CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Human-Centered Design

What's Going On at CMS?

November 2019

Agenda

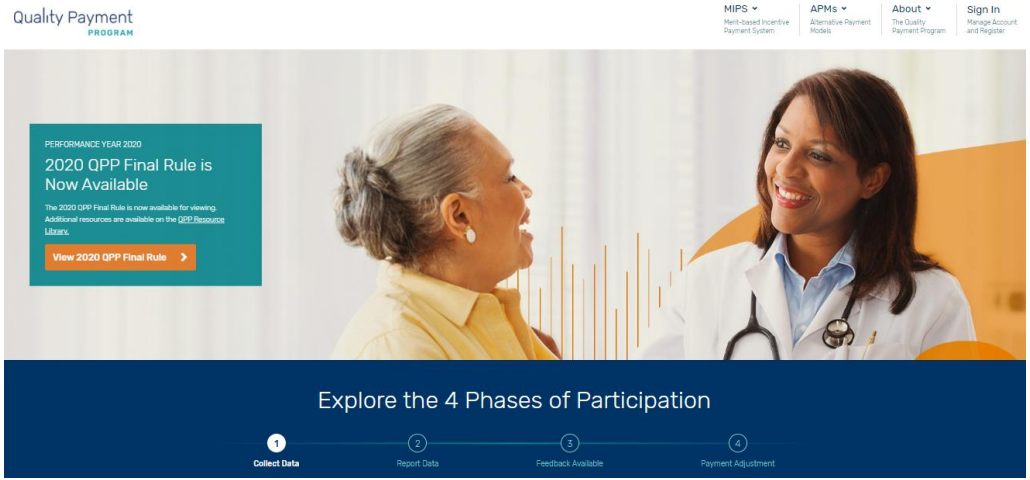
- Who Am I?
- HCD@CMS
  - Past
  - Present
  - Future
- Ask Me Anything (AMA)

Who Am I? *Past*

U.S. DIGITAL SERVICE

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

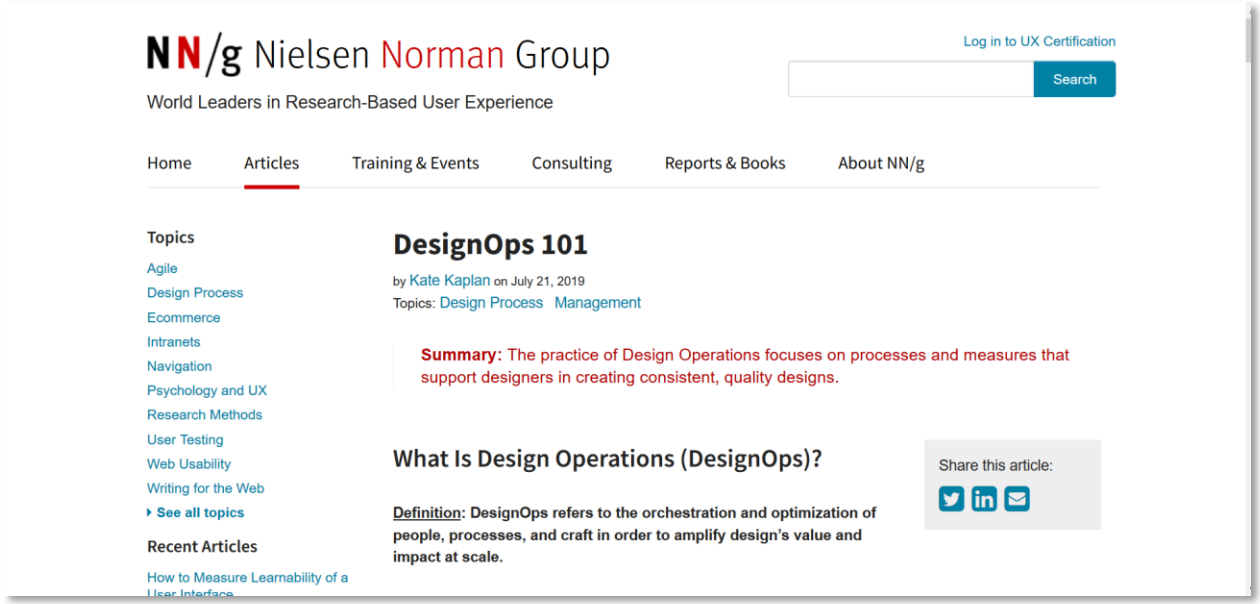
ResearchOps: "Responsible for owning the operational aspects of user research, such as sourcing and screening participants, overseeing the research-request pipeline, maintaining a research repository, and managing research tools, spaces and equipment." – *Neilsen Norman Group*



Who Am I? *Present*

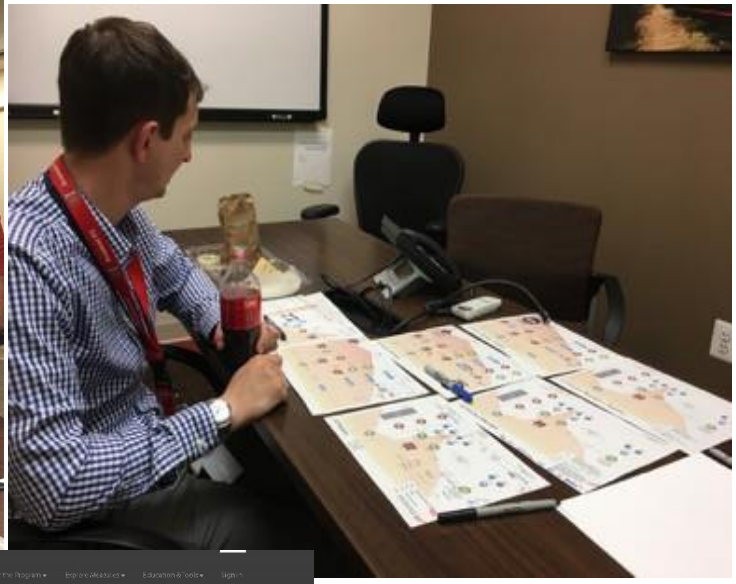
Human-Centered Design Specialist
(Office of the Administrator)

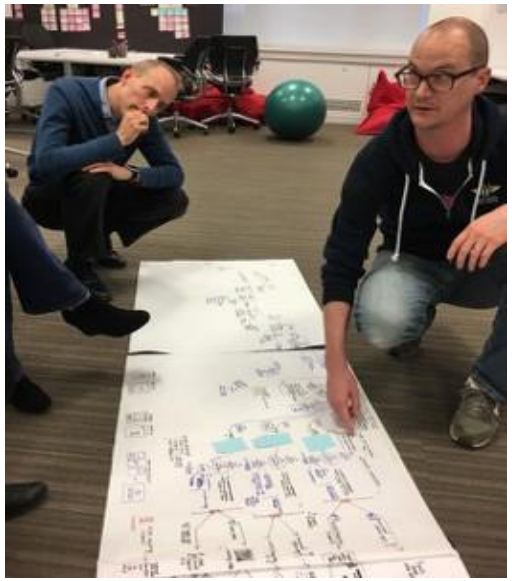
"**DesignOps** refers to the orchestration and optimization of people, processes, and craft in order to amplify design's value and impact at scale."



