

CHRIS GEYER | Portfolio of work samples

The screenshot shows the OptumCare Palliative Care Webapp interface. At the top, there's a navigation bar with links for 'Palliative Care', 'Dashboard', 'Census' (which is highlighted in orange), 'Tasks', 'Orders', 'Schedule', and 'Engagement'. Below the navigation is a search bar and a user profile icon. The main content area is titled 'PATIENTS > JULIANNE WHELAN' and shows a table titled 'Patient Census (55)'. The table has columns for 'RISK' (with a downward arrow), 'NAME', 'CONDITION', 'CAREGIVER', '6MO ADMITS', and 'Visit Type'. The table lists five patients:

RISK	NAME	CONDITION	CAREGIVER	6MO ADMITS	Visit Type
	Mary Williams 11/11/1931 85yr F	Dementia	Daughter, Sally Williams - 123-456-7890	--	14 days ago
	Josephine Kelly 7/27/1947 89yr F	COPD, Heart Failure	Husband, Sam Kelly - 123-456-7890	--	28 days ago
	David Brown 4/6/1941 75yr M	Prostate Cancer	Wife, Patty Brown - 123-456-7890	--	26 days ago
	Mabel Sullivan 6/19/1936 80yr F	Breast Cancer	Husband, Reginald Sullivan - 123-456-7890	--	41 days ago
	Sylvia Wright 7/18/1940 76yr F	--	--	--	Initial Visit

At the bottom of the table, there are navigation arrows and the text 'VIEWING 1-5'.

Project - Palliative Care Webapp | OptumCare | Early 2017

- Goals**
- Standardize workflow for in home nurse visits
 - Easily track and access patient activity

Methods

- Collaborative live coding sessions with product owner and clinical expert

Outcomes

- Validated initial designs via remote usability sessions with primary users
- Prototype code served as base for front end used by Salesforce developers
- Consulted with developers to ensure initial design was implemented correctly and currently planning enhancements for next phase

Welcome, Travis Hyatt Sign Out
10:30 am | 09/29/17
Chandler Regional Medical Center

Worklist

Account

New Account

Provider

Tax identification number*
72-1561132

National provider identification number*
1700910189

Hello! My name is Irma.

Chandler Regional Medical Center

Patient

Name* Wyman, Clark	Date of birth* 01/02/1958	Gender* Male	Date of service* 08/30/2017	Account number* Test8000000
Payer / Plan* UNITEDHEALTHCARE	Policy number* 887273515	Group number	Relation to subscriber* Self	
Patient address 1* 17250 NE 119th Way	Patient address 2	City* Florida	State* Florida	Zip* 33801

Procedure

CPT code and description	Modifier	Quantity	Charges	Edits	Allowed by payer
86001 - S/O ALLRG TRICHO RUBR IGG		1	\$ 52.00		\$ --
76000 - XR FLUORO < 1 HR		1	\$ 1,353.00		\$ --
A9600 - STRONTIUM SR-89 THERA/MCI		1	\$ 36,289.00		\$ --

+ Additional Procedures

TOTALS \$ 37,694.00

Payer / Plan responsibility \$ 0.00

Diagnosis

Primary D64.9 - Anemia, unspecified

Secondary

+ Additional Diagnosis

Additional Account Information

Yes, payment has been collected

Save Estimate Submit Claim Print

Project - Retail Health Pay Webapp | Optum360 | Late 2017

- Goals** - Clean up initial development effort of forms
 - Create additional screens to build out features

Methods - Created variations of screens based on UI framework in Axure

Outcomes - Added UX approval as a task included in developer user stories
 - Completed wireframes of features to be developed in future

Southwest Medical
Part of OptumCare

Language ▾ Help

Home Appointments My Health Ask My Doctor Referrals Payments

New E-Visit E-Visit List

New E-Visit

1 Use the E-visit feature to ask your provider a medical question online. You may have two open E-Visits at a time.

Start New E-Visit

2 E-Visit List

Submitted Date	Category	Status
Sun Mar 25, 2018 11:40 AM	Referral Question Initiated by Patient	Pending
Fri Jan 27, 2017 9:00 AM	Test Results Initiated By Patient	Completed For Dr. Siebel
Thu Dec 15, 2016 8:20 AM	Medical Question Initiated by Provider	Completed For Dr. Siebel
Fri Oct 14, 2016 3:20 PM	Medical Question Initiated by Patient	Completed For Dr. Siebel
Mon Aug 8, 2016 11:40 AM	Rx Renewal Initiated by Provider	Completed For Dr. Siebel

Questions?

