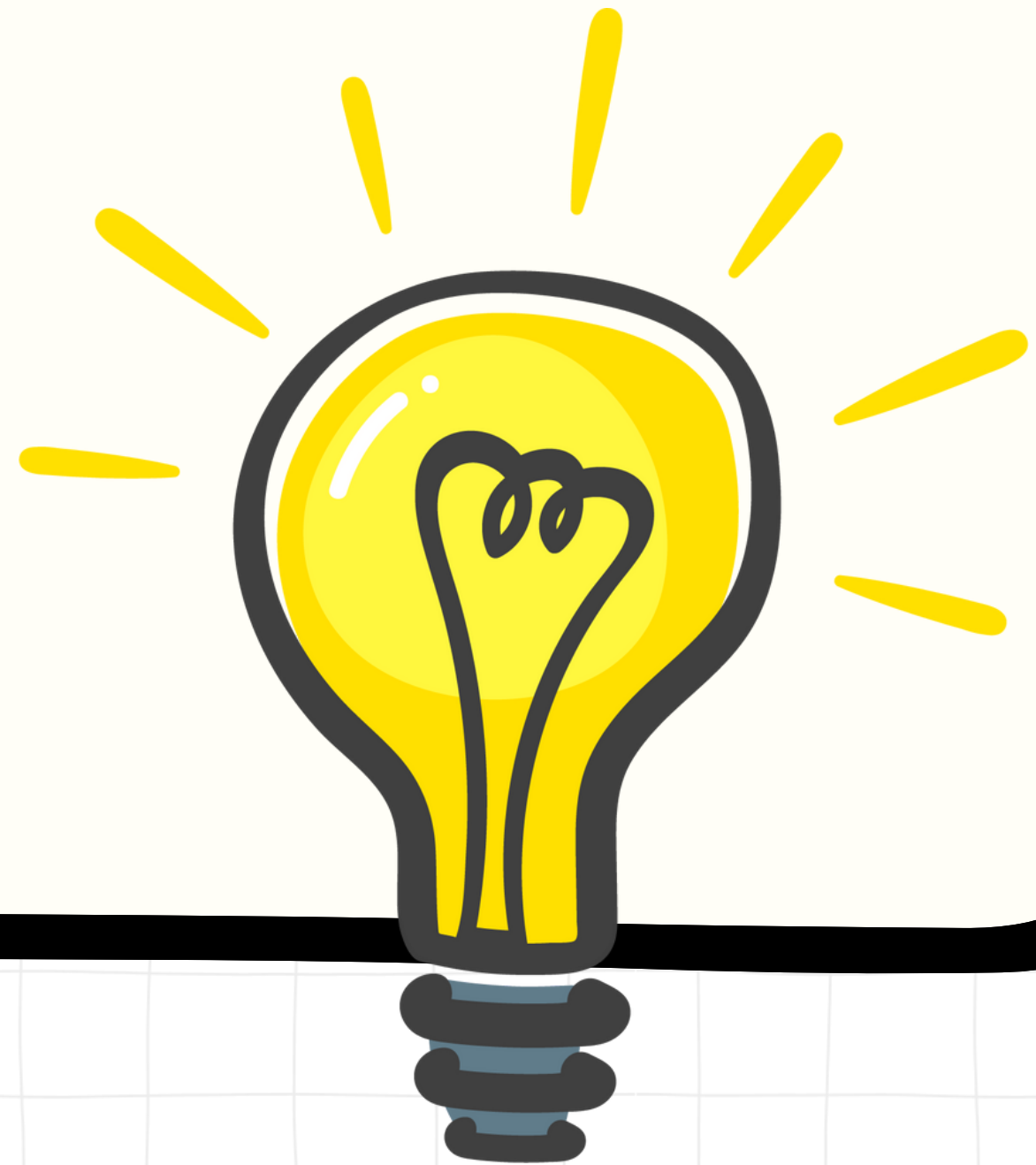# UI/UX
Project

MAPD715 FALL'23

Project Scope

WeCare Mobile App represents a pioneering strategy for enhancing elderly care. The study aims to develop a specialized mobile application that will be customized for caregivers who reside in skilled nursing facilities.

