DPI 663 Cross-Disciplinary Associates | Launch Doc

***Client:*** *Department of Health and Human Services (HHS), Social Security Administration (SSA)*

***Project:*** *Improving enrollment process for seniors (64 yrs.) newly enrolling into medicare*

* See next steps/goals outlined by client from initial [client meeting](https://docs.google.com/document/d/1TS6nFQu5G9rWmwb8Yiw8vEt06DuVJfjnorm2cXGkMPw/edit)

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# Important Links

* [DPI 663 Medicare enrollment assignment](https://drive.google.com/file/d/108rXz3Vj4DP3ldV57JFtp2mPJjrvtaaQ/view?usp=sharing)
* [Team Google Drive](https://drive.google.com/drive/folders/1Z0joZX_NV06aVopBDHweeHxBWbQobTKc)
* Client Medicare Links:
  + [Health and Human Services](https://www.hhs.gov/answers/medicare-and-medicaid/index.html)
  + [Social Security Administration](https://www.ssa.gov/benefits/medicare/)

# Contact Information

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| **Name** | **Cell** | **Preferred Email** |
| Gwendolyn Lee | 310-882-9681 | gwendolyn\_lee@hks.harvard.edu |
| Rob MacGregor | 650-759-9452 | rmacgregor@hks.harvard.edu |
| Mia Li | 617-852-1662 | miamayixuanli@hks.harvard.edu |
| Christina Wu | 443-745-8151 | christinawu@hsph.harvard.edu |
| Melia Henderson | 510-593-7359 | meliahenderson@college.harvard.edu |

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# Skills and Learning Goals

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| --- | --- | --- | --- |
| **Name** | **Current Skills** | **Skills to Develop** | **Learning Objectives/Goals** |
| Gwendolyn | Health policy, public speaking, process management | Blogging, product development/  management | ← See skills to develop  Make new friends :) |
| Rob | Data analysis / modelling, presentation development, communication (client updates and public speaking) | Survey design, qualitative feedback analysis, prototyping, turning user insights into stories, tech policy in government | -User-centered problem framing, designing, and solving  -How to take user insights and turn them into actionable stories  -Understand how to go from identifying a problem that tech can mitigate to implementing an actionable solution (with specific context being U.S. Federal Government)  -Goal: provide client with a deliverable that was an excellent learning experience for our team while also offering client actionable/implementable insights and recommendations to improve service delivery |
| Mia | - Agile methodology (scrum project management)  -client communication  -prototype tools: adobe illustrator, css, HTML, javascript, python  -good understanding of foundational topics in the tech and government space  -past experience building products to meet user needs | -public speaking  -Blogging  -team and process management  -interviewing users and design surveys  -summarize user insights into concise and useful analysis  -Be creative and design multiple MVPs | -a better understanding of US healthcare policies and issues;  -Identify what problems can be solved by tech and what cannot;  -learn to embrace ambiguity and tackle the issue without knowing the answers  -practice getting user feedback frequently and continually iterating |
| Christina | Health policy research, presentation development, qualitative research (semi-structured interviews, user observation), communication with clients and external stakeholders | Blogging, product development/  management, public speaking, prototyping | -Hone qualitative research skills and apply them to user-centered design rather than academic research  -Learn to work in an interdisciplinary team  -Apply structure to an unstructured research question/problem |
| Melia | -computer science skills (python, javascript, css)  -product management organization | -blogging  -turning user insights into stories  -tech policy in government | -a better understanding of US healthcare policies and issues  -creating technology within a government agency |

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# Team Norms

**Ground Rules**

* Let people finish their thoughts; don’t interrupt someone speaking
* Assume positive intent
* Take risks: no analysis or question is stupid; we all want to leverage our relative strengths to produce quality work for the client and learn from each other
* Be conscientious of everyone’s time (come to meetings prepared, meet deadlines, high-levels of inter-team communication)
* If we need to add additional meeting times, prioritize the team and try to be flexible with scheduling (i.e., call in if needed)
* Use Slack and @channel for coordination and communication

**Conflict Resolution**

* Bring up any disagreements directly and in a timely manner; both sides should be open-minded and willing to adjust behavior
* Disagreement is ok, it means our ideas and assumptions are being challenged/refined
* Engage in dialogue and share your feelings
* Larger conflicts should be addressed in-person or on the phone, not via chat
* Every two weeks, have a sprint retrospective meeting: discussing what worked well, what doesn’t work well, what we want to start, stop, and continue to do, and what we appreciate about each other

# Teamwork

* Meetings
  + Team meetings Wednesdays, 5:30-6:30
    - Start meeting with something personal/growth-related
  + Weekly client meetings: Bi-weekly on Wednesdays at 5pm
    - Send clients 3 bullet agenda the day before
  + If a team member must miss a meeting (intra-team or client-facing), they are responsible for:
    - Sending an update prior to the team meeting
    - Reading meeting notes and action items
    - Following up with the team with any questions/concerns
* Communication
  + Communicate with each other over slack. Text if urgent
  + Communicate with client over email. Calls when scheduled.
* Decision-making
  + Decentralized, consensus (simple majority) decision-making
  + We should be communicating enough to ensure no redundant work and progress towards identified goals (with owners for key deliverables to achieve goals)

# Roles

**Project Work**

* Client leads: Rob + Gwendolyn
  + *Responsible for client interactions; client face of the team*
* External stakeholder lead(s): Christina
  + *Responsible for stakeholder interactions: setting up user research meetings and engagement with users*
* Project/scrum manager: Mia + Melia + Christina
  + *Responsible for overall project management and team accountability*
* Technologist: Melia + Mia
  + *Responsible for prototyping and tech development*
* Administrator: Rob
  + *Responsible for team folder organization, documentation, and note-taking*
* Meeting facilitator: Gwendolyn
  + *Responsible for keeping team meetings on-track and completion of agenda items*

**Blog Postings**

* Brainstorming: All
* Lead Writer: Each team member to take a turn
* Lead Editor: Each team member to take a turn
* Final Editing: All

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# Key Dates & Project Work

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| **NOTE:** All assignments due by **9:00 am** unless otherwise noted. **Blog Posts** are in bold. **Client deliverables** are bolded in red. | |
| Week 1 (Jan 31) | -- |
| Week 2 (Feb 07) | Team Launch Document |
| Week 3 (Feb 14) | **Blog Post I (Intro)**  Framing Your Design Challenge |
| Week 4 (Feb 21) | Research Plan  Interview Guide |
| Week 5 (Feb 28) | -- |
| Week 6 (Mar 06) | **User Insights Presentation Deck** |
| Week 7 (Mar 13) | **Blog Post II (Research)** |
| Spring Break (Mar 20) | -- |
| Week 8 (Mar 27) | -- |
| Week 9 (Apr 03) | **Blog Post III (Prototypes & Testing)** |
| Week 10 (Apr 10) | -- |
| Week 11 (Apr 17) | -- |
| Week 12 (Apr 24) | -- |
| Week 13 (May 01) | Practice Presentation Deck  **Blog Post IV (Summary)** |
| Week 14 (May 8) | **Demo Day - Final Presentation**  Individual Reflection Paper |