

Human-Centered Design



What's Going On at CMS?

November 2019

Agenda

- Who Am I?
- HCD@CMS
 - Past
 - Present
 - Future
- Ask Me Anything (AMA)

Who Am I?

Past



U.S. DIGITAL SERVICE

Digital Services Expert - User Research (Department of Health and Human Services)

ResearchOps: “Responsible for owning the operational aspects of user research, such as sourcing and screening participants, overseeing the research-request pipeline, maintaining a research repository, and managing research tools, spaces and equipment.” - *Neilsen Norman Group*

Quality Payment PROGRAM

MIPS Merit-based Incentive Payment System | APMs Alternative Payment Models | About The Quality Payment Program | Sign In Manage Account and Register

PERFORMANCE YEAR 2020
2020 OPP Final Rule is Now Available

The 2020 OPP Final Rule is now available for viewing. Additional resources are available on the QPP Resource Library.

[View 2020 OPP Final Rule >](#)

Explore the 4 Phases of Participation

- 1 Collect Data
- 2 Report Data
- 3 Feedback Available
- 4 Payment Adjustment

Who Am I?

Present



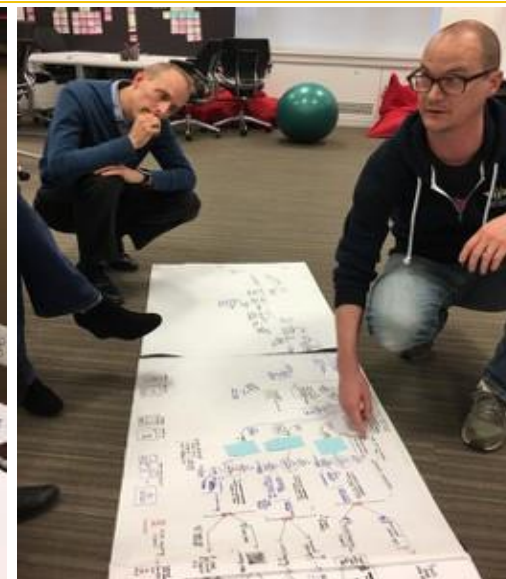
Human-Centered Design Specialist
(Office of the Administrator)

“DesignOps refers to the orchestration and optimization of people, processes, and craft in order to amplify design’s value and impact at scale.”

A screenshot of the Nielsen Norman Group (NN/g) website. The page header includes the NN/g logo, the text 'Nielsen Norman Group', and the tagline 'World Leaders in Research-Based User Experience'. There is a search bar and a 'Log in to UX Certification' link. The navigation menu includes 'Home', 'Articles', 'Training & Events', 'Consulting', 'Reports & Books', and 'About NN/g'. The 'Articles' section is active. On the left, there is a 'Topics' list with links to Agile, Design Process, Ecommerce, Intranets, Navigation, Psychology and UX, Research Methods, User Testing, Web Usability, and Writing for the Web. Below this is a 'Recent Articles' section with a link to 'How to Measure Learnability of a User Interface'. The main content area features an article titled 'DesignOps 101' by Kate Kaplan, dated July 21, 2019. The article topics are 'Design Process' and 'Management'. A summary box states: 'Summary: The practice of Design Operations focuses on processes and measures that support designers in creating consistent, quality designs.' Below the article is a section titled 'What Is Design Operations (DesignOps)?' with a definition: 'Definition: DesignOps refers to the orchestration and optimization of people, processes, and craft in order to amplify design's value and impact at scale.' At the bottom right, there is a 'Share this article:' section with icons for Twitter, LinkedIn, and Email.

HCD@CMS

Past



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Quality Payment Program About the Program Explore Features Education & Tools Sign In

Sign In

By entering authentication information, you are attesting to the accuracy of the information you are providing. System usage may be monitored, recorded, and stored for system management purposes. This system is for internal use only and is not intended for public release. Unauthorized use of this information system or use prohibited, and may be subject to disciplinary action.

Enter the user ID and password you use for PECOS. BH user ID: [input] Password: [input] Show password [checkbox] Sign In

Forgot User ID? | Forgot password? Don't have an Identity & Access account? Call 1-866-281-1000 For TTY: 1-877-375-0222.

