

© Copyright SEK. Reproduction in any form without permission is prohibited.

Medicintekniska produkter – Tillämpning av metoder för att säkerställa medicintekniska produkters användarvänlighet

*Medical devices –
Application of usability engineering to medical devices*

Som svensk standard gäller europastandarden EN 62366:2008. Den svenska standarden innehåller den officiella engelska språkversionen av EN 62366:2008.

Nationellt förord

Europastandarden EN 62366:2008

består av:

- **europastandardens ikraftsättningsdokument**, utarbetat inom CENELEC
- **IEC 62366, First edition, 2007 - Medical devices - Application of usability engineering to medical devices**

utarbetad inom International Electrotechnical Commission, IEC.

ICS 11.040

Standarder underlättar utvecklingen och höjer elsäkerheten

Det finns många fördelar med att ha gemensamma tekniska regler för bl a säkerhet, prestanda, dokumentation, utförande och skötsel av elprodukter, elanläggningar och metoder. Genom att utforma sådana standarder blir säkerhetskraven tydliga och utvecklingskostnaderna rimliga samtidigt som marknadens acceptans för produkten eller tjänsten ökar.

Många standarder inom elområdet beskriver tekniska lösningar och metoder som åstadkommer den elsäkerhet som föreskrivs av svenska myndigheter och av EU.

SEK är Sveriges röst i standardiseringssarbetet inom elområdet

SEK Svensk Elstandard svarar för standardiseringen inom elområdet i Sverige och samordnar svensk medverkan i internationell och europeisk standardisering. SEK är en ideell organisation med frivilligt deltagande från svenska myndigheter, företag och organisationer som vill medverka till och påverka utformningen av tekniska regler inom elektrotekniken.

SEK samordnar svenska intressenters medverkan i SEKs tekniska kommittéer och stödjer svenska experters medverkan i internationella och europeiska projekt.

Stora delar av arbetet sker internationellt

Utdriften av standarder sker i allt väsentligt i internationellt och europeiskt samarbete. SEK är svensk nationalkommitté av International Electrotechnical Commission (IEC) och Comité Européen de Normalisation Electrotechnique (CENELEC).

Standardiseringssarbetet inom SEK är organiserat i referensgrupper bestående av ett antal tekniska kommittéer som speglar hur arbetet inom IEC och CENELEC är organiserat.

Arbetet i de tekniska kommittéerna är öppet för alla svenska organisationer, företag, institutioner, myndigheter och statliga verk. Den årliga avgiften för deltagandet och intäkter från försäljning finansierar SEKs standardiseringssverksamhet och medlemsavgift till IEC och CENELEC.

Var med och påverka!

Den som deltar i SEKs tekniska kommittéarbete har möjlighet att påverka framtidens standarder och får tidig tillgång till information och dokumentation om utvecklingen inom sitt teknikområde. Arbetet och kontakterna med kollegor, kunder och konkurrenter kan gynnsamt påverka enskilda företags affärsutveckling och bidrar till deltagarnas egen kompetensutveckling.

Du som vill dra nytta av dessa möjligheter är välkommen att kontakta SEKs kansli för mer information.

SEK Svensk Elstandard

Box 1284
164 29 Kista
Tel 08-444 14 00
www.elstandard.se

English version

**Medical devices -
Application of usability engineering to medical devices
(IEC 62366:2007)**

Dispositifs médicaux -
Application de l'ingénierie de l'aptitude
à l'utilisation aux dispositifs médicaux
(CEI 62366:2007)

Medizinprodukte -
Anwendung der Gebrauchstauglichkeit
auf Medizinprodukte
(IEC 62366:2007)

This European Standard was approved by CENELEC on 2007-12-01. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CENELEC member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CENELEC member into its own language and notified to the Central Secretariat has the same status as the official versions.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

CENELEC

European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

Central Secretariat: rue de Stassart 35, B - 1050 Brussels

Foreword

The text of document 62A/574/FDIS, future edition 1 of IEC 62366, prepared by a joint working group of subcommittee 62A: Common aspects of electrical medical equipment used in medical practice, of IEC TC 62, Electrical equipment in medical practice and ISO/TC 210, Quality management and corresponding general aspects for medical devices, was submitted to the IEC-CENELEC parallel vote and was approved by CENELEC as EN 62366 on 2007-12-01.

The following dates were fixed:

- latest date by which the EN has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2008-09-01
- latest date by which the national standards conflicting with the EN have to be withdrawn (dow) 2010-12-01

This European Standard has been prepared under a mandate given to CENELEC by the European Commission and the European Free Trade Association and covers essential requirements of EC Directives MDD (93/42/EEC) and IVD (98/79/EC). See Annex ZZ.

