

Smarter Care UI

UI re-skin concept 2nd April 2015

OVERVIEW

Re-skin of Eldercare components.

Potentially this should feed through SPM and SOE portfolio of products to create a consistent brand feel across all solutions and products.

Current focus is a re-skin of the v6 UI components, now to be designed for minimum resolution of 1366 x 768.

CONTENT

The following pages show the key components for potential re-skinning. We have also proposed a number of small UX changes which we feel would have a positive impact to the overall user experience.

KEY SCREENS

- Home page with Pods
- List
- Expanded List
- 360 degree view

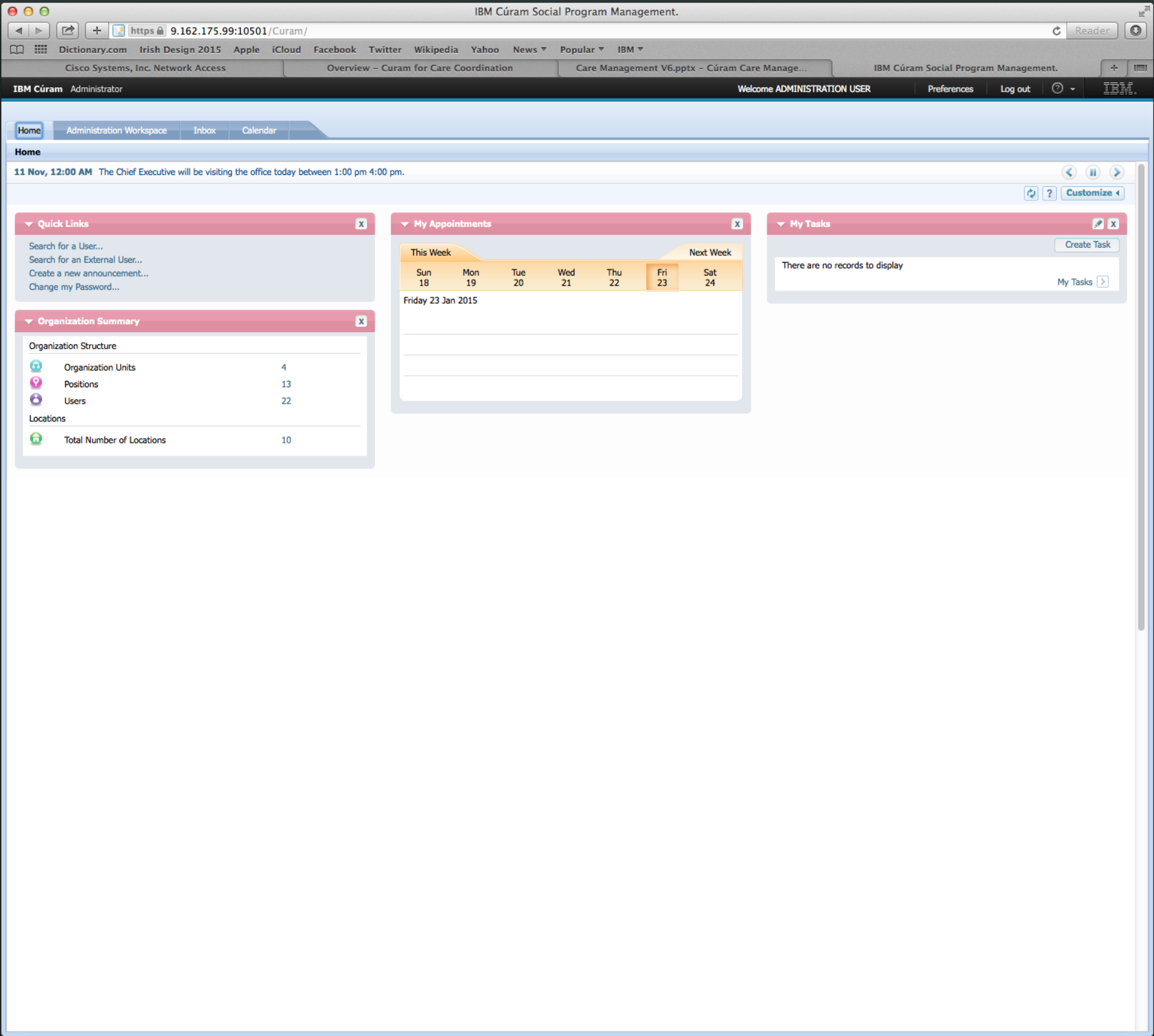
UI RESKIN INVOLVES CHANGING THE VISUAL PRESENTATION OF THE FOLLOWING ITEMS:

- Font
- Colours
- Icons (action icons / section tab icons)
- Spacing between lines of text (typographic term = leading)
- Potential addition of patterns or gradients
- Some text will potentially appear in Upper Case

UX POTENTIAL CHANGES

- **Application bar** (potential drop down menu to help consolidate preferences / Sign out etc).
- **Title Bars** We recommend the removal of the page and tab name in their respective title bars. The title bar will still remain and contain the action icons.
- **Shortcuts panel** Currently the category buttons on the shortcuts panel align to the bottom which creates a large white space. We would recommend that these be top aligned and dynamically positioned to the accommodate the size of the expanded category. See page 7 for a visual on this.
- **Context Panel** Content Panel to be Centered within space available rather Left Aligned, creating white space to the left and right of the context panel.

Existing Cúram version 6 screens



IBM Cúram Social Program Management.

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Top Sites

[Log in page]

IBM Cúram Social Program Management.

IBM Cúram Caseworker

Welcome SUPER USER Preferences Log out

Enter Reference Number

Home Cases and Outcomes Inbox Calendar

Shortcuts

Searches

Registration

Cases

New Case Query...

Register Person and Create Case...

Add Prospect Person and Create Case...

My Case Queries

My Items of Interest

My Cases

My Recently Approved Cases

Cases Recently Assigned to Me

Recently Viewed Cases

My Service Plans

Person Search James Smith Social Assistance 259 - Linda Smith Employment Benefit 260 - Linda Smith Social Assistance 263 - James Smith My Case Queries

Employment Benefit 260 - Linda Smith

Linda Smith

48 years

Employment Benefit

Social Assistance - 259

Started 1/12/2015

Certified up to 1/31/2015

Last Payment \$428.58 on 1/26/2015

Next Payment

Latest Decision 1/26/2015

Next Case Review Date Not Recorded

Closed

Underpayments (0)

Overpayments (1)

SUPER USER

Home Determinations Financials Verifications Participants Contact Events Tasks Issues and Proceedings Administration

Home

Closure Details

Closed by SUPER USER on 1/26/2015

Reason Superseded

Case Details

Date Received 1/26/2015

Start Date 1/12/2015

Priority High

Expected Outcome Trained Customer

Certification Frequency Recur every 1 week(s) on Monday [Change...]