Common Questions

- Should I use an E-Visit for medication renewals?
- How long will it take to receive a response from my doctor when using E-Visits?
- Why can't I ask billing questions via E-Visit?

Contact an Appointment Advocate

If you have additional questions and would like to speak with an Appointment Advocate, please call the number below to a member of our support team.

800-SMA-HELP

Blueprint

Layers

- User Experience
- Content Management
- Web Analytics
- User Audit
- Beta Version
- Future Version
- Configuration

Page Notes

- Text added letting the user know how many E-Visits can be open at once. The number of E-Visits that can be open at once is configurable.
- E-Visits are listed in order of newest to oldest submitted date. All pending E-Visits are listed on this page. 5 rows of content appear on this page by default unless there are more than 5 pending E-Visits. For example, if a user has 10 E-Visits, 2 of which are pending, that means 2 pending E-Visits will appear on this page, and 3 completed E-Visits will appear on this page.
- Category: E-Visit can be initiated by either 1) the user, 2) one of the user's delegates (if applicable) or 3) by a provider.
- 2 statuses are possible: Either 'Pending' (provider response is pending) or 'Completed' (provider has responded). If response is pending from an Express E-Visit (where provider name is not known), then provider name will not be shown. Once an Express E-Visit provider does respond, then the provider name will be shown (since the name will not be known until the provider responds). If the E-Visit is a Regular E-Visit (and not an Express E-Visit), then provider name will always be listed, both in pending and completed statuses.
- Category: E-Visit can be initiated by either 1) the user, 2) one of the user's delegates (if applicable) or 3) by a provider.
- 2 statuses are possible: Either 'Pending' (provider response is pending) or 'Completed' (provider has responded). If response is pending from an Express E-Visit (where provider name is not known), then provider name will not be shown. Once an Express E-Visit provider does respond, then

Appointments My Health Ask My Doctor Referrals Payments

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Project - Blueprint Prototype Add-on | Side Project | April 2017

Goals - Communicate variety of additional information to various stakeholders
- Layer on top of existing prototype

Methods - Iteratively adding functionality based on team feedback

Outcomes - Created base scenarios that other team members extended for other uses.

pilot © Take control of your future.

Get started Tell us about you Your advocate Scenarios Review

Now Imagine If...

A sudden event or illness, like a car accident, leaves you unable to communicate. You are receiving all the care needed to keep you alive. Your agent must make difficult decisions about what treatments to pursue, how aggressively to pursue them, and whether you would want life-sustaining measures.

How will we know that the benefits of continued treatment would outweigh the burdens?

If I can recover the ability to _____,

Deselect the ones you think would not matter in this situation. Add a new item if you think something's missing

LISTEN TO MUSIC
MAKE ART
SPEND TIME WITH FAMILY
BE PHYSICALLY ACTIVE

then the benefits would outweigh the burdens.

Additional Comments...

Next >

How aggressively are you willing to be treated to achieve this?

Would you like life sustaining treatment?

If I am nearing the end of my life, it will be important for me to...

Back Save and Exit Save, Go to Next Step

Project - Advanced Care Planning Prototype | UHG | October 2017

Goals - Create interactive prototype for usability testing sessions

Methods - Rapid prototype development

Outcomes - Utilized javascript local storage to save user inputs during a session, allowing the production like appearance in under 2 weeks time

