





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.

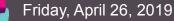
Purpose of a Center of Excellence The purpose of a CoE is to improve expertise in a certain area and make the most of its resources to help the business to improve.

Our Vision

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

Our Mission

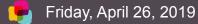
We serve CMS using a humancentered approach to innovative problem solving through education, coaching, maintaining best practices, and providing resources to reduce burdens and increase customer satisfaction.





CoE Customers

- ISG leadership
- CCSQ employees
- •HCQIS product teams



DISCUSSION

Recruiting research participants



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



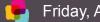
How have you recruited volunteers to participate in research activities?



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