Status Closed [View History]

Expected End Date

Classification Medium Risk

Actual Outcome Attained

Override Max Deduction Rate No [Set...]

Comments

Recent Transactions

Event Type	Description	Date Time	Created By
Pro Forma Communication Added	Case Closure Client Notification communication created for correspondent Linda Smith	1/26/2015 11:21	SYSTEM
Payment Correction Created	Payment Correction created on case 260 for Linda Smith.	1/26/2015 11:20	SYSTEM
Product Delivery Closed	Employment Benefit - 260 case closed for Linda Smith	1/26/2015 11:20	SUPER USER
Payments sent	Payment issued on 2015-01-26	1/26/2015 11:19	SYSTEM
Product Delivery Activated	Employment Benefit - 260 case for Linda Smith activated	1/26/2015 11:19	SUPER USER
Product Delivery Approved	Employment Benefit - 260 case approved for Linda Smith	1/26/2015 11:17	SYSTEM
Product Delivery Submitted	Employment Benefit - 260 case submitted for approval for Linda Smith	1/26/2015 11:17	SUPER USER
Certification Modified	Certification from 2015-01-26 to 2015-07-26 modified	1/26/2015 11:17	SUPER USER
Certification Added	Certification added from 2015-01-26 to 2015-07-26	1/26/2015 11:15	SUPER USER
Case Created	Employment Benefit - 260 created for Linda Smith	1/26/2015 11:15	SUPER USER

Investigations

Social Enterprise Folders

Outcome Plans

IBM Cúram Social Program Management.

9.162.175.27:9044/Curam/

Reader

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Cisco Systems, Inc. Network AccessTop Sites[Log in page]IBM Cúram Social Program Management.

IBM Cúram CaseworkerWelcome SUPER USERPreferencesLog out

Enter Reference Number

HomeCases and OutcomesInboxCalendar

ShortcutsSearchesRegistrationCases

New Case Query...Register Person and Create Case...Add Prospect Person and Create Case...My Case QueriesMy Items of InterestMy CasesMy Recently Approved CasesCases Recently Assigned to MeRecently Viewed CasesMy Service Plans

InvestigationsSocial Enterprise FoldersOutcome Plans

Person SearchJames SmithSocial Assistance 259 - Linda SmithEmployment Benefit 260 - Linda SmithSocial Assistance 263 - James SmithMy Case Queries

Employment Benefit 260 - Linda Smith

Linda Smith48 years

Employment BenefitSocial Assistance - 259Started 1/12/2015Certified up to 1/31/2015Last Payment \$428.58 on 1/26/2015Next PaymentLatest Decision 1/26/2015Next Case Review Date Not Recorded

260

ClosedUnderpayments (0)Overpayments (1)SUPER USER

HomeDeterminationsFinancialsVerificationsParticipantsContactEventsTasksIssues and ProceedingsAdministration

Determination History

Creation Date	Status	Reason	Created By
1/26/2015 11:20	Current	Case Closure	SYSTEM
1/26/2015 11:19	Superseded	Case Activation	SUPER USER

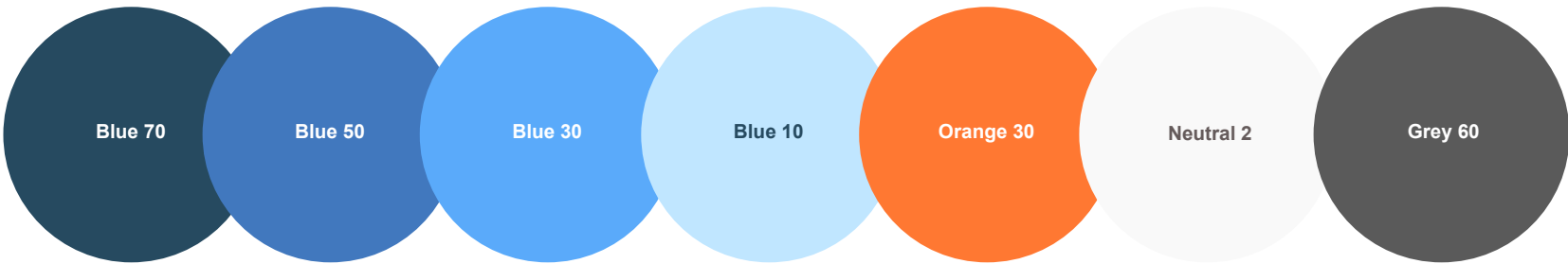
Determination Results

Coverage Period	Decision	Amount																		
2/1/2015 -	Not Eligible																			
<div>Eligibility</div> <table><tbody><tr><td>Employment Status</td><td>Pass</td></tr><tr><td>Dependent Child</td><td>Not Applicable</td></tr><tr><td>Medical Expenses</td><td>Not Applicable</td></tr><tr><td>Total Income Calculation</td><td>Not Applicable</td></tr><tr><td>Total Asset Calculation</td><td>Not Applicable</td></tr><tr><td>Case Certified</td><td>Fail</td></tr></tbody></table> <div>Household Members Included in Determination</div> <table><tbody><tr><td>Person: Linda Smith</td><td></td></tr></tbody></table> <div>Weekly Entitlement</div> <p>There is no Sample benefit payable as Linda Smith does not meet the eligibility criteria.</p> <div>Income and Assets Tested</div> <table><tbody><tr><td>Household Income Total (Weekly)</td><td>\$0.00</td></tr><tr><td>Household Asset Total</td><td>\$0.00</td></tr></tbody></table>			Employment Status	Pass	Dependent Child	Not Applicable	Medical Expenses	Not Applicable	Total Income Calculation	Not Applicable	Total Asset Calculation	Not Applicable	Case Certified	Fail	Person: Linda Smith		Household Income Total (Weekly)	\$0.00	Household Asset Total	\$0.00
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Household Income Total (Weekly)	\$0.00																			
Household Asset Total	\$0.00																			
1/26/2015 - 1/31/2015	Eligible	\$150.00 Weekly																		
1/12/2015 - 1/25/2015	Eligible	\$150.00 Weekly																		

Concept 1

Concept 1

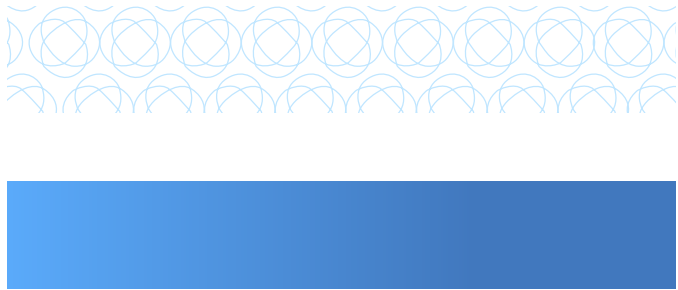
A pared back UI, with a sense of space and clarity.
A clean colour palette of white, blues and orange for a sense of professional vibrancy.