In this standard, the following print types are used:

- Requirements and definitions: roman type.
- *Means to assess compliance*: italic type.
- Informative material appearing outside of tables, such as notes, examples and references: in smaller type. Normative text of tables is also in a smaller type
- TERMS DEFINED IN CLAUSE 3 OR AS NOTED: SMALL CAPITALS.

Annexes ZA and ZZ have been added by CENELEC.

Endorsement notice

The text of the International Standard IEC 62366:2007 was approved by CENELEC as a European Standard without any modification.

In the official version, for Bibliography, the following notes have to be added for the standards indicated:

IEC 60601-1	NOTE Harmonized as EN 60601-1:2006 (not modified).
IEC 60601-1-8	NOTE Harmonized as EN 60601-1-8:2007 (not modified).
ISO 9000	NOTE Harmonized as EN ISO 9000:2005 (not modified).
ISO 9001	NOTE Harmonized as EN ISO 9001:2000 (not modified).
ISO 9241-11	NOTE Harmonized as EN ISO 9241-11:1998 (not modified).
ISO 13485	NOTE Harmonized as EN ISO 13485:2003 (not modified).

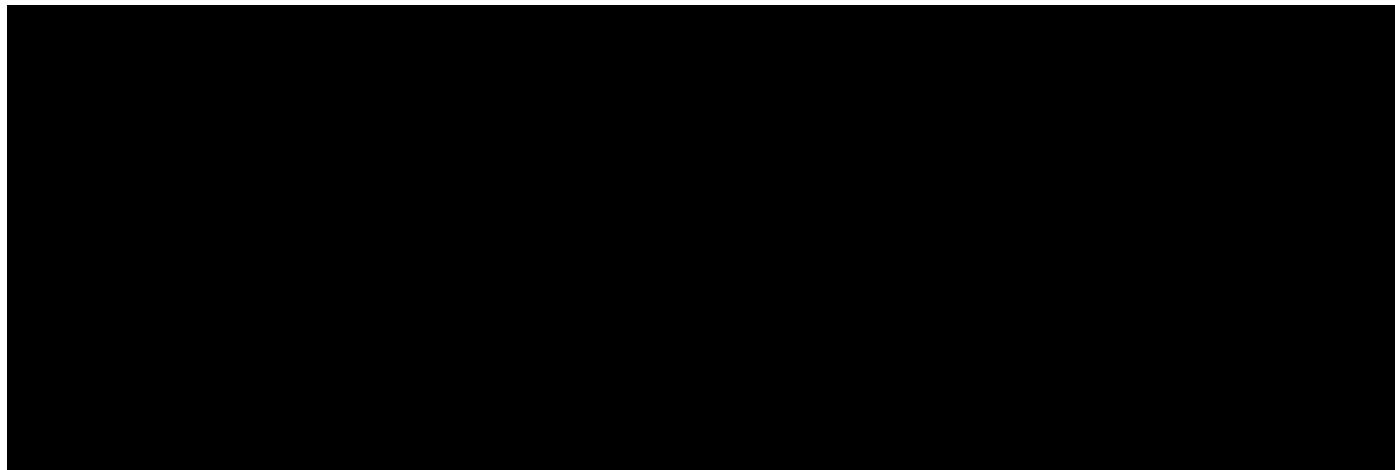
Annex ZA
(normative)

**Normative references to international publications
with their corresponding European publications**

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE When an international publication has been modified by common modifications, indicated by (mod), the relevant EN/HD applies.

<u>Publication</u>	<u>Year</u>	<u>Title</u>	<u>EN/HD</u>	<u>Year</u>
ISO 14971	2007	Medical devices - Application of risk management to medical devices	EN ISO 14971	2007



