

Choose

CSC 591 UX - Spring 2019

#digitalfamilyhistories, Optum Health

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Client

Optum Health

Displays and Votes

①

Solution-1

→ Search for family member if their profile exists.

→ ~~we~~ have two options - either request them to add their details to your account or add details your self.



metrics	
All family	
Relation	
email	
Request	
	add details

②

Solution-2

→ add informative glyphs/icons instead of blanks to fill, which eliminated the need to enter more details, instead of that user can just check the glyphs/icon to see, would understand what to select.

Ex: - enter details for

	
Self	Family

③

Solution:

→ user must have the freedom to choose what information he wants to share.

Possible data flows:

- 1) Patient -> provider
- 2) Relative to patient
- 3) Patient -> relative

④

Solution → Simple Registration forms

→ The registration form should be simple and require minimal info from the user so that user is not overwhelmed.

→ Username should be email id (unique identifier) and password strength indicator should be there.

5

6

Solution 1

- Pulling stored information from third party sources. The user can use a web service to pull this information.

If the information is locally available in the form of a file it could also be uploaded.

Solution

The homepage after registration should autopopulate the known fields. Only the fields required based on selections should be displayed. For example: Parents details can be skipped if the user is adopted.

7

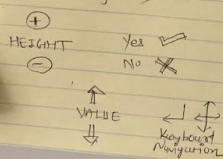
PROGRESS BAR & GAMIFICATION



8

SOLUTION: MORE VISUAL INPUT ELEMENTS

- Add easy to understand buttons and input fields
- Allow keyboard navigation (like Typeform)



9

Solution

The lab reports can be directly linked to the patient's account via a 3rd party web service

10

Solution -

Whenever a doctor updates any patient information, then the patient is notified and is able to approve the changes to be reflected on the Tree.

11

Solution

~~Problems~~

- flexibility of different dates w/o reentering date information
- provides quickest, cheapest & best flight options
- compares flight prices with other websites w/o page navigation to other websites

12

Solution

~~Problems~~

- compare package for interview questions, company reviews & job application
- Easy apply
- send email notification regarding new features & new information to be updated

①

Solution 1

- Search for highly relevant is then profile exists
- then has option either report them to add their details to your account or add details yourself.

add details	add details
add details	add details
add details	add details

②

Solution 2

- add information questions instead of blanks to fill, which eliminated the need to enter more details.
- instead of that user can just check the questions to see what is understood what to select

enter details for	enter details for
enter details for	enter details for
enter details for	enter details for

③

Solution 3

- User must have the freedom to choose what information to want to share
- Possible data flows:
 - 1) Patient to provider
 - 2) Provider to patient
 - 3) Patient to service

④

Solution 4 - Simple Registration forms

- The registration form should be simple and require minimal info from the user so that user is not overwhelmed
- Username should be email id (unique identifier) and password strength indicator should be there

⑤

Solution 1

- Putting stored information from third party sources. The user can use a web service to pull this information. If the information is locally available in the form of a file, it could also be uploaded.

⑥

Solution

- The homepage after registration should auto-populate the known fields. Only the fields required should be displayed. For example: patient details can be skipped if the user is a doctor.

⑦

PROGRESS BAR & AMIFICATION

METRE	100%
100%	100%
100%	100%

⑧

SOLUTION - MORE VISUAL INPUT ELEMENTS

- Add easy to understand buttons and input fields
- Allow keyboard navigation (like Typing)
- 1) Report Yes No
- 2) Report Yes No
- 3) Report Yes No

⑨

Solution

- The lab reports can be directly linked to the patient's account via a 3rd party web service

⑩

Solution

- Whenever a doctor updates any patient information, then the patient is notified and is able to approve the changes to be reflected on the app.

⑪

Solution

- Flexibility of different data up to different data information
- Provide a quick & easy to use option
- Long press photo gives with other methods to page navigation to other websites

⑫

Solution

- Long press photo gives with other methods to page navigation to other websites
- Long press photo gives with other methods to page navigation to other websites
- Long press photo gives with other methods to page navigation to other websites

1

Solution 1

- Search for family members if their profile exists
- have two options - either request them to add their details to your account or add details yourself

add family	add details
request	request

2

Solution 2

- add informative glyphs instead of blanks to fill, which eliminates the need to enter more details. Instead of that user can just check the glyphs to see what's understood what to select
- enter details for

Self	Family
------	--------

3

Solution

- User must have the freedom to choose what information to want to share
- possible data flows:
 - 1) Patient to provider
 - 2) Provider to patient
 - 3) Patient to others

4

Solution - Simple Registration forms

- The registration form should be simple and require minimal info from the user so that user is not overwhelmed
- Username should be email id (unique identifier) and password strength indicator should be there

5

Solution 1

- Putting shared information from third party sources. The user can use a web service to pull this information. If the information is locally available in the form of a file, it could also be uploaded.

