ENHANCING HEALTH SYSTEM INTERFACES FOR OLDER ADULTS

Scene 1

The Setting – John's Home Office Login

"Mr. Dave logs into his online health portal. The screen displays a cluttered dashboard with small fonts and low contrast, making it difficult for him to read".

- *Challenge*: Age-related vision issues affecting clarity (Mitzner et al., 2010).
- *Solution*: Improved clarity of the dashboard description for readability.

Scene 2

Navigation Frustrations

"Mr. Dave struggles to find the 'Schedule Appointment' button among many options. The small clickable areas and confusing menu increase his frustration".

- *Issue*: Overly complex navigation and small interactive elements.
- *Challenge:* Cognitive overload and reduced motor precision (Czaja & Lee, 2007).
- *Solution*: Simplified and Accessible UI for Appointment Scheduling.

Scene 3

Error and Disappointment

"After multiple attempts, Mr. Dave mistakenly clicks the wrong option. An error message appears, increasing his anxiety and frustration."

- *Issue*: Inadequate feedback and error recovery options.
- *Challenge:* Fear of making mistakes and losing confidence (Pew Research Center, 2014).
- *Solution*: Supportive Feedback and Easy Error Recovery for Older Adults.

Scene 4

A New Beginning

"A tech support specialist guides him as he navigates the updated health portal. The updated interface presents bigger fonts and intuitive menus with visual cues to help users".

- *Solution*: The redesigned interface features high-contrast colors, enlarged fonts, and streamlined navigation paths.
- *Benefit*: The redesigned interface effectively supports users. with sensory and motor limitations (Mitzner et al., 2010; Czaja & Lee, 2007).

Scene 5

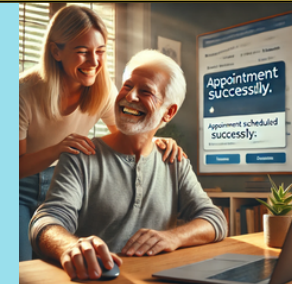### Success with the New Design

"The new interface enables Mr. Dave to confidently move through the system while he schedules his appointment and immediately receives reassuring feedback".

- *Outcome:* Simplified navigation and effective feedback reduce errors.
- *Benefit*: Improved usability results in a successful and satisfying user experience (Pew Research Center, 2014).

Scene 6

Empowered and Satisfied

"The new interface now empowers Mr. Dave. The clear, accessible design has restored his confidence and made managing his health online a positive experience."

- *Outcome*: Increased user satisfaction and confidence.
- *Benefit*: Tailored design improves digital health engagement and independence (Czaja & Lee, 2007; Mitzner et al., 2010).