





For HCQIS product teams April 25, 2019

### Agenda

- Welcome/ Housekeeping
- Announcements
- Introducing the Center of Excellence
- Discussion: Recruiting Research Participants

#### Announcements

- Paperwork Reduction Act <u>https://www.surveymonkey.com/r/ISGPlaybook\_HCD</u>
- CMS Design System <u>https://design.cms.gov/</u>



#### https://confluence.hcqis.org/display/HCD

hcd@hcqis.org

What is a Center of Excellence? A CoE is a group of people leading the organization and its different structures in a specific focus area towards predetermined goals.

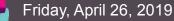
Purpose of a Center of Excellence The purpose of a CoE is to improve expertise in a certain area and make the most of its resources to help the business to improve.

#### **Our Vision**

Empowering CMS stakeholders to innovate by providing customer-first and design thinking strategies and solutions.

### **Our Mission**

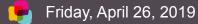
We serve CMS using a humancentered approach to innovative problem solving through education, coaching, maintaining best practices, and providing resources to reduce burdens and increase customer satisfaction.





### **CoE Customers**

- ISG leadership
- CCSQ employees
- •HCQIS product teams



### DISCUSSION

Recruiting research participants



# What has worked for your team that you recommend for others?



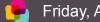
## How have you recruited volunteers to participate in research activities?



### What ongoing challenges do you face?



### If your team left the project today, how could you set up the next team for success?



### What role could a CoE play?

### Next Meeting – May 30 @ 3pm Persona-driven backlog prioritization