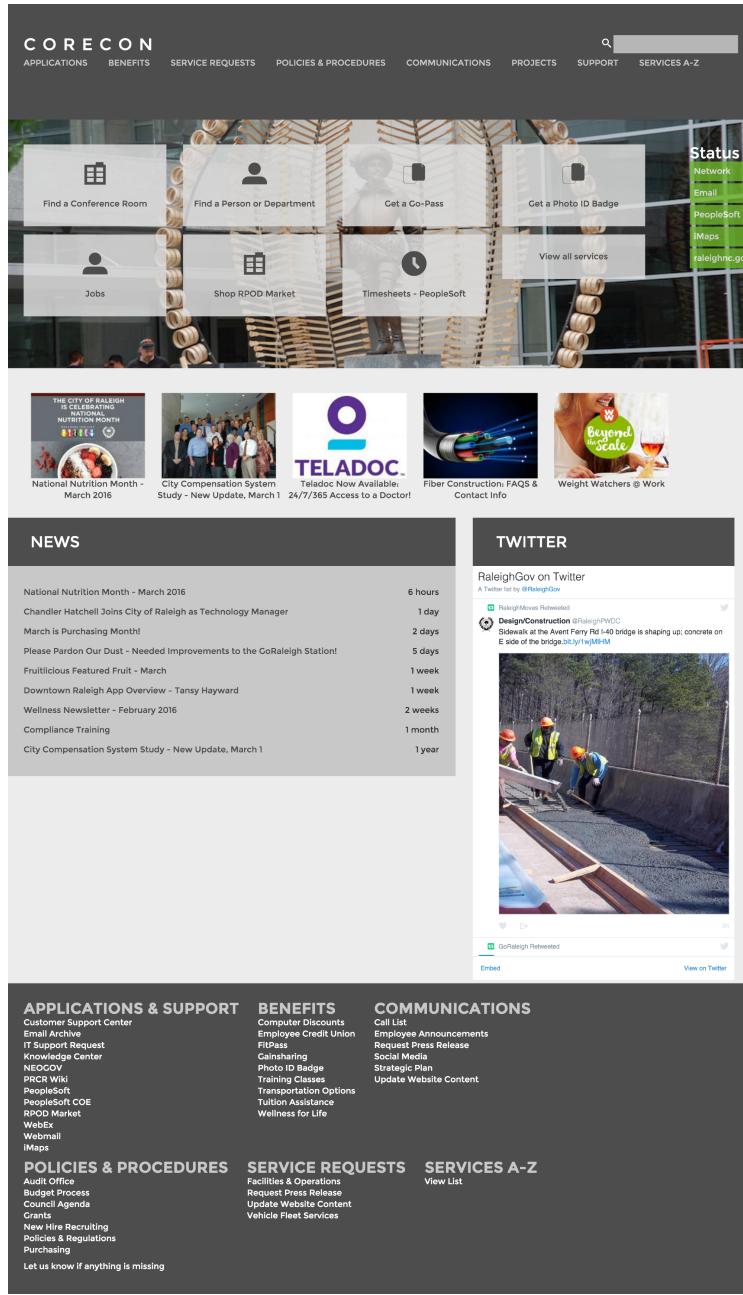


Project - raleighnc.gov homepage | City of Raleigh | Ongoing

- Goals**
- Responsive update for site.
 - Clean up cluttered navigation
 - Provide better experience for citizens accessing city services

- Methods**
- Ongoing redesign piece by piece

- Outcomes**
- Performed A/B test on previous carousel vs grid layout for news items with overwhelming results in favor of simple presentation with headlines and news in grid format.
 - Added top tasks for most popular features on mobile planning to expand to desktop in future.



Project - Corecon Intranet | City of Raleigh | July 2015

Goals - Migrate outdated Frontpage site to modern platform
 - Pilot Drupal CMS for future use
 - Make it more than a bulletin board and document archive

Methods - Card Sorting, Collaboration with graphic designers, Content Audit

Outcomes - Built this site out from the ground up myself while researching the best modules to use and training my team on how to add content to the site. Design allowed for more everyday top tasks to be featured on the homepage instead of stagnant city news by using mobile first priorities.

Project - Park Page Template | City of Raleigh | October 2013

Goals - Present most important information for citizens in an easy to use format
 - Provide consistent information across all parks

Methods - Usability Testing, Design Studio, Prototyped and coded template

Outcomes - Compiled data for over 90 parks and input into the page template. Consolidated individual pages for park amenities into one park campus page allowing citizens to find all the information together. Amenities are listed in a consistent manner allowing anyone to see at a glance what is available at a park. Received lots of positive feedback on the clear design

 City of Raleigh

Search

Arts & Parks Services Government Business & Development Community Environment Projects Public Safety

Southeast Raleigh Tennis Center at Barwell Road Park

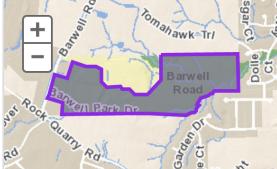
Last updated Jun. 29, 2015 - 11:24 am

Planning Design Construction Completed

Type Park
Budget The total project budget is \$5 million. The City will provide \$4 million in funding for the project while the remaining \$1 million will come from private contributions.

Team

- Parks, Recreation and Cultural Resources (Lead)
- None



Current Activity

Citizen Advisory Council (CAC) District: Southeast

On July 2, the Raleigh City Council approved the schematic design for the Southeast Raleigh Tennis Center at Barwell Road Park, and authorized staff to proceed with development of construction documents and the bidding process for the project.