Quality Payment Program About the Program Explore Features Education & Tools Sign In

Connect to an existing practice

Select Practice: Find the practice by entering the TIN or typing the practice's legal business name. To become a Security Official, you must enter the practice's TIN. TIN: [input] or Practice Name: [input] Select Role: [radio] View Only [radio] Staff User [radio] Security Official [radio] Enter the practice's PSAN: [input] Enter the email where you'd like us to send your QPP notification: [input] Request connection Cancel

Quality Payment Program About the Program Explore Features Education & Tools Sign In

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qpp The Quality Payment Program x + https://qpp.cms.gov

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Human-Centered Design @ CMS

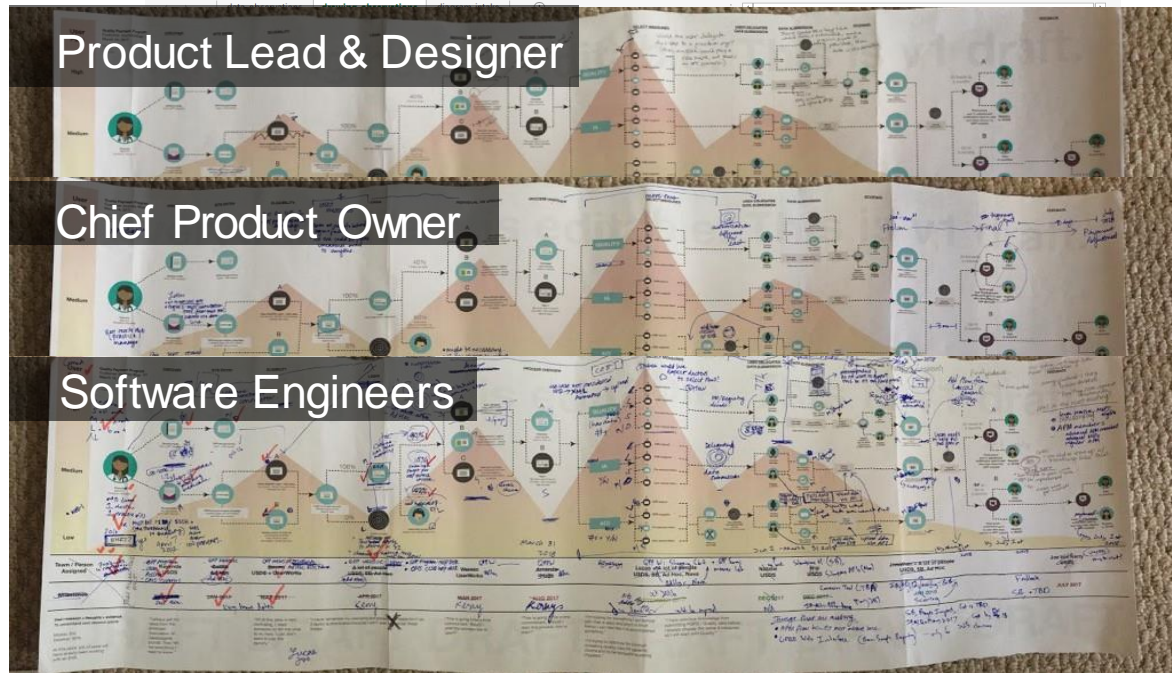
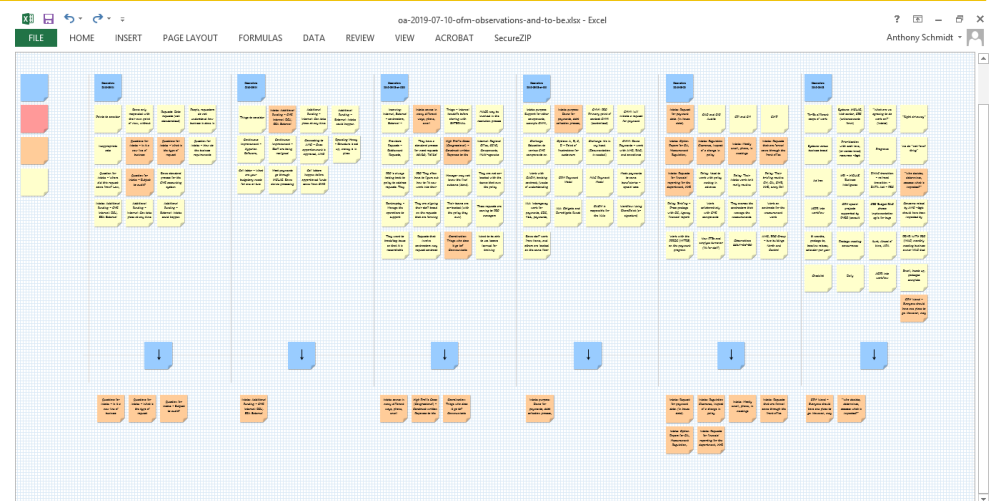
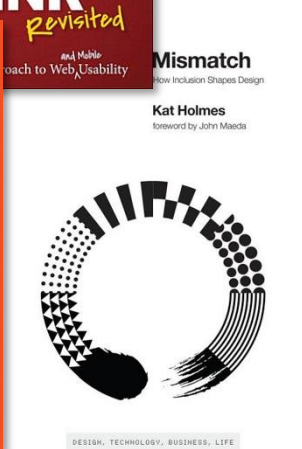
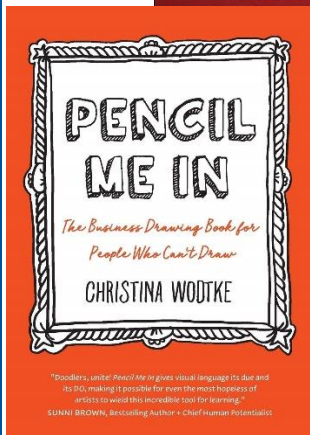
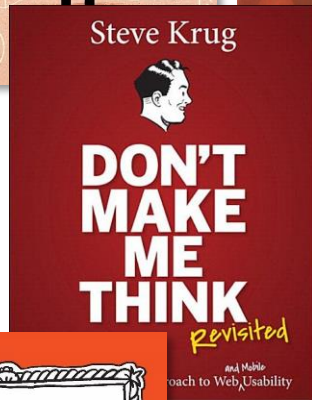
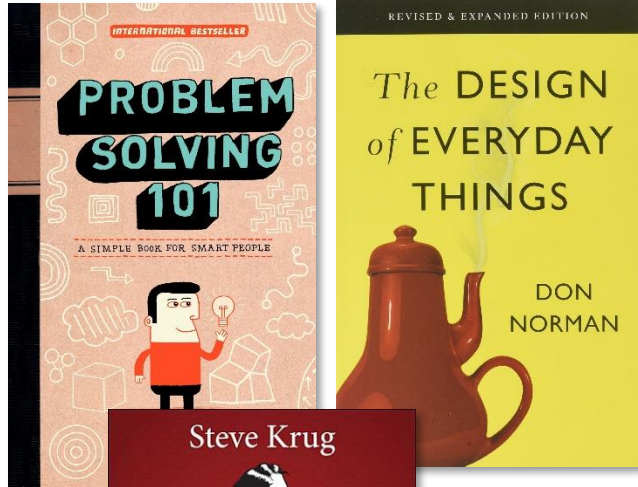
Human-Centered Design at CMS is the process we use to understand the people for which we are writing policies, and running programs and creating services.

