ANTICIPATING ERROR: ANALYSING BLOOD GLUCOSE MONITORS FOR POTENTIAL PATIENT USE ERRORS

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Introduction
Self-monitoring of blood glucose should provide support for patients that make errors in use. Yet the potential for procedural errors during the SMBG process exists\[^1\]. We apply Human-Computer Interaction methods to determine where use errors may occur.

Background
David Price\[^2\] described a patient suffering from recurrent Hyperglycaemia and impending Ketoacidosis. Glucose meter regularly displayed ‘LO’, indicating Hypoglycaemia. Insulin dosage was adjusted.

Patient’s testing process was observed and the patient regularly failed to supply a sufficient blood sample.

Meter failed to recover from the patient’s procedural error - providing an insufficient sample.

Results

Error Messages unclear

Hidden Buttons

Complicated Menu Trees

References