In terms of functionality, the app caters specifically to the complex duties of nurses over the course of shifts, with provisions such as task tracking, result recording, and resident health reporting along with notifications.

The team

Bansi

Mudra

Empathy Map

This empathy map helps users identify the caregivers' needs, thoughts, emotions and actions in the WeCare mobile application. It focuses on the needs and requirements of the caregivers along with the challenges they face on day-to-day basis.

This empathy map helps users identify the caregivers' needs, thoughts, emotions and actions in the WeCare mobile application. It focuses on the needs and requirements of the caregivers along with the challenges they face on day-to-day basis.

Says

This quadrant is at about what caregivers explicitly express. What are their words, thoughts, and opinions?

- I need to know which residents I'm responsible for during my shift.
- Tasks often have specific timeframes, and I must complete them on time.
- Keeping residents' health records is a significant part of my role.
- Billing for additional services is crucial, but it gets too complicated.

Thinks

In this section, you'll uncover the thoughts and internal dialogues of caregivers. What's going on in their minds while they use the app?

- I must make sure that I'm not missing any tasks for the residents under my care.
- I need a user-friendly way to document task outcomes feasibly.
- Managing payments and extra service costs can be daunting.
- Resident health indicators should be clear, precise and easy to understand.

Does

The Feels quadrant focuses on emotions. What are the underlying feelings caregivers experience?

- Checks task lists regularly so that we can cover our responsibilities.
- Records task outcomes quickly without any hassle.
- Monitors and tracks residents' health indicators.
- Manages payments and all records extra services accurately.

Feels

Here, we look at actions and behaviors. What specific actions do caretakers take?

- Overwhelmed by the number of tasks and residents to care for.
- Pressured to lend the best care and meet all deadlines.
- Concerned about the health and well-being of all the residents.
- Frustrated by the complexity of payments and service tracking.

User Persona 1

Esha Patel

Age:	30
Sex:	Female
Location:	North York
Marital Status:	Single
Location:	WeCare
Education:	Certified Nursing Assistant

" Esha is a loving, kind and committed professional. She seeks a user-friendly app that helps her manage her task list during her 2 pm - 10 pm shift. She wants an app that helps her focus on prioritizing tasks based on urgency and time constraints.

Bio

- Esha is a 30-year-old certified nursing assistant (CNA) working at a skilled nursing facility.
- She has been in the healthcare industry for six years now and has recently joined WeCare three years ago.
- Esha is tech-savvy and comfortable using complex mobile apps for her various tasks.

Goals

- She aims to provide the best care to residents and requires quick access to health indicators for timely interventions.
- Billing and extra service tracking should be hassle-free, allowing her to focus more on caregiving.

Needs

- Esha wants an efficient way to manage her caregiving tasks during her 2 pm - 10 pm shift.
- Esha values clear and straightforward documentation features to ensure she doesn't miss any critical information.

Pain Points

- Overwhelming and daunting task lists that are not well-managed.
- Complex documentation processes that consume valuable caregiving time and cause stress.
- Difficulty in interpreting health indicators and making well-informed decisions on time.
- Challenges in managing payment and tracking extra service costs precisely.

Gains

- Improved task prioritization by proper monitoring.
- Streamlined documentation, saving time and resources.
- Better resident health management, leading to proactive care.
- Enhanced control over payment and extra service tracking.
- Increased job satisfaction by providing optimum care.

User Persona 2

John Wick

Age:	45
Sex:	Male
Occupation:	Practical Nurse
Marital Status:	Married
Location:	Mississauga
Education:	Masters

"
John is an experienced, kind and committed professional. He seeks an easy-to-use app that helps him manage his task list during his 10 pm - 6 am shift. He wants an app that helps him prioritize tasks based on urgency and time constraints.