HCD@CMS

Past





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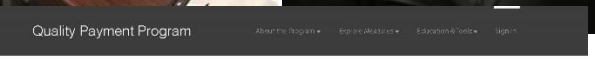
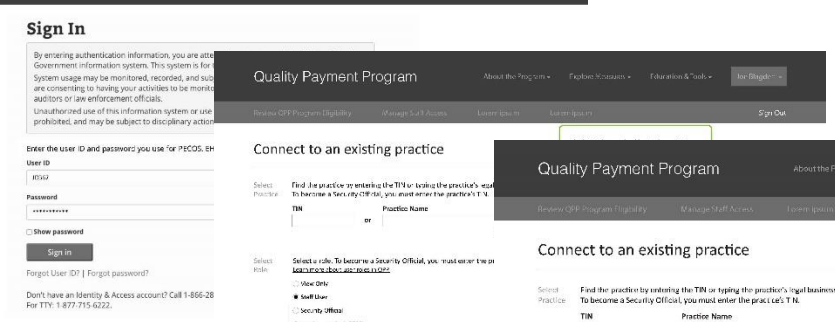
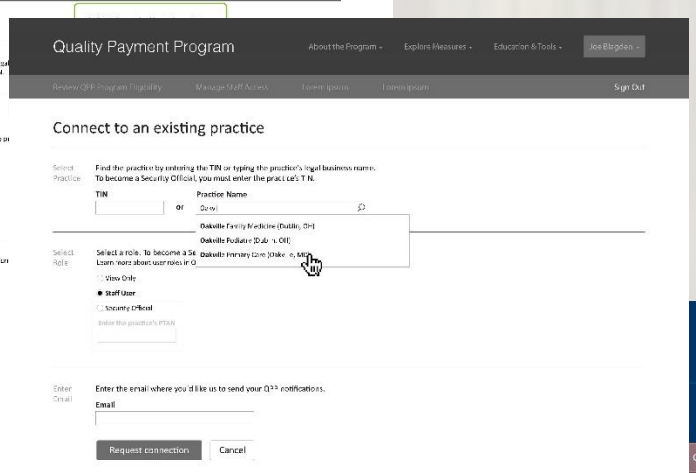
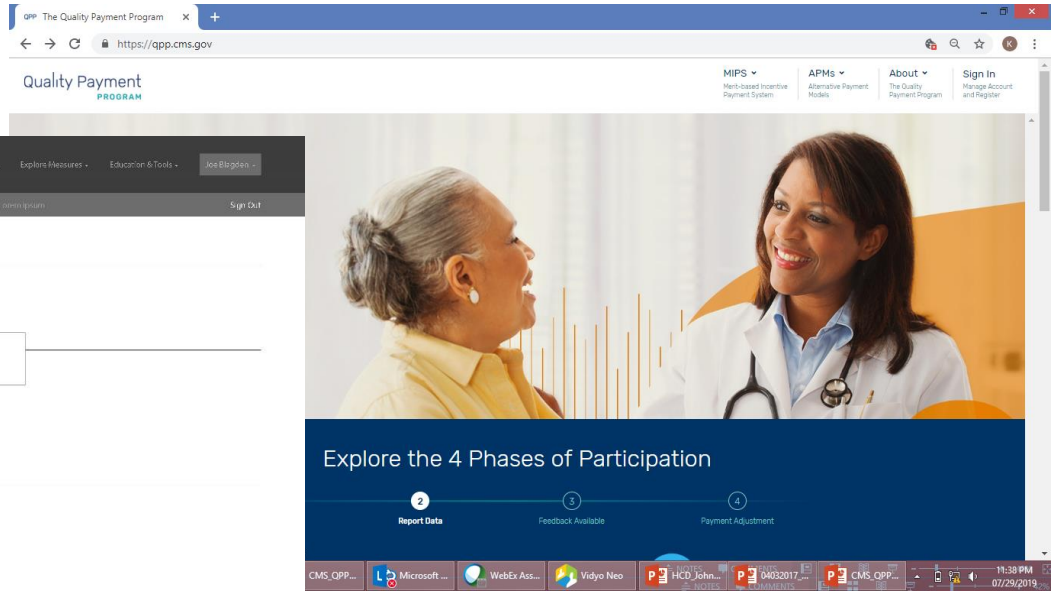
U.S. DIGITAL SERVICE









HCD@CMS *Present*

Human-Centered Design @ CMS

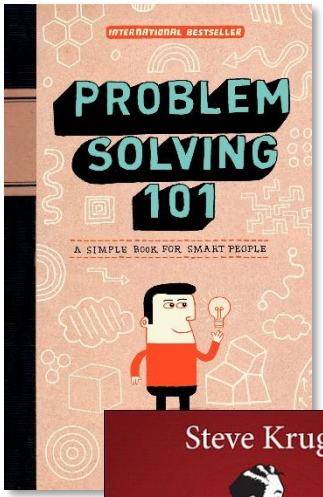
Human-Centered Design at CMS is the process we use to understand the people for which we are writing policies, and running programs and creating services.

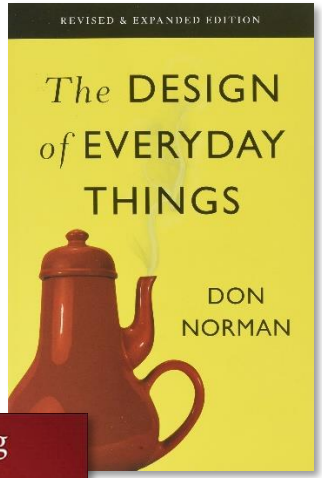
At the center of our HCD process is participatory design, where we work directly with people: clinicians, beneficiaries, third party vendors and CMS employees, to collaboratively understand the context and flow of their work with CMS, and create solutions for the people doing that work.

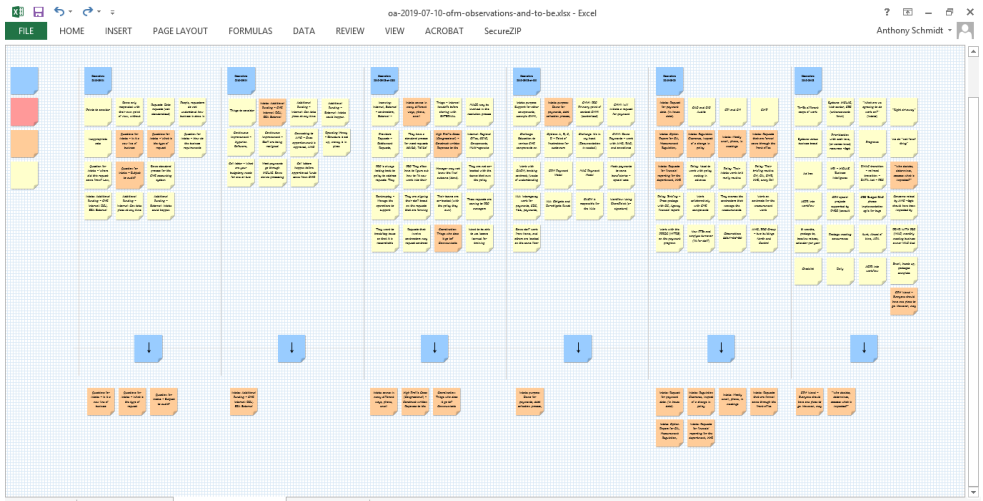
Research -> Design -> Evaluate -> Implement -> Research