At the center of our HCD process is participatory design, where we work directly with people: clinicians, beneficiaries, third party vendors and CMS employees, to collaboratively understand the context and flow of their work with CMS, and create solutions for the people doing that work.

Research -> Design -> Evaluate -> Implement -> Research

HCD@CMS

Present



HCD@CMS

Present

IndianHealthServices

WDDSE
ParticipatoryDesign

ProblemStatements

CMSOperations

CCSQ

OAGMPSM Policy

OHC

HCDTraining Education OIT

IUSG OC
OPM OFM

PatientsOverPaperwork

CM OEDA OA ISG

USDS ResearchOps CMSITAlliance

DesignOps

HCDContracting

CommunityofPractice

CMSOperations

CCSQ

OFM

CMSITAlliance OA

CM IUSG OEDA OC

OIT OPM OHC ISG

USDS MPSM OAGM

HCD@CMS

Future

CMS Design System

- Introduction
- Getting started
- Guidelines
- Layout
- Style
- Utilities
- Components
- Patterns

Introduction

Tell us how the system is working for you
 We're conducting a survey of design system users in order to understand how they use it, what's working well, and where it has room to grow.
[Take the survey](#)

The design system is a set of open source design and front-end development resources for creating Section 508 compliant, responsive, and consistent websites. It builds on the U.S. Web Design Standards and extends it to support additional CSS and React components, [utility classes](#), and a [grid framework](#) to allow teams to quickly prototype and build accessible, responsive, production-ready websites.