COLOURS



APPLICATION LOGO



BLUE GRADIENT

HOME CLIENTS TASKS CALENDAR

SECTION WORDS



ACTION ICONS

< 11 Nov, 12:00 AM Midway Office is closed today due to flooding, refer to Downtown Office >

My Tasks



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SEE ALL

My Appointments



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SEE ALL

Quick Links



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SEE ALL

My Items of Interest



Body copy here

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SEE ALL

My Case Queries



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SEE ALL

Caseload Summary



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SEE ALL

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My Tasks

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SEE ALL

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SEE ALL

Quick Links

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SEE ALL

My Items of Interest

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SEE ALL

My Case Queries

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+



SEE ALL

Caseload Summary

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Body copy here

Body copy here

+



SEE ALL

IBM Social Program Management Caseworker

Welcome Sarah

HOMECLIENTSTASKSCALENDAR

Person Search

Laurie Thompson

Person Search

Person Search

Laurie Thompson

76 years old

1760 Wells Street, Chicago, Illinois 606011

Living alone and socially isolated

DOB

Risk Level

High

Insurance

Medicaid A/c 3425029

Health Behaviors

Depressed And Isolated

Emergency Contact

Maria Taylor 44 538 3212

Primary Care Physician

Dr. Jim Wilson 44 765 3256

Home

Background

Identity

Care and Protection

Issues and Proceedings

Financial Transactions

Referrals

Client Contact

Verifications

Administration

CASES

ASSESSMENTS

SERVICE PLANS

WAIT LISTS

REFERENCES	NAME	ROLE	OWNER	START DATE	STATUS	
▶ 256	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 257	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 258	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 259	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 260	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 261	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 262	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 263	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡

NEW

+

↺

🗄

IBM Social Program Management Caseworker

Welcome Sarah

HOME

CLIENTS

TASKS

CALENDAR

SHORTCUTS

SEARCHES

REGISTRATION

CASES

New Case Query...

Register Person and Create Case...

Add Prospect Person and Create Case...

My Case Queries

My Items of Interest

My Cases

My Recently Approved Cases

Cases Recently Assigned to Me

Recently Viewed Cases

My Service Plans

INVESTIGATIONS

SOCIAL ENTERPRISE FOLDERS

OUTCOME PLANS

Person Search

Laurie Thompson

Person Search

Person Search

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SERVICE PLANS

WAIT LISTS

REFERENCES

NAME

ROLE

OWNER

START DATE

STATUS

▶

256

Social Assistance

Primary Client

Super User

1/15/2015

Open

▶

257

Social Assistance

Primary Client

Super User

1/15/2015

Open

▶

257

Social Assistance

Primary Client

Super User

1/15/2015

Open

▶

258

Social Assistance

Primary Client

Super User

1/15/2015

Open

▶

259

Social Assistance

Primary Client

Super User

1/15/2015

Open

▶

260

Social Assistance

Primary Client

Super User

1/15/2015

Open

▶

261

Social Assistance

Primary Client

Super User

1/15/2015

Open

▶

262

Social Assistance

Primary Client

Super User

1/15/2015

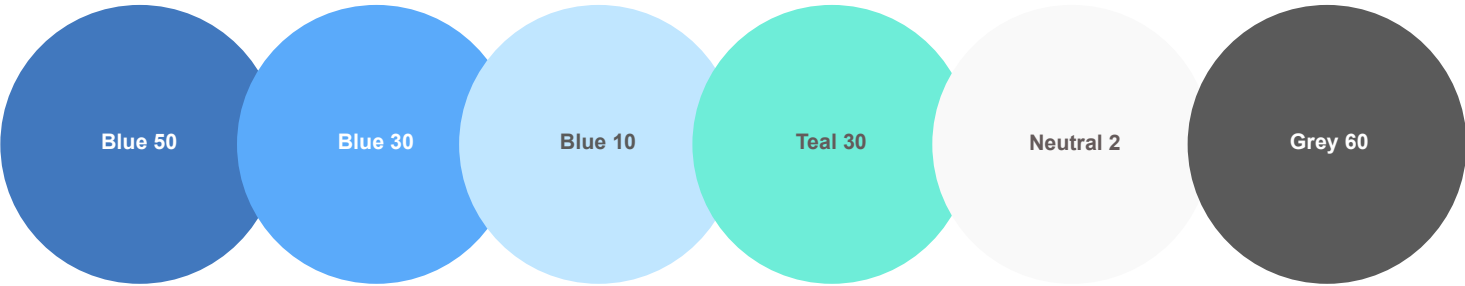
Open



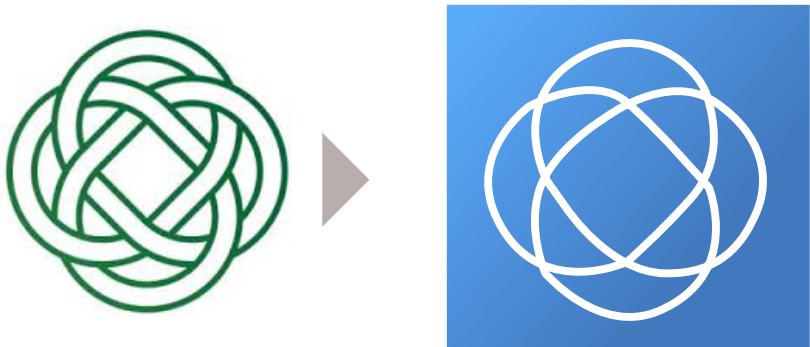
Concept 2

Concept 2

A UI approach where the Context Panel anchors each page.
The ‘working section’ appears clean and uncluttered.
Colours of blue, white and teal bring a sophisticated professionalism.