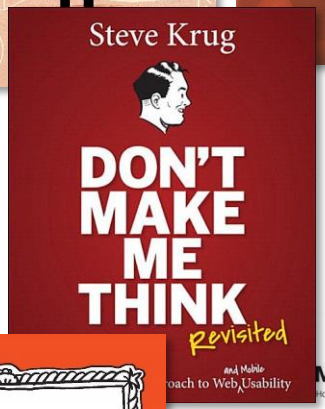
HCD@CMS

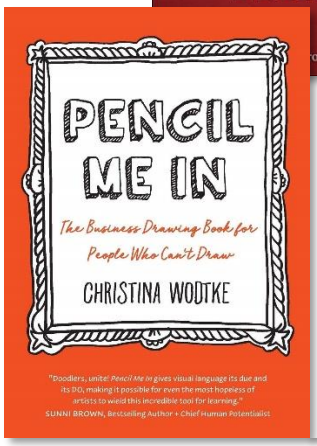
Present

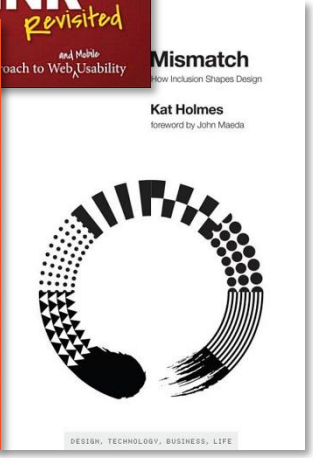


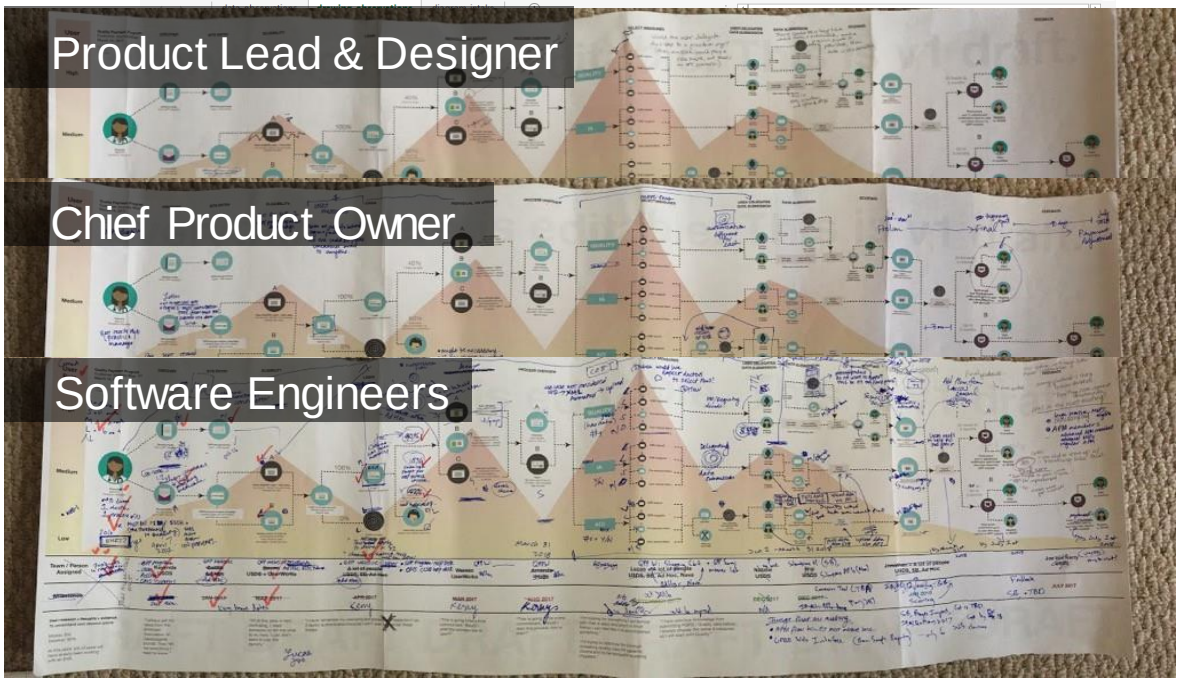








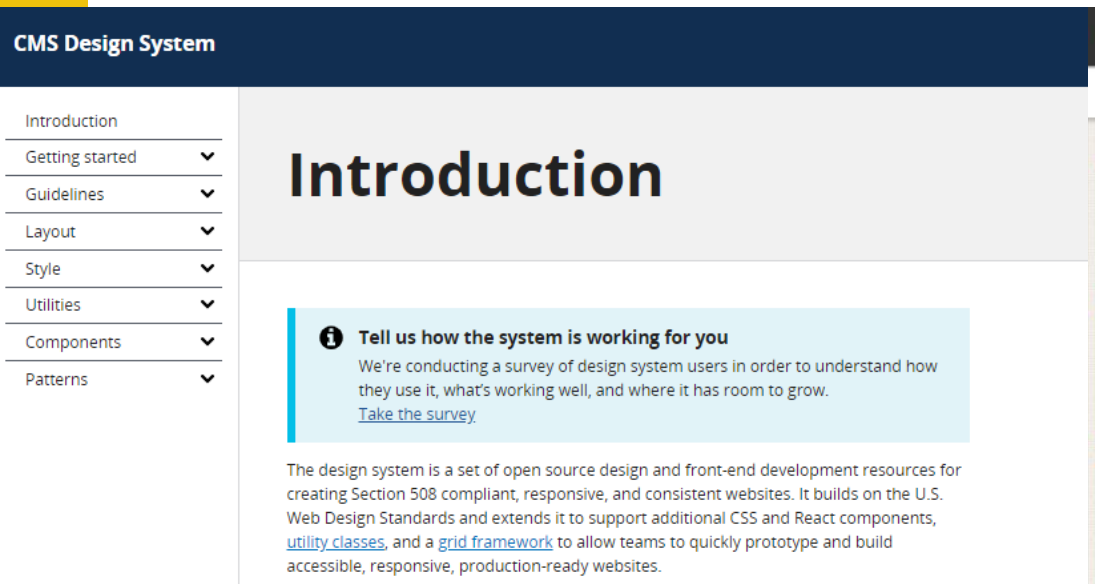


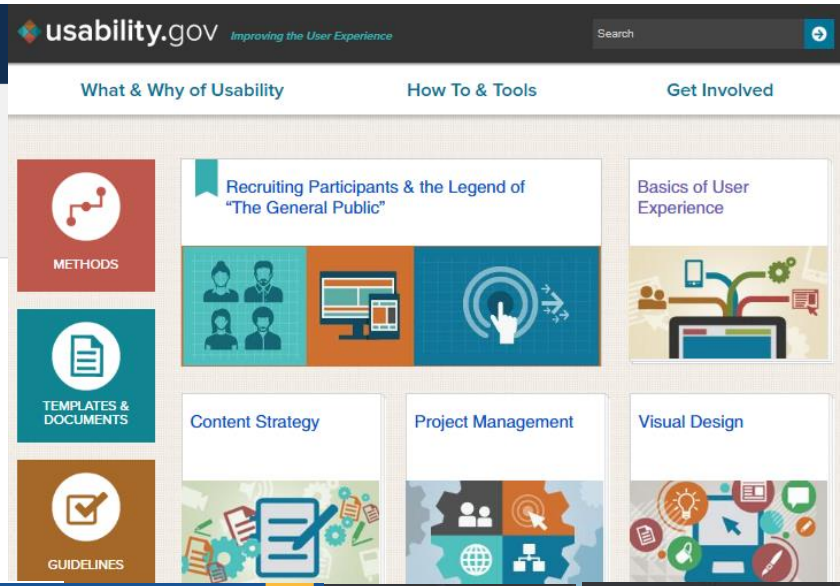


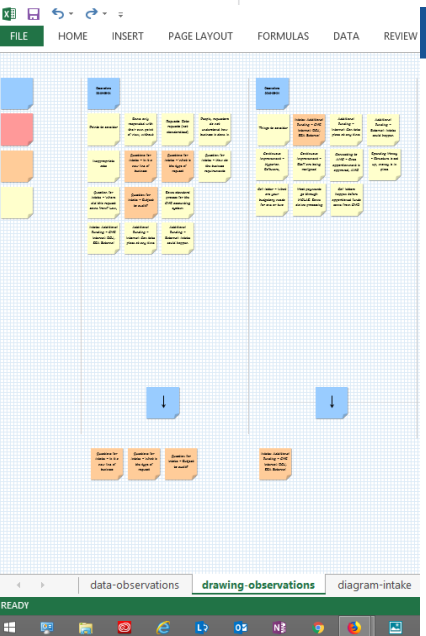
HCD@CMS *Present*

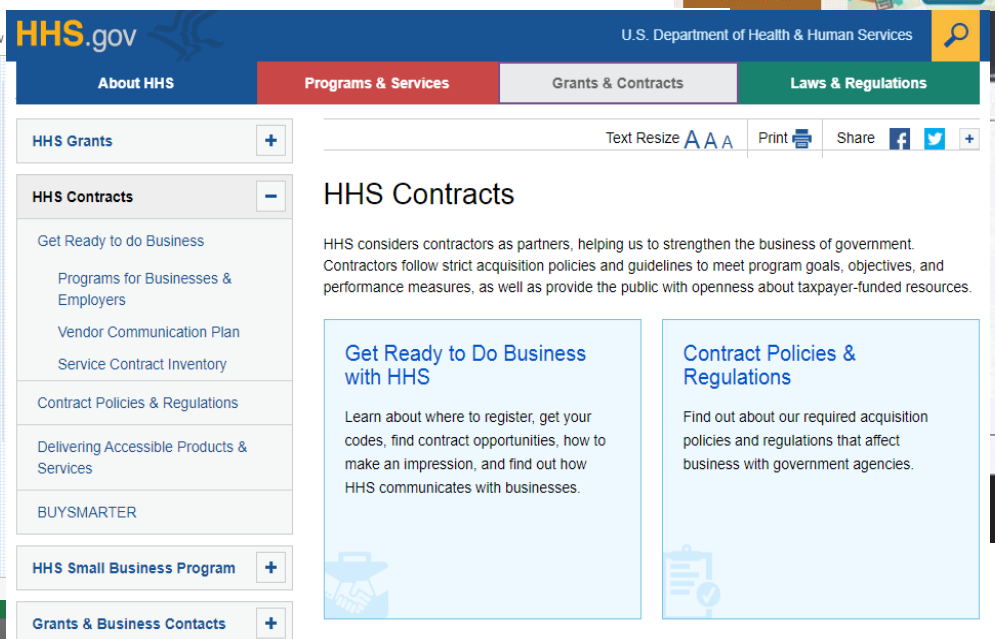
