

CREATE & APPLY
SHARE
HUMAN
CENTERED
DESIGN KNOWLEDGE



CCSQ HCD Community of Practice

March 30, 2023

A panel discussion

Research Operations:

Approaches to Recruitment and Knowledge Management



Housekeeping

- Recording
- Mute
- Resource
 - Chat directly with Amy Castellani
 - Email acastellani@tantustech.com



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



KIMBERLY HYDE

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

The background of the slide is a light gray gradient with a pattern of semi-transparent, 3D-style question marks scattered across it. The text is centered in a dark teal color.

**How do you define
“RESEARCH OPERATIONS”
in a government agency context?**



CHALLENGES

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

The background of the slide is a light gray color with a pattern of large, semi-transparent white question marks scattered across it. The text is centered in the middle of the slide.

KNOWLEDGE MANAGEMENT

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

The background of the slide is a light gray color with a pattern of large, semi-transparent white question marks scattered across it. The text is centered and written in a bold, dark teal font.

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

The background of the slide is a light gray gradient with a pattern of semi-transparent, 3D-style question marks scattered across it. The question marks are white with a slight shadow, giving them a floating appearance.

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?

The background of the slide is a light gray gradient. It is filled with numerous white question marks of varying sizes and orientations, some appearing to float above a horizontal line. The text 'Q&A FROM CHAT' is centered in a bold, dark teal font.

Q&A FROM CHAT

News

What's Coming Up



UPCOMING EVENTS:

Thursday April 27th @12pm



Thursday, May 11 @1pm



UPCOMING EVENTS:

Thursday June 8th @ 1pm

**PERSONA-
DRIVEN
BACKLOG
PRIORITIZATION**

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

**AN INTRODUCTION TO
HUMAN-
CENTERED
DESIGN**
Register Now!

ANNUAL HCD SURVEY 2023

Last Call! Requesting Feedback





Photo by [Chris Arthur-Collins](#) on [Unsplash](#)

Tell Us What You Think

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



THANK YOU!