

Project Description: Mayo Wayfinder

The Mayo Clinic Health System (MCHS) is a community-based health care provider that brings the resources and expertise of the Mayo Clinic to communities in our region - the Southwest Minnesota (SWMN) region. MCHS SWMN serves the part of Minnesota in which we at MSU Mankato live, study, and work. There are multiple regional campuses that are a part of MCHS SWMN, including those in Mankato, Fairmont, New Prague, Waseca, and St. James. The campuses include both hospitals and clinics.

Getting to the correct building for an appointment or procedure can be challenging for both patients, visitors, and even providers! This project is about building a mobile app for patients and visitors to help them navigate the MCHS SWMN regional buildings. The goal is to build an app that will direct users where to park, which entrances to use, and how to get to appointments once inside.

The project team will use both existing information about the physical layout of facilities and information drawn from patients' appointment schedules. The resulting app should guide patients and visitors to any patient's room, any conference room, or any other meeting location. Visitors should be able to enter a patient's room number or a conference room number and be directed to the appropriate parking, entrances and locations within the building.

The Mayo Clinic lead for this project will be Victoria Hanson Hanson.Victoria@mayo.edu.

Deliverables	Type of work	Activities	Resources	Tech Skills	Priority
Analyze current wayfinding processes and data, data related to future layouts. Deliver a Summary of Findings document.	Analysis and background study for wayfinding, writing summary findings document	<ul style="list-style-type: none">Review current processes for patient wayfinding throughout SWMN campuses, including existing manual processesReview current patient experience through the patient portalReview data sources and structure for existing layout and processesReview any available information about future campus and building layouts	Team lead to introduce student team to processes and data.	Data and process analysis, writing	High
Analyze current patient appointment scheduling process. Deliver a Summary of Findings document.	Analysis and background study for patient appointment scheduling, writing summary findings document	<ul style="list-style-type: none">Review current processes for patient appointment scheduling – from the patient’s point of viewSource scheduling data from the internal primary patient database (Clarity)Determine whether access to EPIC is needed, and if so, what is required	Patient Appointment Guide Access to Clarity, collaboration with Practice Analytics group, possibly access to EPIC (EMR)	Data and process analysis, writing Possibly Python for data access	High
Requirements Analysis Document (RAD) for desired application (full) – <i>must include decisions about priorities of target platforms (Mobile? If so, Android/iOS? Web? This in turn determines requirements for app dev tech stack - see below – and contents of the Handover and Next Phase Plan document – also see below.</i>	Requirements analysis and initial planning for application development	Combine two Summary of Findings documents with additional research and discovery in collaboration with the client team to determine requirements for app to be developed.	Additional discovery with client and potential users identified by client	Requirements analysis, document production	High
Lofi mockup, complete wireframes, or clickable mockup of agreed Minimum Viable Product (MVP) subset of full desired app; Deliver final version after gathering and reacing iteratively to rounds of initial user feedback	Mockup, wireframe, or lofi prototype app dev that embodies the scope for an agreed MVP of the app	Agree with client on MVP capabilities/functionality for first version of app. Develop some form of mockup, complete wireframes, or other lofi version of the MVP to be used in iterative feedback and improvement sessions with initial users	Tools for wireframe,clickable mockup, or other lowfi solution that will support iterative feedback/improvement cycles, access to users for feedback	MVP prototype development and iterative user feedback	High
Implementation of MVP for platforms decided above – Deliver tested code base and documentation of developed system	Software development, testing, and documentation	Coding, test planning, testing, and documentation	<i>TBD during project execution based on platform decisions taken in collaboration with client (see above)</i>	MVP Software development, software testing, documentation	Medium
Handover and Next Phase Plan document	Software project planning and documentation	Planning and documenting activities to support the next team’s work on this application. Did the MVP get built at all? If not, no problem – what are the steps to get it done in the next phase? Was the MVP implemented in full on all target platforms? Great! What’s the plan to expand the MVP to the full set of functionality originally described in the RAD? Was the MVP only built for one of several platforms? Great! What’s the plan to get it completed on all platforms?			High