HCD@CMS

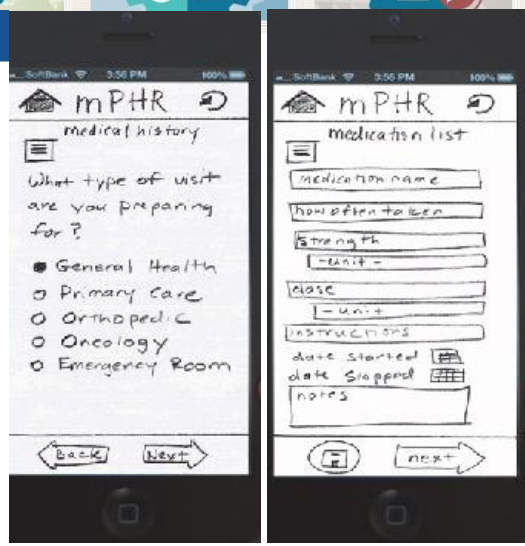
Future











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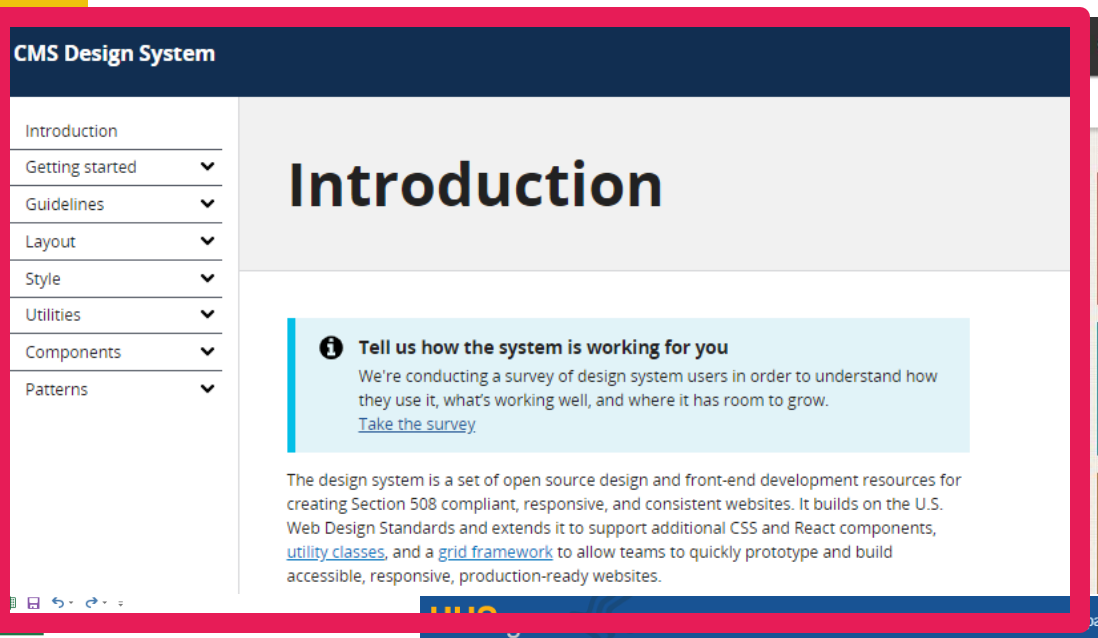
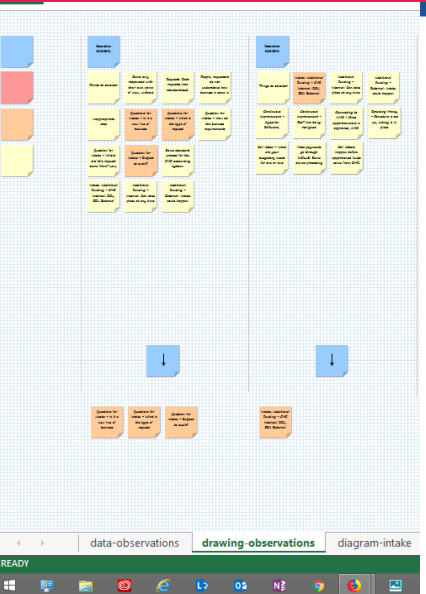
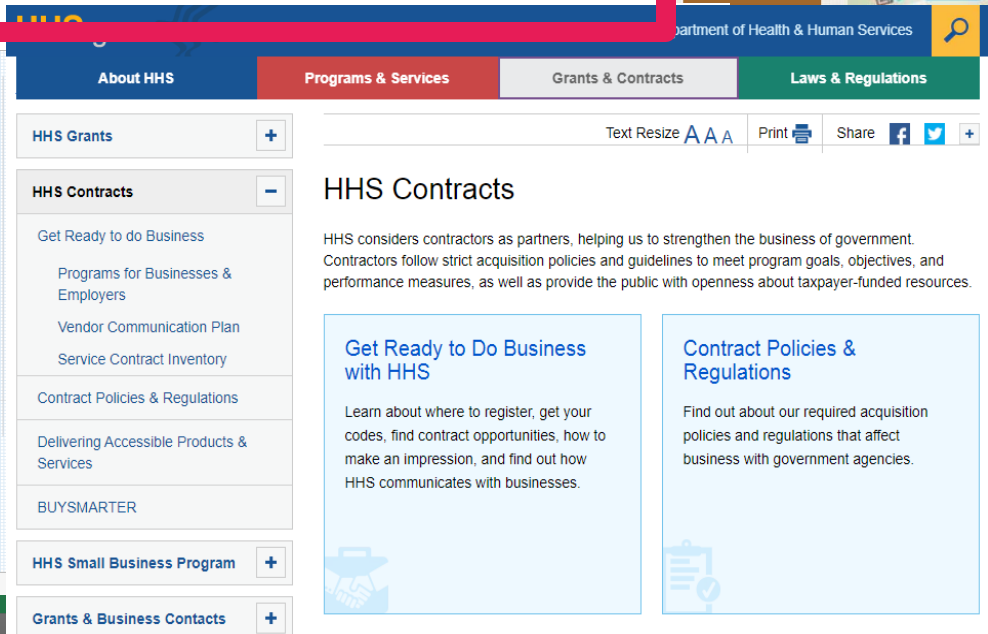
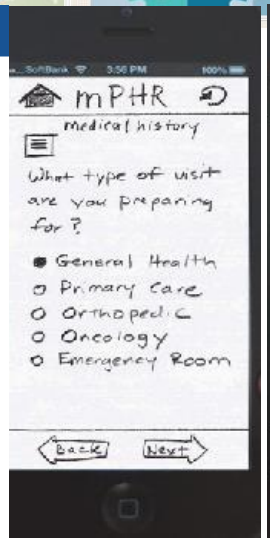
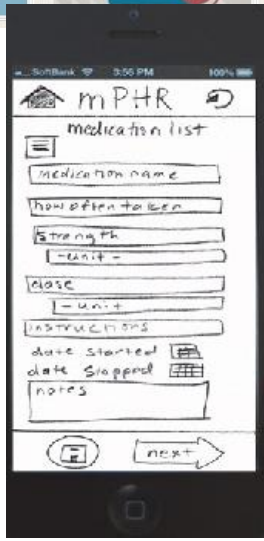
Future