COLOURS



APPLICATION LOGO



BLUE GRADIENT



SECTION ICONS
(ENLARGE AND COLOUR WHEN CLICKED)



ACTION ICONS

My Tasks



Body copy here

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Body copy here



SEE ALL

My Appointments



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Body copy here



SEE ALL

Quick Links



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SEE ALL

My Items of Interest



Body copy here

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SEE ALL

My Case Queries



Body copy here

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SEE ALL

Caseload Summary



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Body copy here



SEE ALL

< 11 Nov, 12:00 AM Midway Office is closed today due to flooding, refer to Downtown Office >

IBM Social Program Management Caseworker

Welcome Sarah

Home

Person

Checklist

Calendar

Person Search

Laurie Thompson

Person Search

Person Search

SHORTCUTS

Laurie Thompson

76 years old

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WAIT LISTS

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▶ 262	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡
▶ 263	Social Assistance	Primary Client	Super User	1/15/2015	Open	≡

ADD +

IBM Social Program Management Caseworker

Welcome Sarah

Home

Person

Checklist

Calendar

Person Search

Laurie Thompson

Person Search

Person Search

SHORTCUTS

SEARCHES

REGISTRATION

CASES

New Case Query...

Register Person and Create Case...

Add Prospect Person and Create Case...

My Case Queries

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My Service Plans

INVESTIGATIONS

SOCIAL ENTERPRISE FOLDERS

OUTCOME PLANS

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Dr. Jim Wilson 44 765 3256

Home

Background

Identity

Care and Protection

Issues and Proceedings

Financial Transactions

Referrals

Client Contact

Verifications

Administration

CASES

ASSESSMENTS

SERVICE PLANS

WAIT LISTS

REFERENCES

256

Social Assistance

Primary Client

Super User

1/15/2015

Open

257

Social Assistance

Primary Client

Super User

1/15/2015

Open

257

Social Assistance

Primary Client

Super User

1/15/2015

Open

258

Social Assistance

Primary Client

Super User

1/15/2015

Open

259

Social Assistance

Primary Client

Super User

1/15/2015

Open

260

Social Assistance

Primary Client

Super User

1/15/2015

Open

261

Social Assistance

Primary Client

Super User

1/15/2015

Open

262

Social Assistance

Primary Client

Super User

1/15/2015

Open

ADD

+

Concept 3

Concept 3

A simple UI bringing a sense of space into our screens.
A colour palette of teal, grey and orange is used.
This creates clear and vibrant navigation.



COLOURS



APPLICATION LOGO



Active



SECTION ICONS
(75% OPACITY WHEN NOT CLICKED)



ACTION ICONS



My Tasks



Home visit to James Smith

Core Team meeting

Priority list for my cases

Arrange monthly BP checks



[View all](#)

Caseload Summary



Case No. 36

Case No. 55

Case No. 152

Case No. 178



[View all](#)

My Appointments



MON

TUES

WED

THURS

FRI

SAT

SUN



[View all](#)

My Items of Interest



Current BMI ratio

Health and Safety guidelines



[View all](#)

Investigations Summary



No recorded queries

My Case Queries



[View all](#)

Quick Links



Search for a User

Search for an External User

Create a new announcement

Change my password



[View all](#)



Person Search ×

Laurie Thompson ×

Social Assistance 256 ×

Issue Case 257 ×

Issue Case 258 ×



Outcome Plan for Laurie Thompson

1760 Wells Street, Chicago, Illinois 606011

Living alone and socially isolated



DOB

Risk Level: High

Insurance: Medicaid a/c 3425029

Health Behaviours: Depressed and isolated

Emergency Contact: Maria Taylor 44 538 3212

Primary Care Physician: Dr. Jim Wilson 44 765 3256

Actions



Home

Background

Identity

Care and Protection

Issues and Proceedings

Financial Transactions

Referrals

Client Contact

Verifications

Administration

CASES

ASSESSMENTS

SERVICE PLANS

WAIT LISTS

REFERENCES

NAME

ROLE

OWNER

START DATE

STATUS

▶ 256

Social Assistance

Primary Client

Super User

1/15/2015

Open



▶ 256

Social Assistance

Primary Client

Super User

1/15/2015

Open



▶ 256

Social Assistance

Primary Client

Super User

1/15/2015

Open



▶ 256

Social Assistance

Primary Client

Super User

1/15/2015

Open



▶ 256

Social Assistance

Primary Client

Super User

1/15/2015

Open



▶ 256

Social Assistance

Primary Client

Super User

1/15/2015

Open



▶ 256

Social Assistance

Primary Client

Super User

1/15/2015

Open





OUTCOME PLANS

Open



Person Search ✕

Laurie Thompson ✕

Social Assistance 256 ✕

Issue Case 257 ✕

Issue Case 258 ✕



Outcome Plan for Laurie Thompson

1760 Wells Street, Chicago, Illinois 606011

Living alone and socially isolated

DOB

Risk Level: High
Insurance: Medicaid a/c 3425029
Health Behaviours: Depressed and isolated
Emergency Contact: Maria Taylor 44 538 3212
Primary Care Physician: Dr. Jim Wilson 44 765 3256

Actions ▼

- Home
- Background
- Identity
- Care and Protection
- Issues and Proceedings
- Financial Transactions
- Referrals
- Client Contact
- Verifications
- Administration



Vitals Latest vital readings 01/02/2014

BLOOD PRESSURE
125/85
mmHg

HEART RATE
80
bpm

OXYGEN SATURATION
96%

BLOOD GLUCOSE
7.3 mg/dl

BMI
27.45

BODY TEMPERATURE
97.9 deff

Lab Results

Title of result type here	3	<div></div>
Title of result here	4	<div></div>
Title of result type here	5	<div></div>
Title of result here	4.5	<div></div>
Title of result type here	5.5	<div></div>
Title of result here	5	<div></div>

Care Team

Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406	Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406	Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406
Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406	Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406	Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406

