

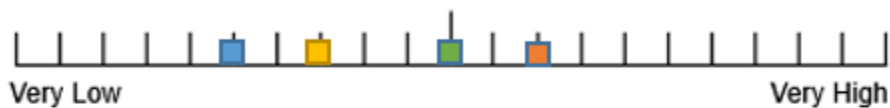
## Appendix 10 – NASA Task Load Index average scores for the task of confirmation phone calls to patients at different stages in the project.

A minimum of two administrative staff contributed to scores at each stage.

### **NASA Task Load Index**

*Hart and Staveland's NASA Task Load Index (TLX) method assesses work load on five 7-point scales. Increments of high, medium and low estimates for each point result in 21 gradations on the scales.*

**Mental Demand**                      How mentally demanding was the task?



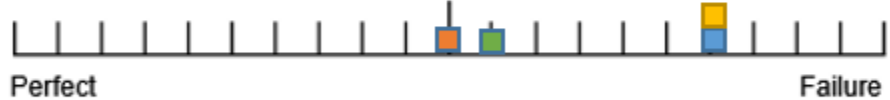
**Physical Demand**                      How physically demanding was the task?



**Temporal Demand**                      How hurried or rushed was the pace of the task?



**Performance**                      How successful were you in accomplishing what you were asked to do?



**Effort**                      How hard did you have to work to accomplish your level of performance?