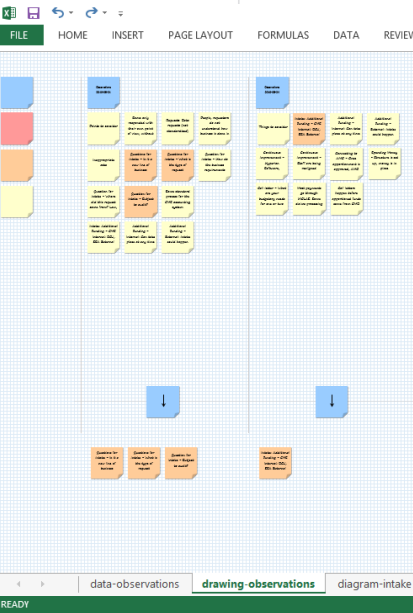
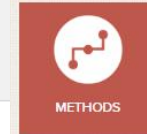
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What & Why of Usability

How To & Tools

Get Involved



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Get Ready to do Business

- Programs for Businesses & Employers
- Vendor Communication Plan
- Service Contract Inventory
- Contract Policies & Regulations
- Delivering Accessible Products & Services
- BUYSMARTER

HHS Small Business Program +

Grants & Business Contacts +

HHS Contracts

HHS considers contractors as partners, helping us to strengthen the business of government. Contractors follow strict acquisition policies and guidelines to meet program goals, objectives, and performance measures, as well as provide the public with openness about taxpayer-funded resources.

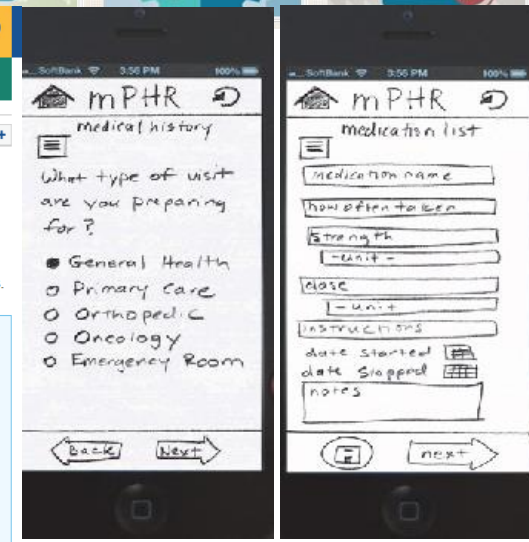
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Learn about where to register, get your codes, find contract opportunities, how to make an impression, and find out how HHS communicates with businesses.

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Find out about our required acquisition policies and regulations that affect business with government agencies.

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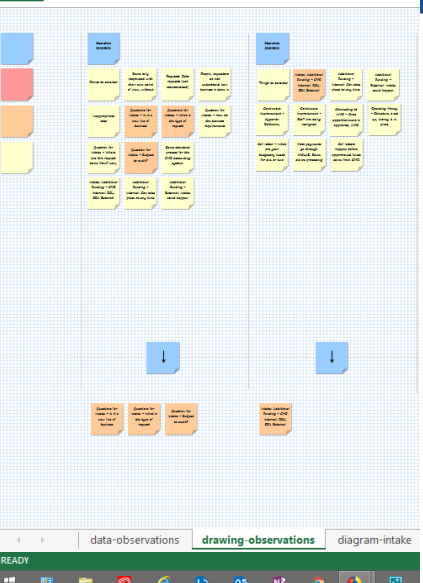
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What & Why of Usability How To & Tools Get Involved

METHODS
 Recruiting Participants & the Legend of "The General Public"

TEMPLATES & DOCUMENTS
 Basics of User Experience

GUIDELINES
 Content Strategy Project Management Visual Design



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data-observations drawing-observations diagram-intake

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mPDR

medical history

What type of visit are you preparing for?

