

## **CCSQ HCD Community of Practice**

March 30, 2023







## **Today's Panelists**



MATHAIS RECHTZIGEL

Design Technologist,

Office of the Administrator,

Digital Services @ CMS



PAM DROUIN

UX Research Lead,

Center for Medicaid and

CHIP Services

(MACFin) @ CMS



KIEL MCLAUGHLIN

Senior UX Design Researcher,
Center for Clinical Standards
& Quality (QPP) @ CMS



Today's Moderator

ROB FAY

HCD Center of Excellence
Lead, Center for Clinical
Standards & Quality @ CMS



KEVIN HOFFMAN
Director of Design,
Office of the CTO @ VA



ANTWYN JACKSON

HCD/UX Designer,

Center for Clinical Standards

& Quality (HIDS) @ CMS



Senior UX Researcher,
Center for Clinical Standards
& Quality (iQIES) @ CMS



## How do you define "RESEARCH OPERATIONS" in a government agency context?

# Describe what challenges you encounter with research operations, If any and Why?

# What methods, processes or protocols have been successful or challenging for teams and stakeholders?

RECRUITING

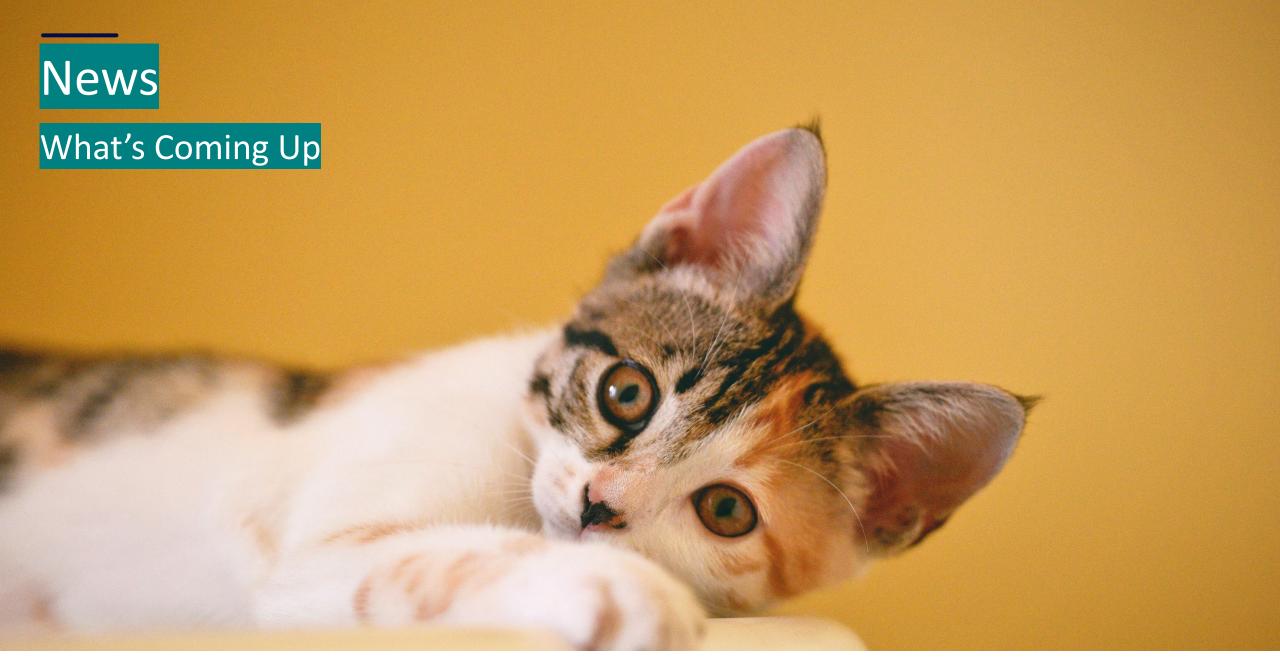
Describe what challenges you have or have had to overcome with respect to recruiting research participants and engaging with them?

## TOOLS What specialized tools do you utilize and share and with teams, stakeholders or across the enterprise?

## **CONTINUOUS IMPROVEMENT**

We subscribe to a continuous improvement mindset. With that in mind, how could your agency (i.e., CMS, VA) better support research operations? What would it look like?

# **Q&A FROM CHAT**



## **UPCOMING EVENTS:**

Thursday April 27th @12pm



Thursday, May 11 @1pm



## **UPCOMING EVENTS:**

Thursday June 8<sup>th</sup> @ 1pm

PERSONA-DRIVEN
BACKLOG
PRIORITIZATION

June 13th & 14th @ 10a - 3p



## **ANNUAL HCD SURVEY 2023**

## **Last Call! Requesting Feedback**







## **Tell Us What You Think**

Please complete a brief survey to help us make the community of practice better.



## **THANK YOU!**