INCLUDING THE USER PERSPECTIVE WHEN DEVELOPING TEMPERATURE MONITORING & CONTROL SYSTEMS

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While impressive strides have been made to improve the functionality and features of TMDs, users continue to experience challenges that limit the impact of these systems.

Challenge

Solutio

Device

Process

Role

how to read /
interpret TMDs and
alarms.

Users are unclear on what actions to take, and how to do them properly.

User roles and responsibilities are ambiguous, leading to 'hard decisions' being deferred.

Provide job aids that clearly show how to interpret the TMD.

Develop simple,
action-based SOPs
– especially for health
workers, but also for
managers.

Ensure users have defined responsibilities, and are empowered to carry them out.

THANK YOU!