Bio

- John is a 45-year-old licensed practical nurse (LPN) with over 13 years of experience in the senior resident care industry.
- He recently started working at a WeCare-affiliated skilled nursing facility to advance in his career.
- John is proficient and experienced in caregiving but is looking for technological support to enhance his caregiving efficiency.

Goals

- John aims to understand resident health indicators better and respond promptly to any changes.
- Payment and extra service tracking should be straightforward, allowing him to focus on late-night caregiving.

Needs

- John wants an organized task list to manage all the residents during his night shift from 10 pm to 6 am.
- He values a clear and concise documentation process, enabling him to provide comprehensive care.

Pain Points

- Challenging task management during the night shift.
- Cumbersome documentation processes that disrupt caregiving routines.
- Difficulty in interpreting complex health indicators and deciding on appropriate actions.
- Managing billing complexities while delivering nighttime care.

Gains

- Efficient task management, improving resident care during the night shift.
- Simplified documentation procedures, reducing administrative burdens.
- Enhanced resident health monitoring, ensuring better overnight care.
- Streamlined billing and extra service tracking, enhancing late-night caregiving focus.
- Career advancement opportunities through WeCare's advanced technology adoption.

Test Plan

USABILITY TEST PLAN

AUTHOR

Mudra and Bansi

CONTACT DETAILS

mpandy30@my.centennialcollege.ca, bdholaki@my.centennialcollege.ca

PRODUCT UNDER TEST

What's being tested? What are the business and experience goals of the product?

WeCare Mobile Application

TEST OBJECTIVES

What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested?

Evaluate the usability of the task list feature for caregivers.

Assess the efficiency and accuracy of the documentation screen.

Identify potential issues and improvements based on user feedback.

Ensure the handling of possible edge cases in task scenarios.

PARTICIPANT PROFILE

How many participants will be recruited? What are their key characteristic?

Evaluate the usability of the task list feature for caregivers.

Assess the efficiency and accuracy of the documentation screen. Identify potential issues and improvements based on user feedback.

Ensure the handling of possible edge cases in task scenarios.

TEST TASKS

What are the test tasks?

Utilize the task list to determine which resident to care for within a specific shift and complete a task at a given time.

Document the outcome of a completed task using the documentation screen.

Respond to single-value choice questions in a given scenario.

Explore and navigate the application to identify any reference tasks.

RESPONSIBILITIES

Who is involved in the test and what are their responsibilities?

Facilitator (Mudra Pandya): Guide participants through tasks and scenarios.

Observer(Bansi Dholakiya): Take notes on user interactions, feedback, and challenges.

Technical Support(Both): Ensure the proper functioning of the testing environment.

BUSINESS CASE

Why are doing this test? What are the benefits? What are the risks of not testing?

This usability test aims to enhance the WeCare mobile application's user experience, ensuring it meets the needs of caregivers. The benefits include improved user satisfaction, reduced errors, and increased efficiency. Failing to conduct this test may lead to the development of an ineffective product.

EQUIPMENT

What equipment is required? How will you record the data?

Mobile devices for participants

Testing environment with the WeCare application

Note-taking tools

LOCATION & DATES

Where and when will the test take place? When and how will the results be shared?

The test will be conducted remotely on December 20th to December 25th.

Results will be compiled and shared by December 30th.

PROCEDURE

What are the main steps in the test procedure?

0 – 5 MIN	0 – 10 MIN	10 – 45 MIN	45 – 50 MIN	50 – 55 MIN	50 – 55 MIN
Introduction to the test and purpose.	Participants will be given tasks and scenarios to perform using the WeCare application.	Observers will note participant interactions, feedback, and challenges.	A debriefing session to gather additional comments and reflections from participants.	Post-quest reflections via a digital questionnaire.	Final reflections, farewells, and incentives bestowed.