- General Health
- Primary Care
- Orthopedic
- Oncology
- Emergency Room

Back Next

mPDR

medication list

medication name

how often taken

Strength

unit

dose

unit

INSTRUCTIONS

date started

date stopped

notes

Back Next

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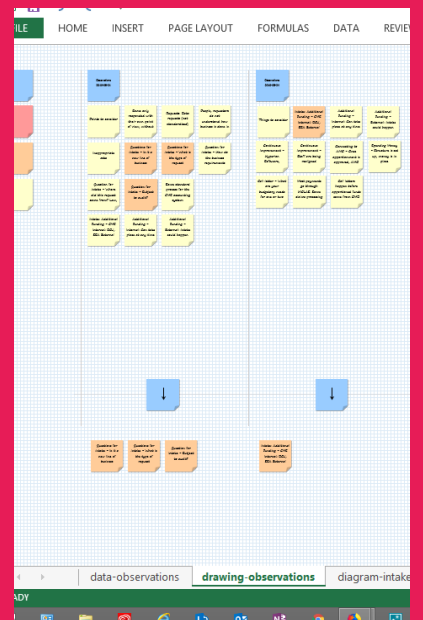
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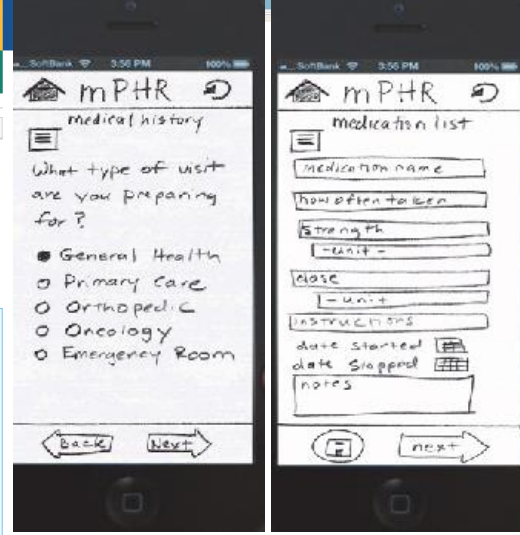
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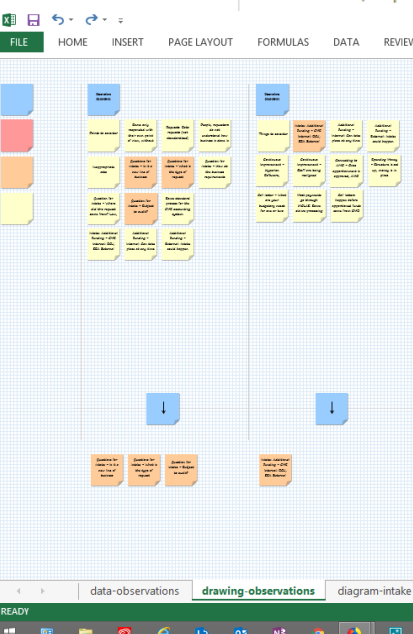
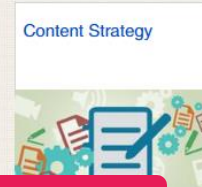
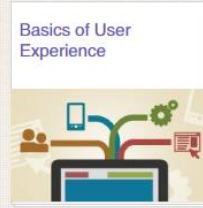
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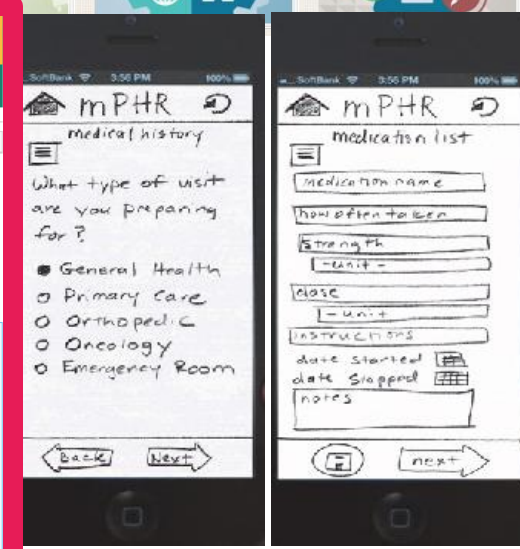
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Ask Me Anything...

What questions do you have questions for me?