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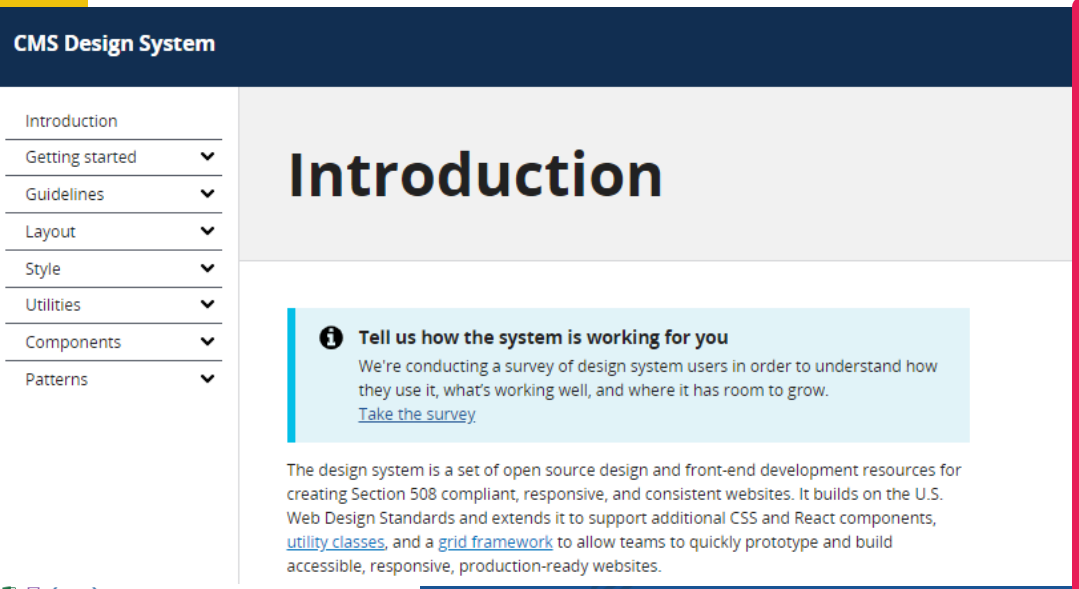

