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

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

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
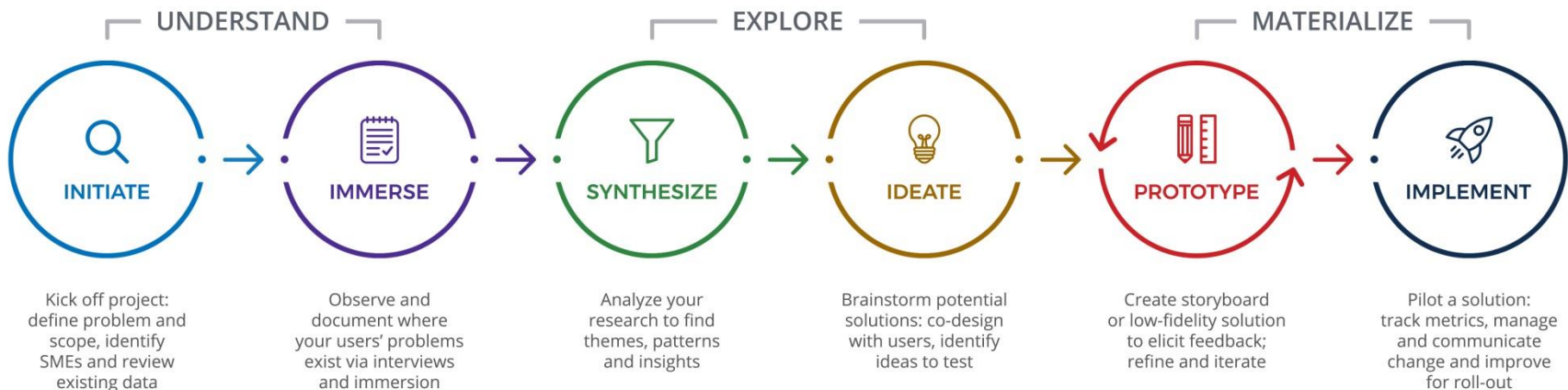
Discussion – topics of interest?

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

UNDERSTAND   EXPLORE   MATERIALIZE

INITIATE

Kick off project: define problem and scope, identify SMEs and review existing data

IMMERSE

Observe and document where your users' problems exist via interviews and immersion

SYNTHESIZE

Analyze your research to find themes, patterns and insights

IDEATE

Brainstorm potential solutions: co-design with users, identify ideas to test

PROTOTYPE

Create storyboard or low-fidelity solution to elicit feedback; refine and iterate

IMPLEMENT

Pilot a solution: track metrics, manage and communicate change and improve for roll-out

Confluence location: *HCQIS Library Human-Centered Design page*

August Meeting

- August 23rd @ 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