Activities

- Health Education
- Monitor Blood Pressure
- Daily Exercise
- Counseling

Assessments

- Body copy here
- Body copy here
- Body copy here
- Body copy here

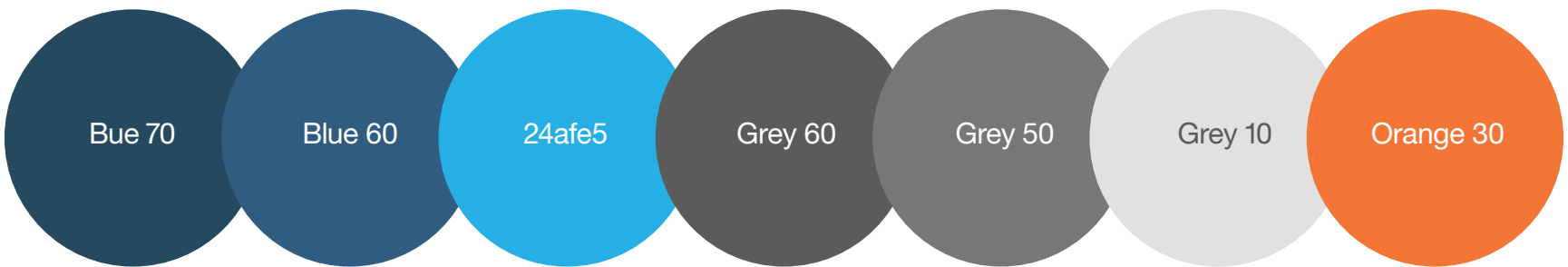
Social History

- Body copy here
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- Body copy here
- Body copy here

Concept 4

Concept 4

A paired back UI bringing a sense of space into our screens.
A colour palette of navy, blue, grey and orange colours creates a sense of approachability and calm to the screens.



COLOURS



APPLICATION LOGO



Active



SECTION ICONS
(75% OPACITY WHEN NOT CLICKED)



ACTION ICONS



My Tasks



Home visit to James Smith

Core Team meeting

Priority list for my cases

Arrange monthly BP checks



[View all](#)

Caseload Summary



Case No. 36

Case No. 55

Case No. 152

Case No. 178



[View all](#)

My Appointments



MON

TUES

WED

THURS

FRI

SAT

SUN



[View all](#)

My Items of Interest



Current BMI ratio

Health and Safety guidelines



[View all](#)

Investigations Summary



No recorded queries

My Case Queries



[View all](#)

Quick Links



Search for a User

Search for an External User

Create a new announcement

Change my password



[View all](#)



STATUS

Open

Open

Open

Open

Open

Open

Open

CASES

OUTCOME PLANS









Issue Case 258 ×



Actions



STATUS

Open	
Open	
Open	
Open	
Open	
Open	
Open	
Open	



SHORTCUTS

Person Search

Laurie Thompson

Social Assistance 256

Issue Case 257

Issue Case 258



Outcome Plan for Laurie Thompson

1760 Wells Street, Chicago, Illinois 606011

Living alone and socially isolated



DOB

Risk Level: High
Insurance: Medicaid a/c 3425029
Health Behaviours: Depressed and isolated
Emergency Contact: Maria Taylor 44 538 3212
Primary Care Physician: Dr. Jim Wilson 44 765 3256

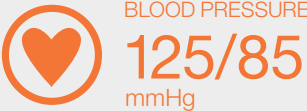
Actions

- Home
- Background
- Identity
- Care and Protection
- Issues and Proceedings
- Financial Transactions
- Referrals
- Client Contact
- Verifications
- Administration



Vitals

Latest vital readings 01/02/2014



Lab Results

Title of result type here	3	<div></div>
Title of result here	4	<div></div>
Title of result type here	5	<div></div>
Title of result here	4.5	<div></div>
Title of result type here	5.5	<div></div>
Title of result here	5	<div></div>

Care Team

Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406	Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406	Mrs Susan Brown Care Coordinator sbrown@email.com 312 902 20406
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Activities

- Health Education
- Monitor Blood Pressure
- Daily Exercise
- Counseling

Assessments

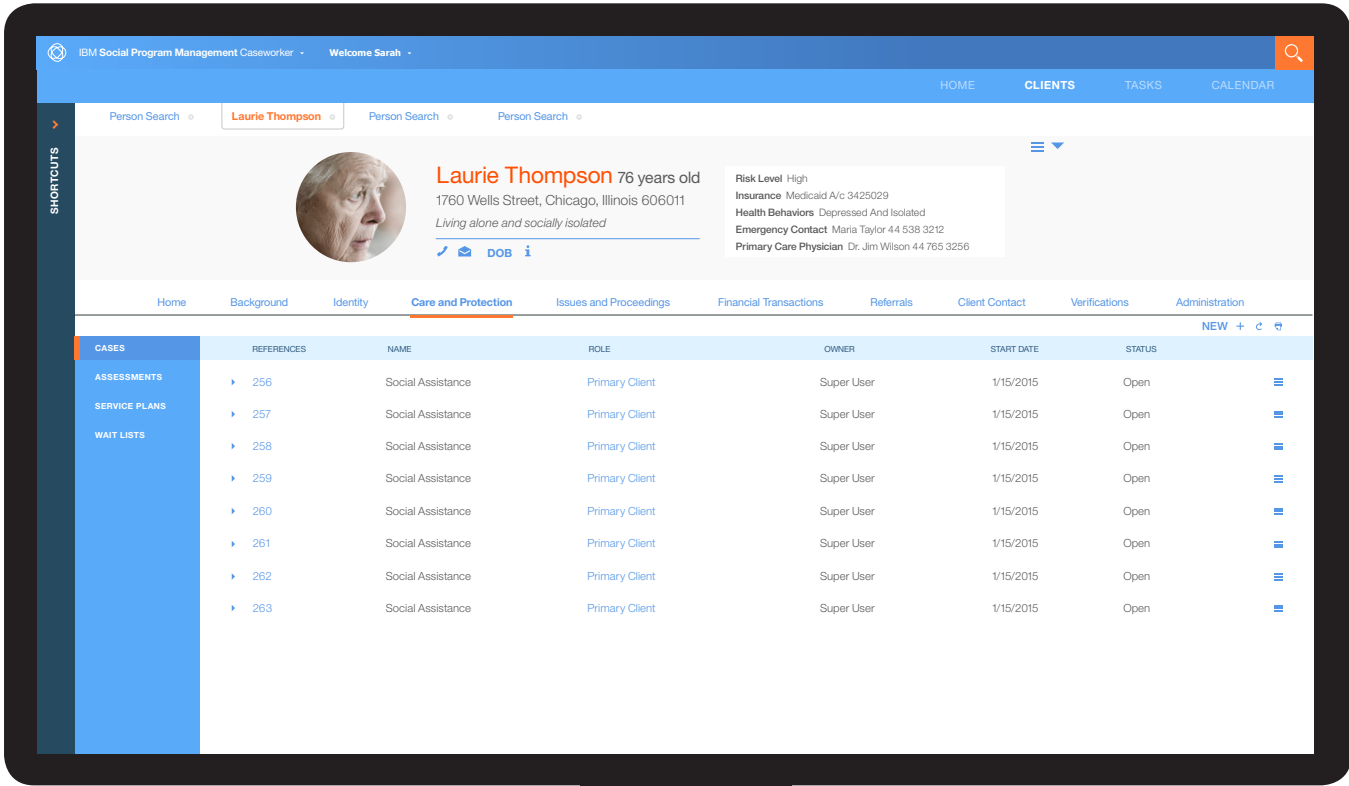
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- Body copy here
- Body copy here
- Body copy here