6

Solution

- The homepage after registration should auto-populate the known fields. Only the fields required based on selections should be displayed. For example, parents data can be skipped if the user is adopted.

Decider chooses 1, 4, 6, 7

7

PROGRESS BAR & GAMIFICATION

METRIC

GOAL REVEAL

10 rows to go

goal work!

achievements

7 8 9 10

8

SOLUTION

MORE VISUAL INPUT ELEMENTS

- Add easy to understand buttons and input fields
- Allow keyboard navigation (like Synthesia)

1) Highlight

2) Yes

3) No

4) No

5) No

6) No

7) No

8) No

9) No

10) No

11) No

12) No

13) No

14) No

15) No

16) No

17) No

18) No

19) No

20) No

21) No

22) No

23) No

24) No

25) No

26) No

27) No

28) No

29) No

30) No

31) No

32) No

33) No

34) No

35) No

36) No

37) No

38) No

39) No

40) No

41) No

42) No

43) No

44) No

45) No

46) No

47) No

48) No

49) No

50) No

51) No

52) No

53) No

54) No

55) No

56) No

57) No

58) No

59) No

60) No

61) No

62) No

63) No

64) No

65) No

66) No

67) No

68) No

69) No

70) No

71) No

72) No

73) No

74) No

75) No

76) No

77) No

78) No

79) No

80) No

81) No

82) No

83) No

84) No

85) No

86) No

87) No

88) No

89) No

90) No

91) No

92) No

93) No

94) No

95) No

96) No

97) No

98) No

99) No

100) No

9

Solution

The lab reports can be directly linked to the patient's account via a 3rd party web service

10

Solution

Whenever a doctor updates any patient information, then the patient is notified and is able to approve the changes to be reflected on the tree

11

Solution

availability of different data information

- provide quick therapist & best place options
- compare flight prices with other websites into page navigation to other websites

12

Solution

homepage package for information questions

- homepage navigation & get application
- copy apply
- send email notification regarding new features or new information to be updated

Voting results

Solution number	Number of votes+Decider vote
1	3+1
2	1
4	4+1
6	3+1
7	4+1
8	1
9	1
11	1
Others	0

The highlighted results in the above table are winners

Critique

1. Add family details by sending them request to add their details to your accounts if their account exists
 - a. If a family member accepts the request then it will save a lot of time and effort.
 - b. The accuracy of the information will be higher.
 - c. What if the family member rejects the request?
2. Visual input (informative glyphs) instead of all text
 - a. It is visually appealing and easier to use even for lesser educated population
 - b. What if the user does not understand the glyphs?
 - c. They(informative glyphs) might not be available for all the use cases.
3. User has the freedom to choose what information to share
 - a. What are the possible data flows?
 - i. Patient to provider
 - ii. Relative to Patient
 - iii. Patient to relative
 - b. The pedigree generated won't be very efficient if the user chooses to skip the details.
4. Simple registration form with username, password and password strength indicator