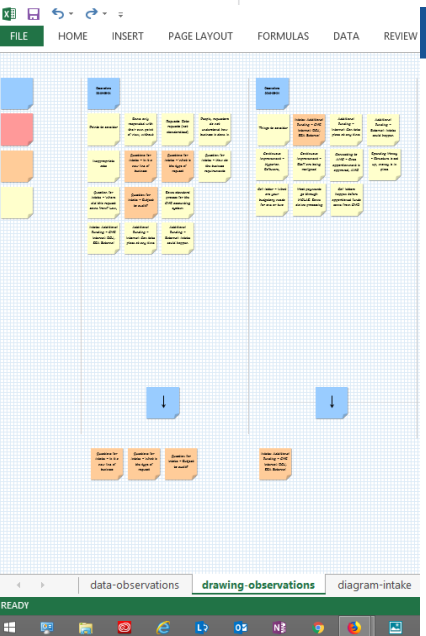

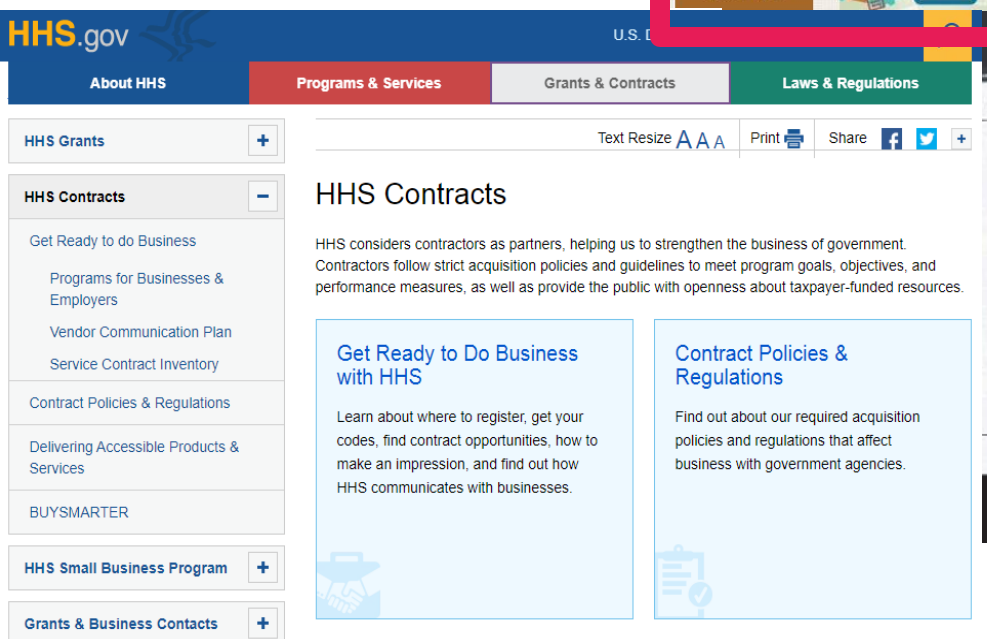

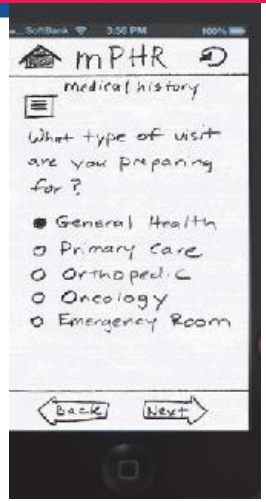

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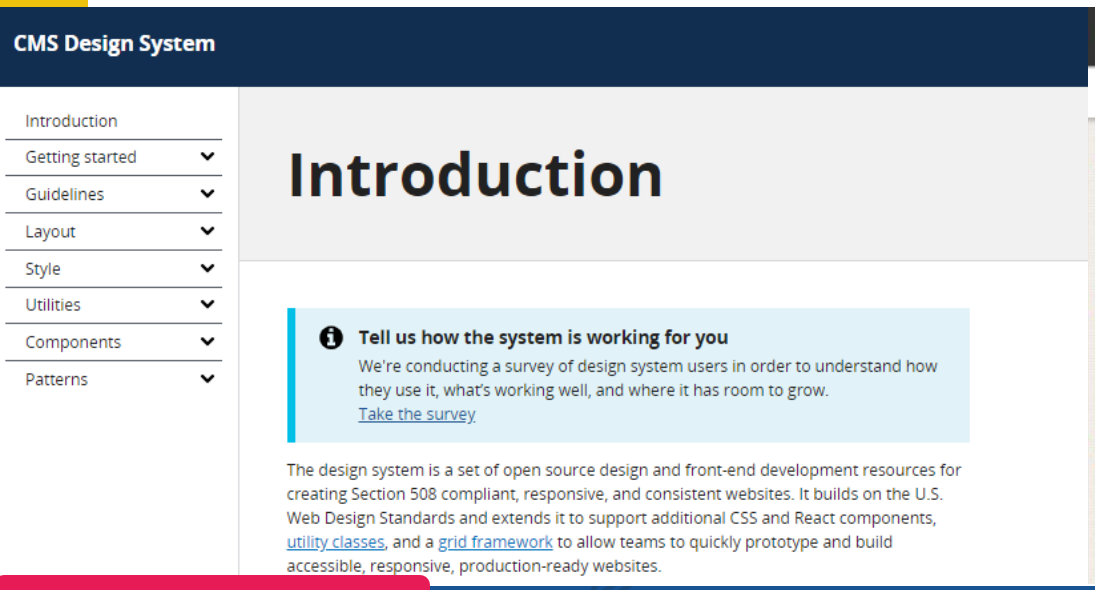