Social History

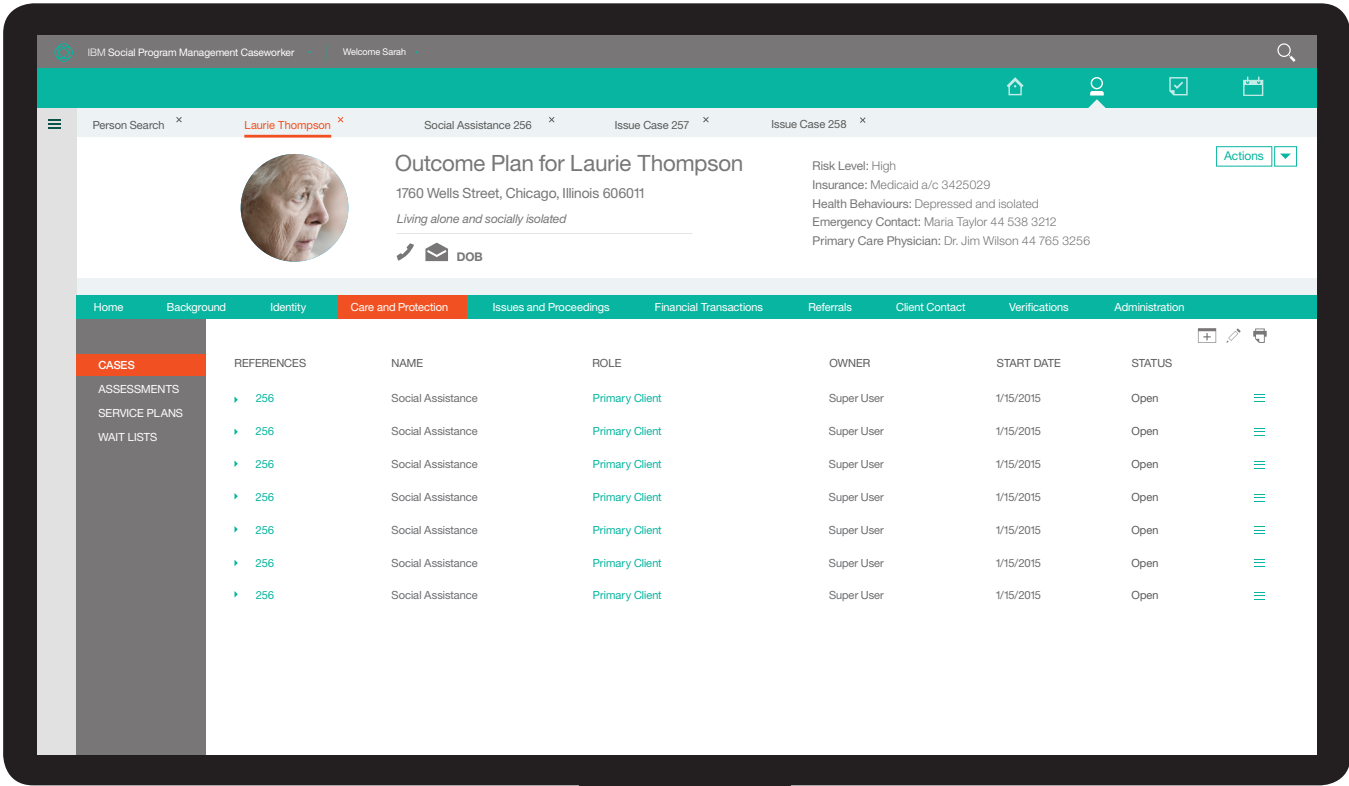
- Body copy here
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Summary