▶ Summary

▼ Schedule

Date	Description
4 months	Design RFQ and contract
4 months	Schematic design and public input
12 months	Construction documents and permits
4 months	Bidding and contract award
12 months	Construction

▶ History

Public Meeting Items
[Project Fact Sheet](#) 
[Public Participation for Park Planning Policy](#) 

Park & Greenway Planning Projects
[Current Projects](#)

Departments & Divisions
Design Development Division
Parks, Recreation and Cultural Resources

Contacts
Shawsheen Baker 

Project - Project Page Template | City of Raleigh | February 2014

Goals - Present most important information for citizens in an easy to use format
- Provide consistent information across all projects

Methods - Design Studio, Prototyped and coded template

Outcomes - New page template allowed web editors to clearly and consistently provide updates and statuses on any city construction project to citizens. With somewhat dry content I chose to utilize css3 for the progress bar filling animations to try and add a small measure of unexpected delight for the user.

The screenshot shows a web-based employee directory. At the top, a blue header bar contains the title "Employee Directory". Below the header is a search interface with a "Web" dropdown menu and a "All Departments" dropdown menu. A large green "Search" button is centered below these menus. The main content area is titled "Results [8]" and lists eight employee entries, each with a placeholder user icon. The employees listed are:

- Webb, April** - IT Budget & Contract Coordinator, Information Technology - IT Strategy & Planning. Contact info: 919-996-5455, 919-346-4710, OEP, 9th Flr.
- Webb, Douglas** - Equipment Operator II, Public Works - Street Maintenance.
- Webb, Kamilah** - Firefighter, Fire - Fire Operations. Contact info: 919-996-6000, 310 W Martin St.
- Webb, Kaylah** - Community Services Assistant, Community Engagement - Parks & Rec - Recreation. Contact info: 919-996-5722, 310 W. Martin Street.
- Webb, Thomas** - Master Police Officer, Police - Police Special Operations. Contact info: 919-996-3855, 3550.
- Webb, Toni** - Recreation Program Director, Parks and Recreation - Parks & Rec - Recreation. Contact info: 919-996-4748, 2401 Wade Ave.
- Weber, Louran** - Equipment Operator III, Public Works - Street Maintenance.
- Weber, Pete** - Web Content Manager, General Government - Public Affairs. Contact info: 919-996-3007, RMB, Suite 301.

Project - Internal Staff Directory | City of Raleigh | April 2014

Goals - Provide all employees one place to go to find someone's contact info
 - Allow data to be viewed in real-time for clean up

Methods - Collaborative Sketching

Outcomes - Collaborated with web developer on this internal web app where I worked on mostly the front-end and he did the back-end but we met in the middle. Conceived of the visual design myself as well as allowed for employees to add their picture at a later date.

The screenshot shows the Grasshopper web application interface. At the top, there's a navigation bar with links for Home (5), Reports, Settings, and Account. The main header says "Hello, Thomas" and includes links for Sign-out, Preferences, and Help. A phone number "1-800-123-4567" is also displayed.

Important notice: This feature is currently unavailable due to a system upgrade. We apologize for the inconvenience. The upgrade should be complete by 9 am, Friday, June 11. [Hide this notice](#)

Welcome back Thomas! You have 2 new Messages

Message list:

- Messages (2) | Faxes (2) | Missed Calls (8) | Add Another View +
- Show All | Unread | Display Newest First | Oldest First | View Saved | Deleted
- 3:00pm 6/1/10 5 mins ago Han Solo make a note
- 2:00pm 6/1/10 14 hours ago 762-888-3771 (PST) make a note
- 2:00pm 6/1/10 14 hours ago 762-888-3771 make a note
- 2:00pm 6/1/10 14 hours ago 762-888-3771 (PST) make a note
- 2:00pm 6/1/10 14 hours ago 762-888-3771 (PST) make a note
- 2:00pm 6/1/10 14 hours ago 762-888-3771 (PST) make a note

Actions at the bottom: Select All, Delete, Forward, show more messages.

Your Number 1-800-123-4567

Common Actions:

- Add an Extension
- Turn off Forwarding
- Change Voicemail
- Edit a Notification
- Change Main Greeting

Edit Actions | [Show More](#)

Monthly Plan Minutes Used: 175 | 35% | 500 | Today

Today This Week This Month	
Messages	5
Minutes	55
Calls	25
Voicemails	5
Faxes	2
Hangups	15

Get Extra Minutes: You're 1 step away from a bonus 250 minutes!

- ✓ Complete Setup
- Take the Grasshopper tour
- ✓ Listen to a voicemail

Project - Grasshopper Group | Grasshopper Voice App Redesign | April 2010

Goals - Redesign existing web app for Grasshopper Virtual Phone system.
 - Create a setup process/guide for initial sign-in of customers to eliminate confusion and reduce support costs.

Methods - Rapid sketching to iterative prototyping and remote usability testing sessions.

Outcomes - 5 step process well received by customers during usability testing.

