

# HCQIS UX Team Info-Sharing July Meeting



**PM3 HCD Team July 26, 2018** 

## **Agenda**

- Introductions
  - PM3 HCD Team
  - On the phone
- HCD Community of Practice Discussion
- HCQIS Library: What's New
  - Metrics Tip Sheet
  - HCD Process Graphic
- Lean Coffee
- August Meeting
- Conclusion

### PM3 HCD Team

#### Who Are We?

- Rob Fay, UX Lead
- Maky Afework, Senior UX Designer
- Evan Katz, Senior UX Designer
- Carol Kramme, Senior UX Designer
- Lilian Yu, Senior UX Designer

## Introducing the HCD Community of Practice

#### What does a Community of Practice do?

- Connects people
- Provides shared context
- Enables dialogue
- Stimulates learning
- Captures and diffuses knowledge
- Institutionalizes empirical knowledge

#### **HCD CoP Mission**

For CCSQ, which strives to improve health outcomes and healthcare providers' experiences, the HCD CoP enables cross-team information sharing and collaboration. Unlike traditional development models that have UX teams working alone in silos, the HCD CoP is a place where HCD practitioners can connect to solve problems.

## **HCD CoP Goals**

- To be a safe place where HCD practitioners connect to solve problems, share ideas, set standards, build tools, and develop relationships with peers and stakeholders
- Open dialogue a place for ideas to flourish, where members feel comfortable sharing experiences, challenges and new techniques
- Develop ideas together: build core concepts, principles and methods to evolve the practice through sharing and iteration
- Encourage members to spark special interest group discussions
- Increase a cycle of participation and contribution, to grow the community of knowledge

## **HCD CoP Membership**

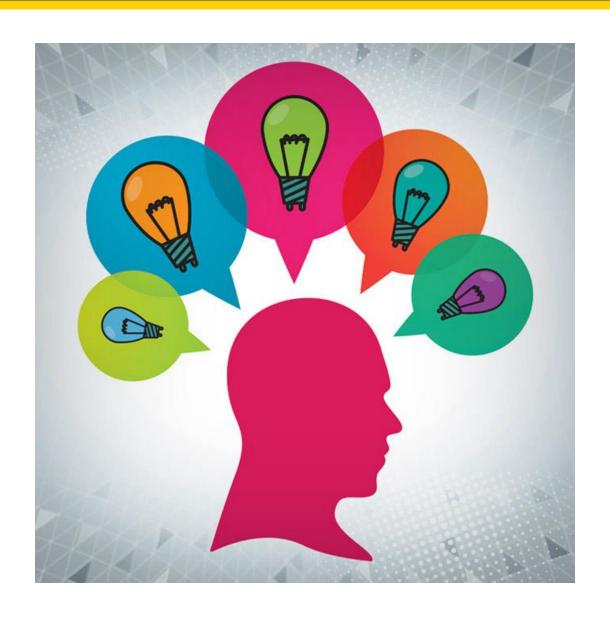
#### Membership guidelines – the HCD CoP is open to:

- Government or contractor staff
- HCQIS ADO UX designers, researchers, product owners, managers, analysts or business analysts
- Anyone at CMS who participates in HCD work
- Anyone at CMS who works in teams that design products or services

CMS Sponsor: Ginny Valles-McCullough

**Membership requests**: Email Carol Kramme or Maky Afework

# Discussion – topics of interest?



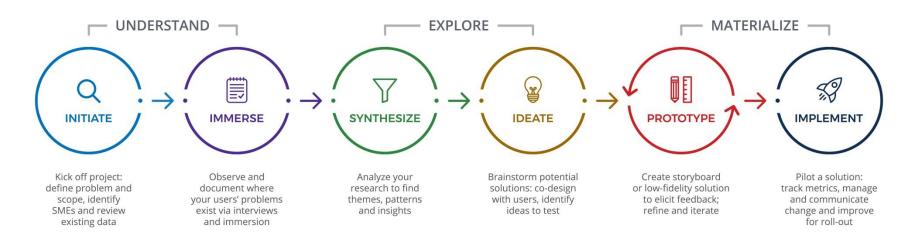
## HCQIS Library: What's New

#### **Tip Sheet for Metrics**

- Key areas to consider when creating a UX measurement plan.
  - Create a Communication Process
  - UX Key Performance Indicators (KPIs)
    - Typical, Quantitative, and Qualitative KPIs
    - Value of each
- Benchmarking Results
- Continuous Improvement
- Confluence location: <u>HCQIS Library HCD Toolkit page</u>

## HCQIS Library: What's New

#### **Human-Centered Design Process**



Confluence location: HCQIS Library Human-Centered Design page



## **August Meeting**

- August 23<sup>rd</sup> @ 1pm (1 hour)
- Call for contributions/demos
  - UX research findings
  - UX Research Design artifacts (i.e., customer journey map, empathy map, etc.)
- Other collaboration ideas?

# See you in August

# Thank you!

Please direct any ideas, questions or concerns to:

Maky Afework: Makeda. Afework@tantus.hcqis.org or

Carol Kramme: Carol.Kramme@tantus.hcqis.org