Human-Centered Design Center of Excellence

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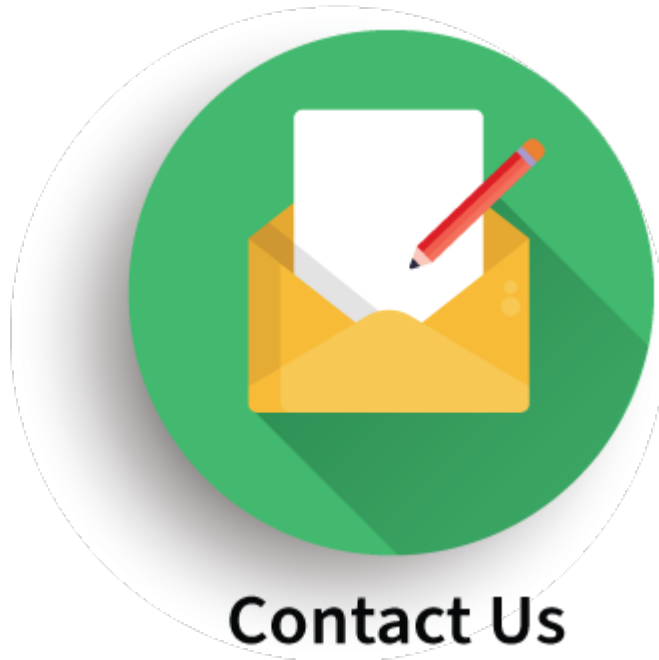
HUMAN-CENTERED DESIGN CENTER OF EXCELLENCE

Empowering Innovation by Putting People First

Services

Training & Events

Best Practices

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Due to a surge in the use of the CCSQ PRA Generic Clearance, a mechanism to expedite the Paperwork Reduction Act coverage for HCD research, our team has partnered with CMS to renew the clearance and expand its capacity for years to come.

Training & Events

- **Office Hours** - 04/18/24

- **Office Hours** - 05/16/24

- **Training** - Personas: Gain Empathy for Improved Ideation and Implementation - 05/23/24

- **Training** - Customer Empathy Through Journey Mapping - 06/12/24

Learn
More

Latest from the Blog

Human-Centered AI: 5 HCD Principles for Developing AI

In recent years, Artificial Intelligence (AI) has transcended the realms of science fiction to become an integral part of our daily lives. From recommending the next song on your playlist to predicting global financial markets, AI's capabilities are vast, varied, and truly transformative. As with any disruptive technology, the potential of AI is unparalleled, promising solutions to some of the most pressing challenges we face today in healthcare. Read more...

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Home

Meet Our Team

The HCD CoE is an organization that impacts the way the Center for Clinical Standards and Quality (CCSQ) delivers policy, products and services to its customers. Through the provision of education, support and resources, we will promote the continued implementation and usage of HCD best practices and seek to fulfill the charge of OMB Circular A-11 Section 280 (i.e., "Managing Customer Experience and Service Delivery").

Does your team regularly involve your customers? Do you want to learn more about how to integrate design thinking as a continuous improvement practice with your team?

Contact Us

CHELSEA BRIGG

"**Design can be art. Design can be aesthetics. Design is so simple, that's why it is so complicated.**"

-Paul Rand

Where Are We Going?

The HCD Center of Excellence is helping CCSQ to achieve a new future where:

- CMS is a champion of fulfilling the charge of OMB Circular A-11 Section 280 (i.e., "Managing Customer Experience and Service Delivery")
- CCSQ fully idealize their UX maturity goals and design thinking permeates all aspects of the organization.
- Process is in place to track the quality of user experience throughout design projects and across releases.
- Find ways to measure the ROI of UX and how it is maps to the organization's mission. (Cost Reduction, Cost Savings, Modernization.)
- Design thinking is applied in the broadest perspective possible to drive consistent customer experience.
- UX processes are connected and integrated with other organization processes that enable individuals to work together to create the user experience of the product(s) and service(s).