Hewlett Packard Enterprise (HPE) is pleased to provide this response to the Centers for Medicare & Medicaid Services (CMS) Merit Based Incentive Payment System (MIPS) Mobile Challenge – Phase 1. We understand the challenge that CMS faces in communicating the new MIPS program to its 1.2 million clinicians, and we have the right Digital Services team to provide innovative solutions to achieve this objective.

**Our Process**

The HPE U.S. Public Sector Digital Services team used our standard, user-focused, agile processes in this response, including the use of scrum, wireframes, storyboarding, human-centered design techniques, responsive user interface, and a focus on user experience (UX).

We ran weekly sprints with a small team of 2.5 full-time equivalents (FTEs): 1 User Interface (UI) Designer, 1 UX Specialist, and 1/2 Scrum Master. We engaged a partner, Health Management Solutions, to provide clinicians and healthcare subject matter experts (SMEs) to participate as our user community during the design process.

We developed wireframes and mockups—all of which were shared with our user community for feedback. User input was critical in setting the direction of our design. Once we had developed higher-fidelity mockups, we used Flinto to quickly generate a clickable demo that we had our user community walk through and provide feedback on. Input from these collaborative demo sessions and our usability testing were reviewed and incorporated into the design.

The following deliverables are included in our response:

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| Deliverable | Description |
| Wireframes | Initial UI sketches used to gather user feedback. |
| Mockups | Higher-fidelity mockups of the proposed UI. We chose to focus primarily on a mobile phone form factor, but we have tablet mockup samples to demonstrate the responsiveness considered as part of the design. |
| Video | Video that walks through the Flinto demo we created and provided to users to perform usability testing and provide feedback. |
| Storyboards | Provides a screen-by-screen walkthrough of some of the key use cases. |
| Content Map (Flowchart) | Provides a view of the screens designed and their flow. |
| User Feedback Incorporation | Document showing the evolution of the UI design based on user feedback. |
| Usability Testing Form | List of tasks and questions that users filled out while using our Flinto demo as part of usability testing. |
| User Feedback Questions | Additional questions we asked users via conference calls as part of usability testing. |

**Facilitates Advanced Analytics – Evidence-Based Decision-Making for CMS**

Although this submission focuses on the front-end user interface, we designed the framework and the application to accommodate an analytics and data management platform to enable evidence-based decision-making for CMS stakeholders.

We have included with our submission a summary of our HPE Haven-as-a-Service Platform, which we tailor and use for more than 800 clients and more than 1,000 projects globally to perform advanced analytics. The platform is flexible; it can use various Hadoop implementations- from Hortonworks, to Cloudera, to MapR, and can be hosted from Amazon Web Services (AWS), HPE Helion, Microsoft Azure, or even in a private cloud. Plus, it is also based on a consumption model which enables rapid, incremental implementation.

Ultimately, our Analytics and Data Management Platform enables evidence-based decision-making for CMS, providing easy access to the following types of analytics:

* **Descriptive Analytics** – What has occurred/what is occurring?
  + Real-time reporting analysis of which content is being accessed, by whom, how often, by user role, location, and time.
  + This data can also be correlated with other structured and unstructured data (for example, social media activity) to build a comprehensive picture of how a population is consuming and responding to published MIPS information.
* **Predictive Analytics** – What is likely to occur next time?
  + Scheduled analysis—based on historical trends—to predict the activity, questions, and needs of the MIPS community as future implementations of MIPS policy milestones are reached.
* **Prescriptive Analytics** – What can we do to effect positive change?
  + Advanced models to reverse-engineer “what-if” scenarios, to identify what proactive steps CMS can take to achieve a desired response in the MIPS community.