Healthcare Software with Nursing Informatics Students in Distance Education: A Case Study. In: Holzinger, Andreas (ed.) USAB 2007 - Third Symposium of the Workgroup HCI and Usability Engineering of the Austrian Computer Society.