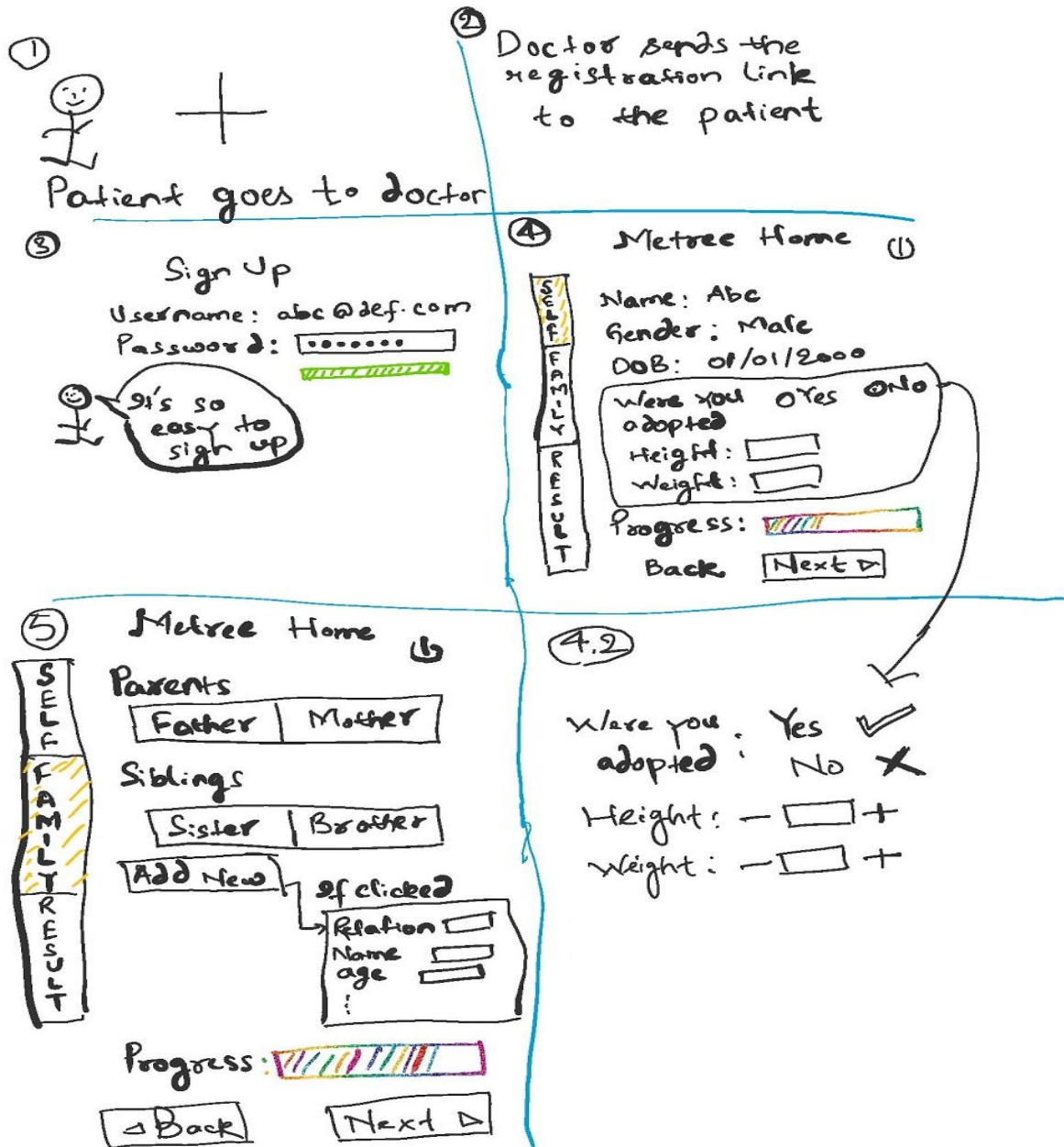
- a. User is not overwhelmed.
 - b. How will the user know how to make the password stronger?
- 5. Drag and drop lab report from system and integrate it with 3rd party web services
 - a. There is no fix template for different lab reports
 - b. There will be parsing problem with reports via web services
 - c. Additional overhead of extra authentication with web services
- 6. Some basic details are pre-populated based on the information provided by the provider when the user sign in on the Home screen
 - a. Less details to fill for user
 - b. If the user is adopted then family details forms will not be shown
- 7. The interface might look graphical and childish due to gamification visual elements. However, some users might find this engaging.
 - a. Visually appealing progress bar could inspire user to fill out form faster.
 - b. User can always see his/her progress at any time.
 - c. User can also know the estimated time to complete the form.
- 8. Some input fields which are easier to understand and interpret for one user might be more difficult for another user. Some users might not be aware of keyboard navigation, however demo can be shown to the user to get familiarized with the interface. Also it might be difficult to find relevant icons for input fields.
- 9. Lab reports can be directly be linked to the patients' accounts.
 - a. Authentication is an overhead.
 - b. Since we are using third party web service, maintaining the privacy of sensitive health data could be an issue.
 - c. Overhead of integrating third party service.
 - d. Erroneous third party service.
- 10. If provider updates patients' information, patients' get notified of the same and he/she can approves of the same leading to updation in MeTree database.
 - a. Implementing the notification system would be a challenge. It might require development of a mobile app.
 - b. Doctor might not have the resources and time to update the individual information.
- 11. Not at all relevant idea to the MeTree application although it is a very good idea.
- 12. Some features could be picked up for the MeTree application such as the update notification system
 - a. This idea might not solve the core problem of the MeTree application. It just adds a good side feature so while development, this feature might be given a lower priority.

Merge Or Not

The selected ideas were relevant to the MeTree application and could be combined to enhance the experience of the application.

After interacting with the involved stakeholders, we decided to merge the ideas with the highest votes, ie, we merged the ideas 1,4,6 and 7 from the idea display board.

Storyboard



Storyboard Narration

The patient visits the doctor. The doctor then sends the registration link to the patient for sign up. Our sign page does not need too many details. The username is auto-populated with the email id and we only ask for the password. The password strength is also provided to the user. On signing in the user goes to the MeTree homepage with basic fields pre-populated. Also, only the required details are asked first. For example: if the user says he/she is adopted, we do not ask for the parent details. We also show a status bar in the left panel that tells what section of the information has been provided currently. There is also another progress bar at the bottom of the page that shows the progress for that section.

We are providing more visual for the input elements like height and weight with the plus and minus buttons. For the family section we are providing the option to send request to the family members. In case, we want to add more members; we also provide an add new button.