The screenshot shows the Numara FootPrints Service Desk workspace. At the top, there's a search bar with 'SEARCH' and 'Advanced' options, and a user menu with 'Hello, Thomas' and links for 'Sign-out', 'Preferences', and 'Help'. A notice at the top left says '[Ticket #] is about to breach.' with a 'Hide this notice' link. The main area displays a ticket queue with the following data:

	Ticket ID	Subject	Description	Time Ago	By
12305	Issue with PeopleSoft	Lorem ipsum dolor sit amet, consectetur adipiscing [more...]			3 mins ago by Steve
HIGH	12246	[Subject]	Lorem ipsum dolor sit amet, consectetur adipiscing elit [...more]		
	12316	[Subject]	Lorem ipsum dolor sit amet, consectetur adipiscing elit [...more]		
URGENT	12325	[Subject]	Lorem ipsum dolor sit amet, consectetur adipiscing elit [...more]		
MED	12341	[Subject]	Lorem ipsum dolor sit amet, consectetur adipiscing elit [...more]		
	12356	[Subject]	Lorem ipsum dolor sit amet, consectetur adipiscing elit [...more]		

On the right side, there are three widgets: 'Mine' (30 items), 'Widget 1', and 'Widget 2'. The 'Mine' widget shows a breakdown of ticket status: Open (114), Potential Breach (4), Breached (6), and Pending (12). There's also a 'More' link for the Mine section.

Project - Numara FootPrints | Help Desk App Redesign | April 2009

- Goals** - Bring an updated look and ease of use to incoming issues on the agent's dashboard.
- Methods** - Ethnographic-based research and interviews with current customers of the product to determine which areas were lacking functionality the most.
- Outcomes** - Designed a Ticket Queue for the agents that alerts them to certain tickets, helping them diagnose issues quicker.
 - Each issue has a simple information hierarchy and the ability to use QuickEdit for certain variables that can be edited in an overlay rather than leaving the page.

Advanced

Customer Profile Account Details Comments Escalation Manage People Risk

Customer Profile Overview

FirstName LastName - 4315123456789012 (active)

Visa | Expires 03/11 | 012345 | Program Name & Affiliate ID | EID - 12345678910111213

Address

Street 1 123 Main St.

Street 2 Apt 3C

City Philadelphia

State PA

Zip 19123

Country USA

Bulk Address

Security Information

Username [username]

Password [password]

Mother's maiden name [answer]

Pet's name [answer]

Contact

Email [name@domain.com]

Home (123) 456-7890

Mobile (123) 789-0123

Plastic Details

Plastic request 5/29/07 5:14 am

Shipped 5/31/07 12:00 am

Enrollment Date 5/25/07 11:19 pm

Block code date N/A

DHL Routing #: 12345-67890

Method of Shipping: Ground

Emboss history

Authorized Users

Bob Johnson (active)

Sue Johnson (inactive)

Add new

Alerts/Messaging

Active alerts

Secondary Accounts

Samuel Jackson 1427 (3/11) (active)

Balance \$2351.81

Sync Balance

Recent Activity

Debit \$20.00

Credit \$1000.00

Debit 30.00

Credit \$1000.00

Actions

Add new comment

Transfer Funds

ACH withdrawal

Credit cards

Direct deposit

Plastic

Reissue account and plastic

Checks

Pre-checks

Access checks

Program

Program details and fees

FDR

Payments

Linked accounts

ATM Locator

Add Secondary Account

Recent Comments

Details	Reference	
[ACH] Customer lost card by Michael [csr]	0123456 (4)	Today
[FRD] This account under fraud investigation by Bob [mgr]	0123457 (2)	15 days ago

Project - Ecount (Citi Prepaid) | Customer Service App Redesign | April 2008

Goals - Consolidate the old two screen application so there was no jumping back and forth between screens. Allow quick access to actions that can be performed on an account.

Methods - Sketching and iterative prototype design sessions with the client.

Outcomes - Used a one screen design for an account profile with one-touch access to actions in the sidebar.
 - Allowed details on the profile screen to be edited inline, allowing changes to be made without reloading the page, saving time with the customer on the phone.



“I like the idea of an online degree, but don’t know how credible they are.”

Wayne Odachowski, Emergency & Disaster Management

See the Interview with Wayne WATCH VIDEO

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Project - APUS | Online University Redesign | January 2009

Goals - Make main contact information and action buttons prominent on the page.
- Feature testimonials to help potential students know the benefits of an online education.

Methods - Usability testing with current students to find important information missing on the site and unanswered questions they had after applying.

Outcomes - Reduced application process from over 13 screens down to 3, utilizing progressive reveal model.
- Provided an overview box to answer the major questions and details students have about a degree at a glance.