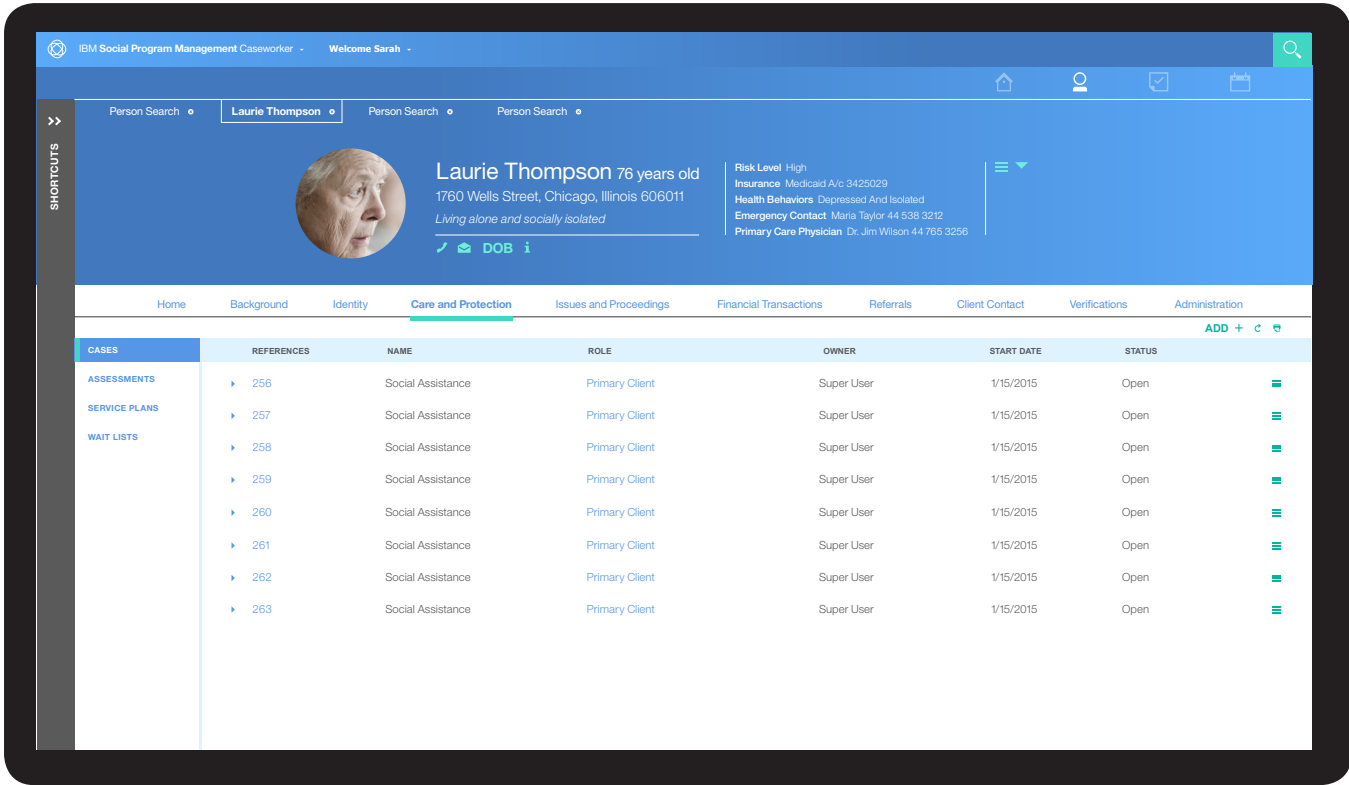
Summary of concepts



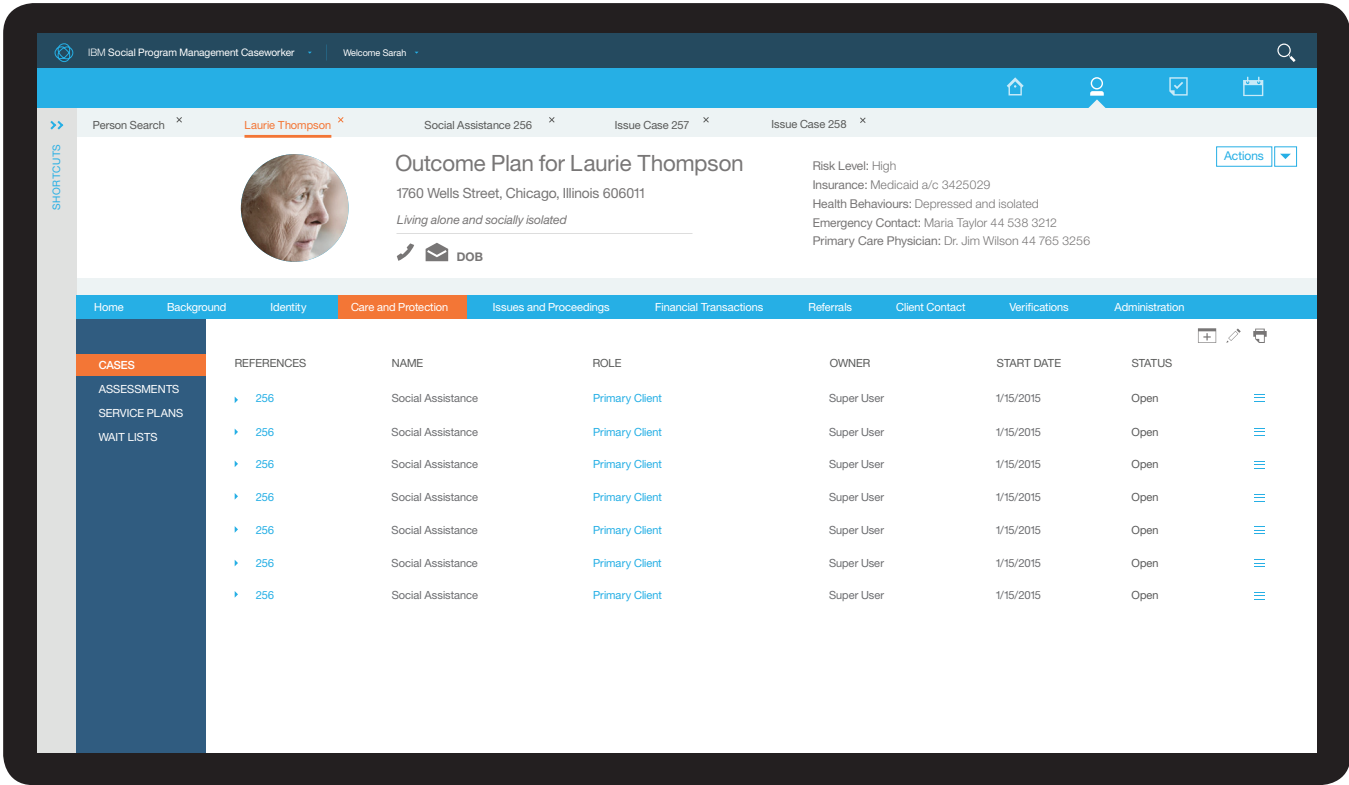
CONCEPT ONE



CONCEPT THREE

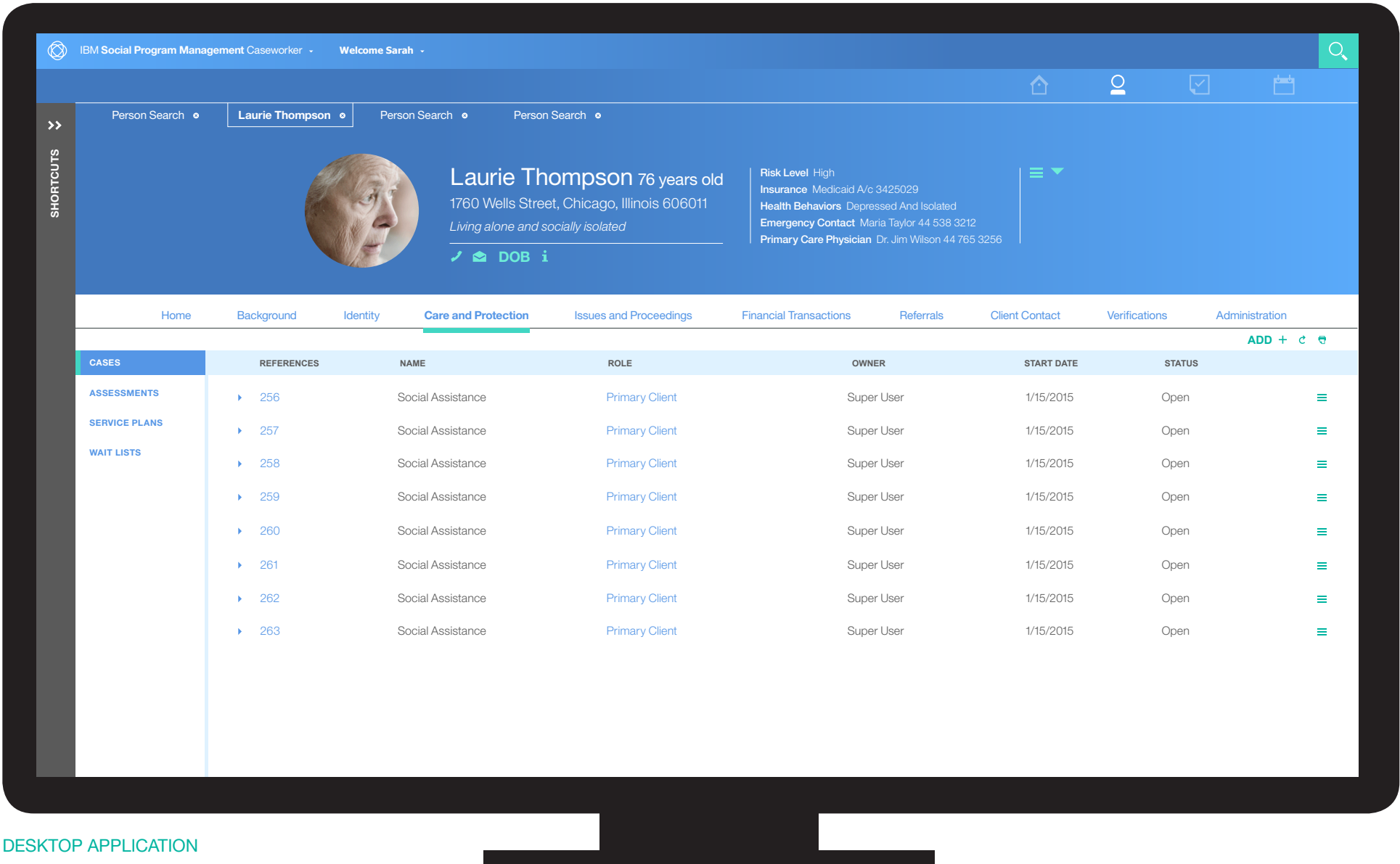


CONCEPT TWO

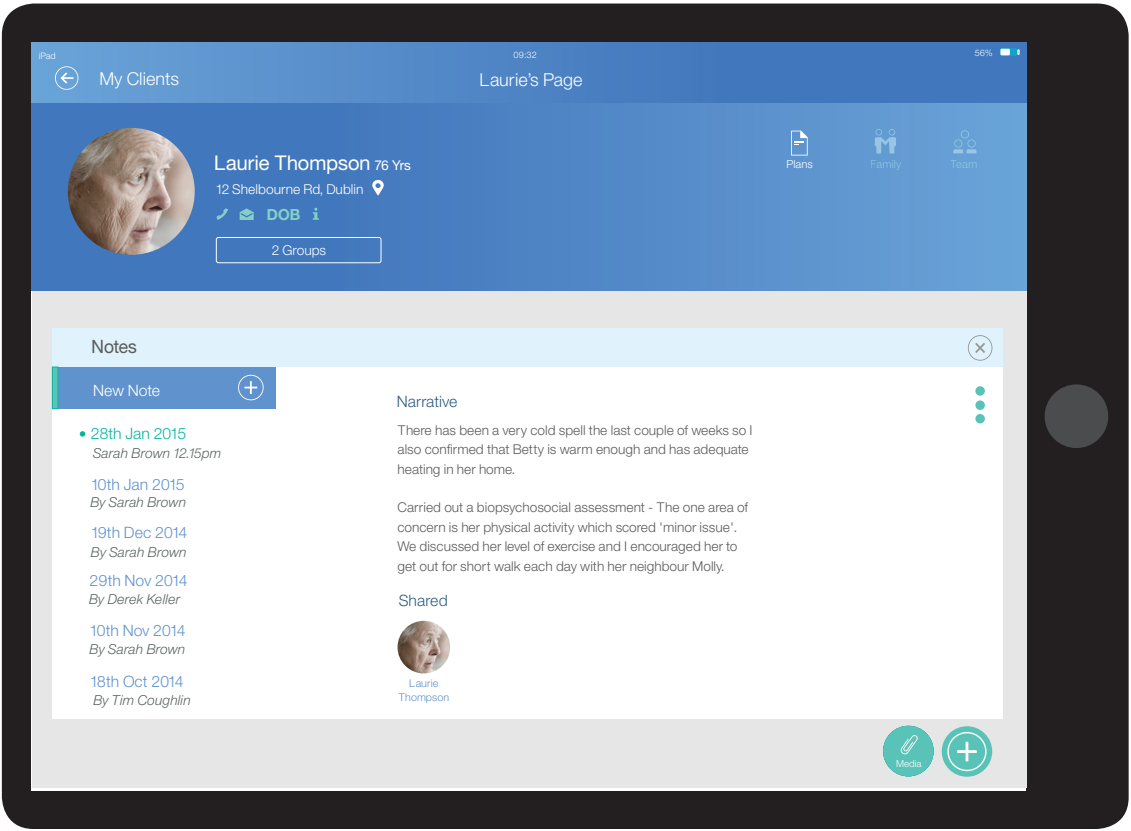


CONCEPT FOUR

Smarter Care solutions with a family look and feel



DESKTOP APPLICATION



MOBILE APPLICATION

UX amendments

< 11 Nov, 12:00 AM Midway Office is closed today due to flooding, refer to Downtown Office >

My Tasks

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My Appointments

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My Items of Interest

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My Case Queries

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Caseload Summary

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-  Quick Links
-  My Items of Interest
-  Recent Notifications
-  My Appointments
-  My Queries
-  Work Queries
-  My Tasks
-  My Case Summary

RESET

SAVE

CANCEL

My Appointments

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My Items of Interest

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My Case Queries

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Caseload Summary

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SEE ALL

The background is a solid teal color. It is decorated with a pattern of white concentric circles of varying sizes, scattered across the entire surface. Some circles are centered, while others are partially cut off by the edges of the frame.

Thank you