CONTENTS

1	* Scope	7
2	Normative references	7
3	Terms and definitions	7
4	* Principles	11
4.1	General requirements	11
4.1.1	* USABILITY ENGINEERING PROCESS	11
4.1.2	RESIDUAL RISK	11
4.1.3	Information for SAFETY	12
4.2	* USABILITY ENGINEERING FILE	12
4.3	Scaling of the USABILITY ENGINEERING effort	12
5	* USABILITY ENGINEERING PROCESS	12
5.1	* Application specification	12
5.2	* Frequently used functions	13
5.3	Identification of HAZARDS and HAZARDOUS SITUATIONS related to USABILITY	13
5.3.1	Identification of characteristics related to SAFETY	13
5.3.2	* Identification of known or foreseeable HAZARDS and HAZARDOUS SITUATIONS	14
5.4	PRIMARY OPERATING FUNCTIONS	14
5.5	* USABILITY SPECIFICATION	15
5.6	USABILITY VALIDATION plan	15
5.7	* USER INTERFACE design and implementation	16
5.8	* USABILITY VERIFICATION	16
5.9	* USABILITY VALIDATION	17
6	* ACCOMPANYING DOCUMENT	17
7	* Training and materials for training	18
	Annex A (informative) General guidance and rationale	19
	Annex B (informative) Categories of USER action	31
	Annex C (informative) Examples of USE ERRORS, ABNORMAL USE and possible causes	33
	Annex D (informative) Guidance on the USABILITY ENGINEERING PROCESS	36
	ANNEX E (informative) Questions that can be used to identify MEDICAL DEVICE characteristics associated with USABILITY that could impact on SAFETY	60
	ANNEX F (informative) Examples of possible USABILITY related HAZARDOUS SITUATIONS	64
	Annex G (informative) USABILITY goals: Illustrative example for a home parenteral infusion pump	67
	ANNEX H (informative) Sample USABILITY SPECIFICATION and its inputs	77
	Annex I (informative) Recommended reading list	87
	Annex J (informative) Reference to the essential principles	95
	Bibliography	96
	Index of defined terms	98

Figure A.1 – A comparison of the RISK MANAGEMENT PROCESS (ISO 14971:2007) and the USABILITY ENGINEERING PROCESS (IEC 62366)	24
Figure B.1 – Categories of foreseeable USER action	32
Figure D.1 – A USER INTERFACE design cycle	39
Figure D.2 – Bubble diagram of the conceptual model of a physiological monitor.....	52
Figure F.1 – Pictorial representation of the relationship of HAZARD, sequence of events, HAZARDOUS SITUATION and HARM	65
Table D.1 – Sample of design flaws and associated USE ERRORS	37
Table D.2 – Mapping of Figure D.1 to the subclauses of this International Standard	39
Table D.3 – Examples of USER INTERFACE requirements	42
Table D.4 – Typical deliverables	47
Table D.5 – Examples of objective USABILITY goals	50
Table D.6 – Examples of subjective USABILITY goals.....	50
Table D.7 – Examples of USER INTERFACE modelling techniques	53
Table D.8 – Characteristics of a typical USABILITY testing effort.....	53
Table F.1 – Glossary of relevant RISK MANAGEMENT terms	64
Table F.2 – Examples of HARM due to USABILITY related HAZARDS.....	65
Table G.1 – Power on/off	70
Table G.2 – Program pump	70
Table G.3 – Start/stop infusion.....	71
Table G.4 – Monitor infusion status.....	72
Table G.5 – Install and change set.....	72
Table G.6 – Priming	73
Table G.7 – Respond to and inactivate ALARM SIGNALS ^a	73
Table G.8 – Lockouts	74
Table G.9 – Power management	74
Table G.10 – Preventative and routine maintenance	75
Table G.11 – Basic operation	76
Table G.12 – Advanced functions	76
Table J.1 – Correspondence between this document and the essential principles	95

MEDICAL DEVICES – APPLICATION OF USABILITY ENGINEERING TO MEDICAL DEVICES

1 * Scope

This International Standard specifies a PROCESS for a MANUFACTURER to analyse, specify, design, VERIFY and VALIDATE USABILITY, as it relates to SAFETY of a MEDICAL DEVICE. This USABILITY ENGINEERING PROCESS assesses and mitigates RISKS caused by USABILITY problems associated with CORRECT USE and USE ERRORS, i.e. NORMAL USE. It can be used to identify but does not assess or mitigate RISKS associated with ABNORMAL USE.

NOTE For the purposes of this standard, USABILITY (see 3.17) is limited to characteristics of the USER INTERFACE.

If the USABILITY ENGINEERING PROCESS detailed in this International Standard has been complied with and the acceptance criteria documented in the USABILITY VALIDATION plan have been met (see 5.9), then the RESIDUAL RISKS, as defined in ISO 14971, associated with USABILITY of a MEDICAL DEVICE are presumed to be acceptable, unless there is OBJECTIVE EVIDENCE to the contrary (see 4.1.2).

This International Standard does not apply to clinical decision-making relating to the use of a MEDICAL DEVICE.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE Informative references are listed in the bibliography beginning on page 96.

ISO 14971:2007, *Medical devices – Application of risk management to medical devices*