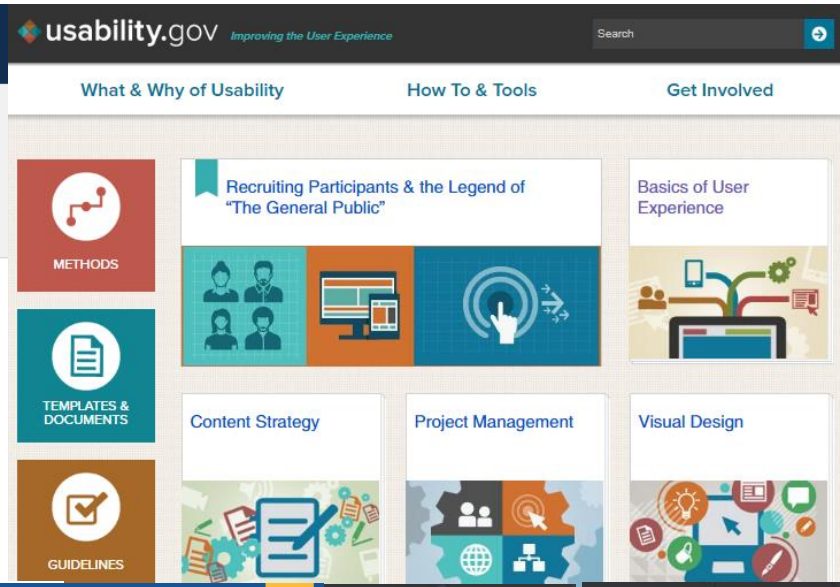

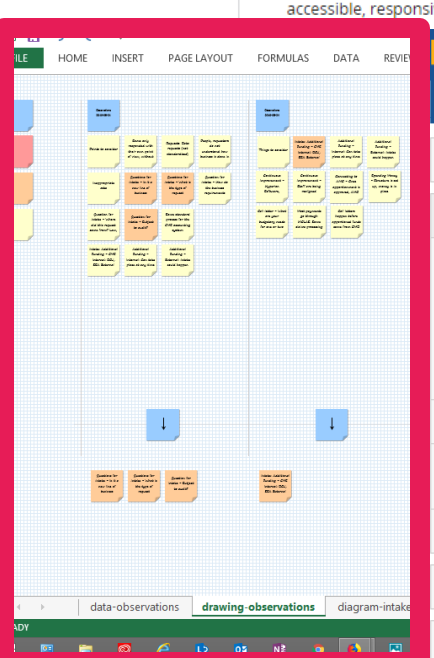

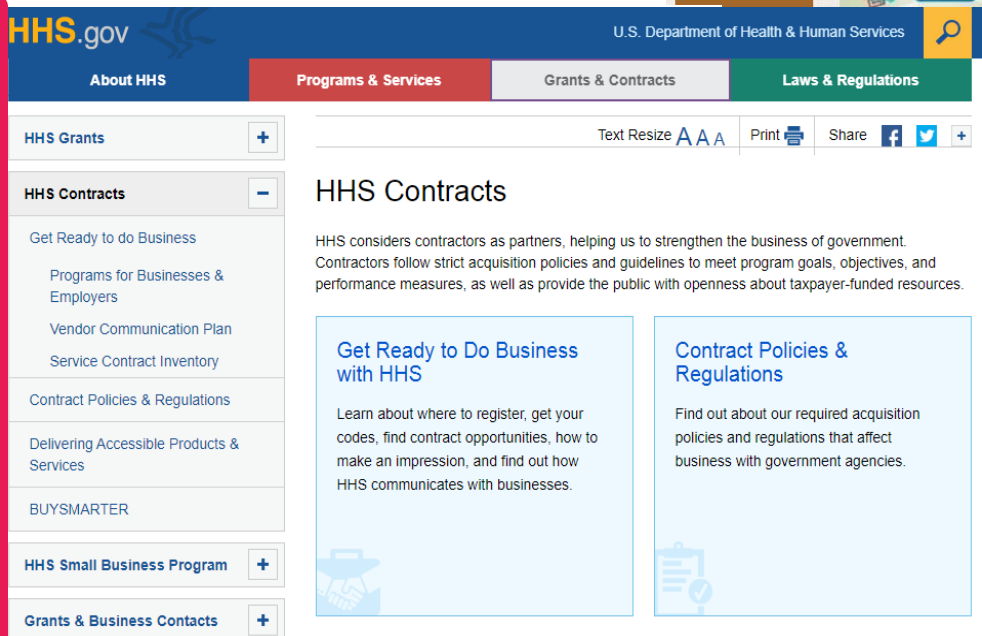

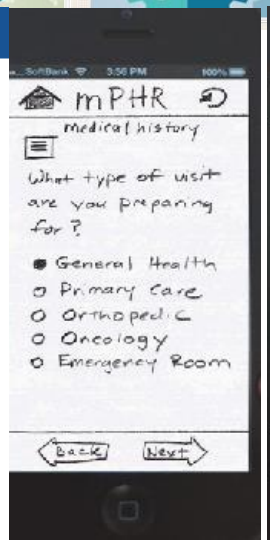

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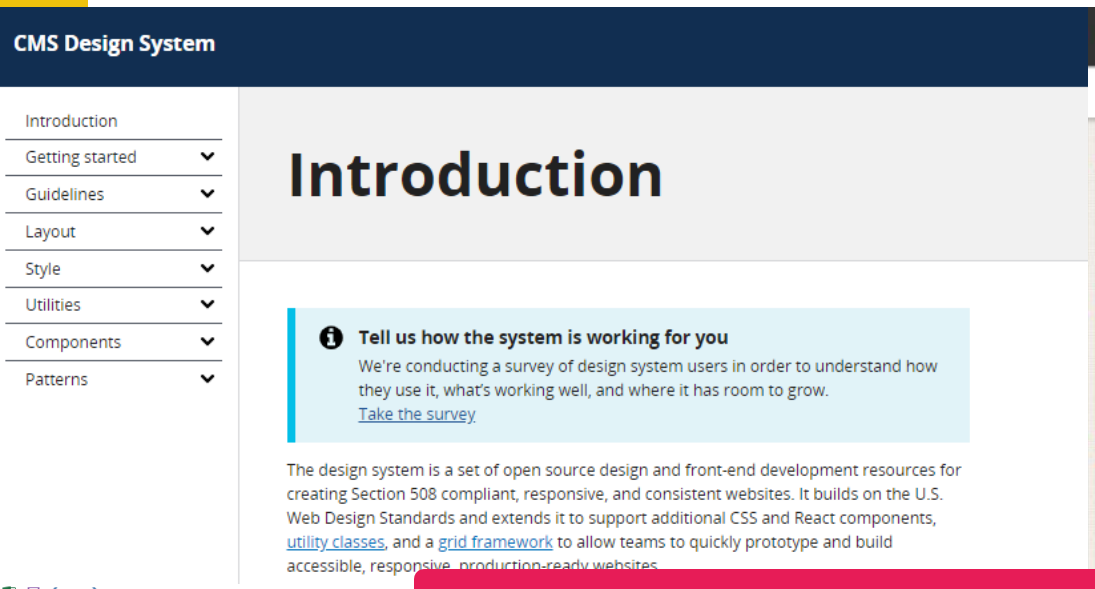

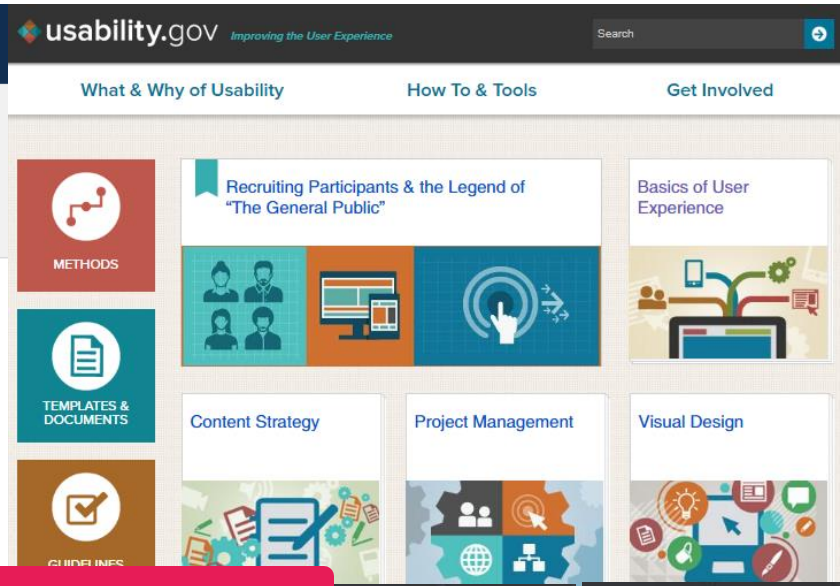

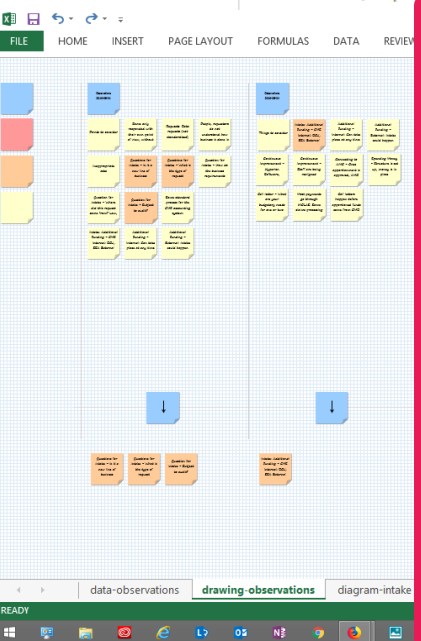

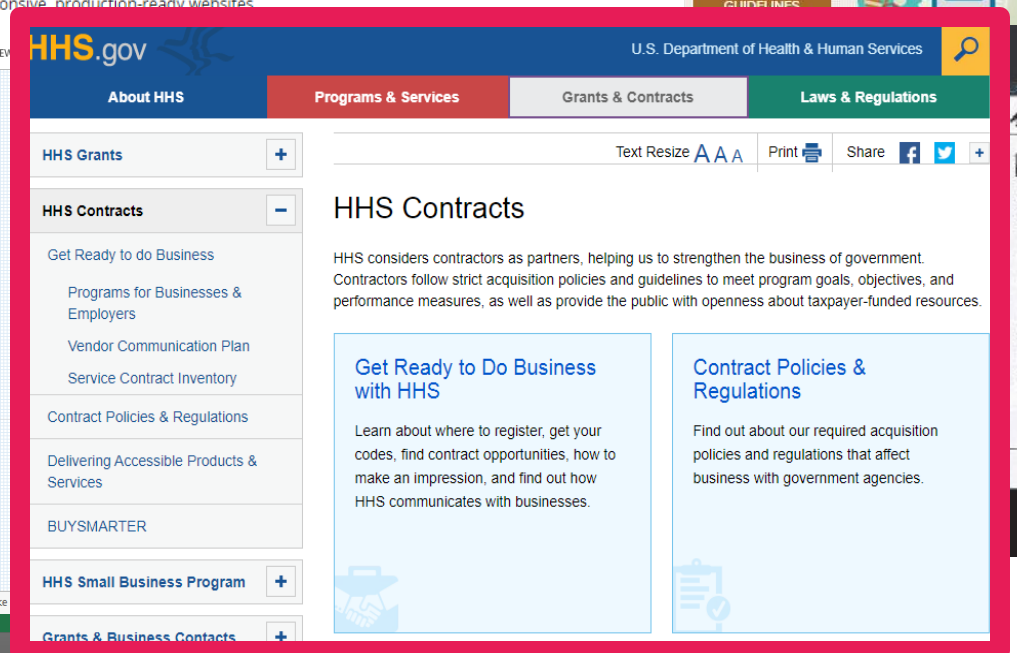

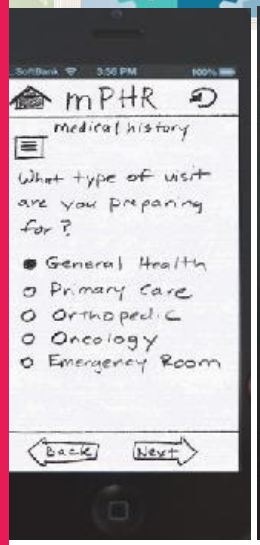

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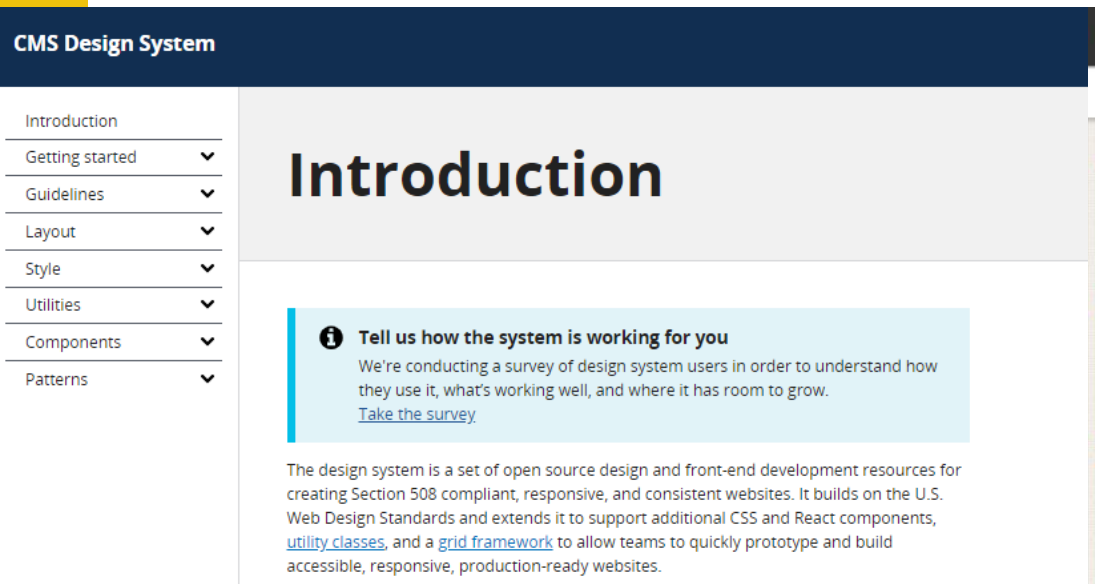

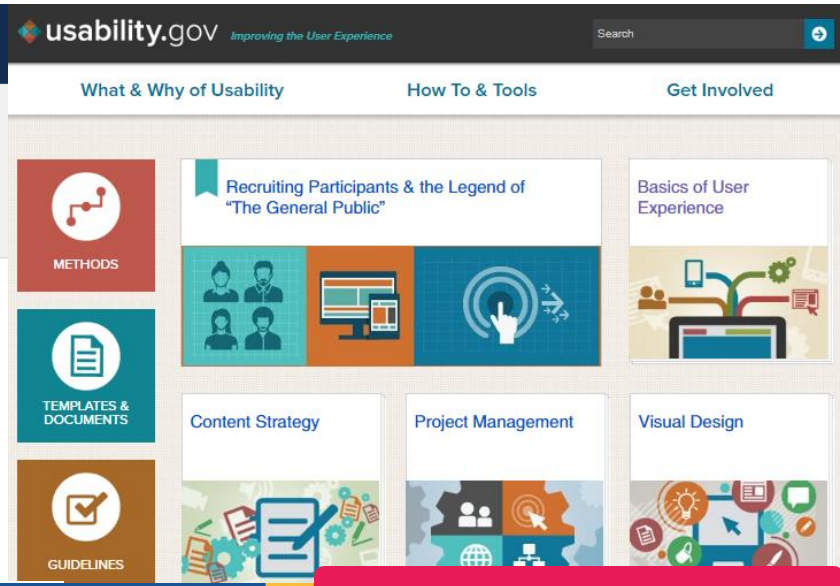

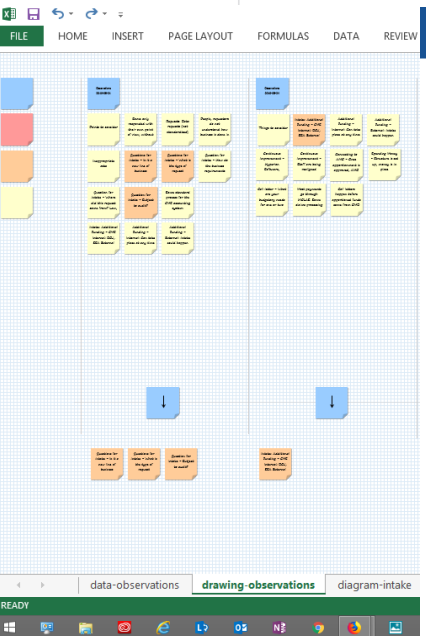

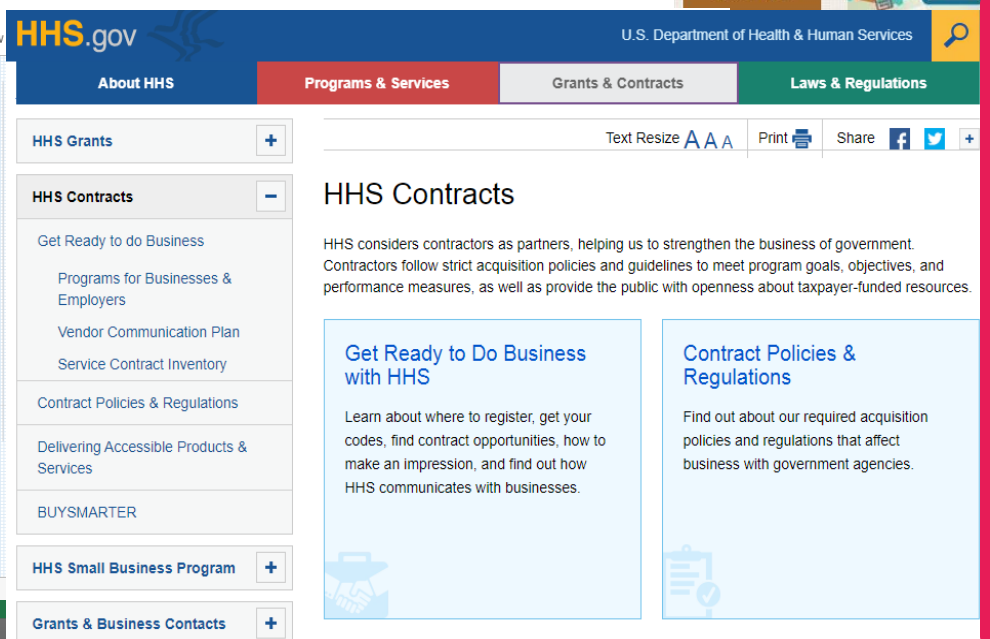

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Ask Me Anything…

What questions do you have questions for me?