Feedback Grid

WeCare feedback grid

✚ What worked

- Clear navigation in the task list. ⭐
- Intuitive responses to single-choice questions.
- Efficient completion of tasks.

⚠ Need to improve

- Streamlining the documentation process.
- Improved visibility of reference tasks.
- Clarification on specific task scenarios.

❓ Questions

- How can the mobile site be enhanced for seamless user interactions?
- Are there plans to introduce personalized task notifications for caregivers?
- Is offline access to the site considered for caregivers in areas with connectivity challenges? ❓

💡 Ideas

- Implement a product filter option for quick task identification. +1
- Explore the addition of a scanning feature to facilitate easy entry of customer payment information.
- Consider integrating a real-time messaging feature for efficient communication among caregivers.

Design Intents

- **Design Intent 1:** *Enhance user engagement for Esha by implementing a personalized emergency contact section based on immediate contact details, ensuring a more tailored and safe user experience.*

- **Design Intent 2: :** *Optimize task management for users such as Thomas Addison by introducing a smart task priority system, automatically categorizing tasks based on urgency and importance to streamline the workflow and enhance productivity.*

Login and Signup pages
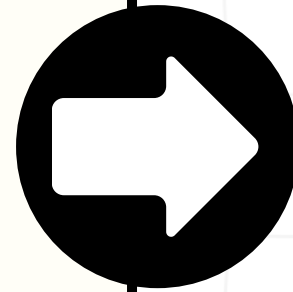
Login Account 👤
Welcome back Bansi Dholakiya !

we❤care

Enter email i'd

Enter password

Forget Password ?

Login

Or sign up with

G | f | 🍎

Not register yet ? **Create Account**

SignUp Account 👤
Let's register account !

we❤care

Enter first name

Enter last name

Enter email i'd

Enter mobile number

Enter password

Sign Up

Home page

Hi, Bansi

Emergency call

Hospital

Doctor

Weather Update

Feedback & Review

medicine

Task Process Chart

Tasks ratio

12/15

Completed

72%
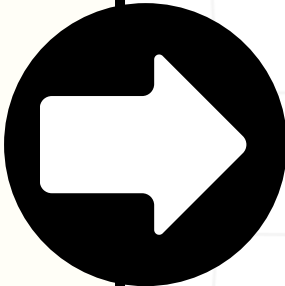
Patients
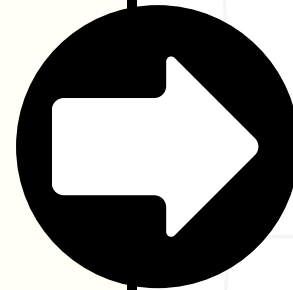
Task Integration pages

Add Task

Task Name

ex: mark attendance

Description

ex: Do something

Patient Name

ex: Kiran

Assign To

ex: Bina

Priority

ex: Low, Medium, High

Done By

ex: 01/01/2024

Create Task

Tasks

Do Something

Mon — — — Completed

Do Something

Fri — — — Pending

Do Something

Wed — — — In-progress

Do Something

Mon — — — Pending

Do Something

Sun — — — Pending

Notification Panel
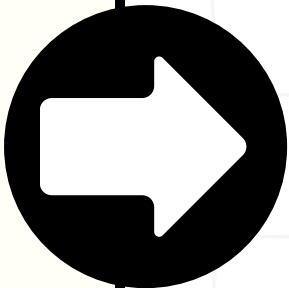
Notification

Mark all Read

Trending	9.56 AM
Your Post is Trending in the hot Section	

Trending	9.56 AM
Your Post is Trending in the hot Section	

Comment	9.56 AM
Someone commented on your post: Around Heavy ball floor these languag....	

Trending	9.56 AM
Your Post is Trending in the Fun Section	

Upvote	9.56 AM
Someone Upvote on your post: Around Heavy ball floor these languag....	

Comment	9.56 AM
Someone commented on your post: Around Heavy ball floor these languag....	

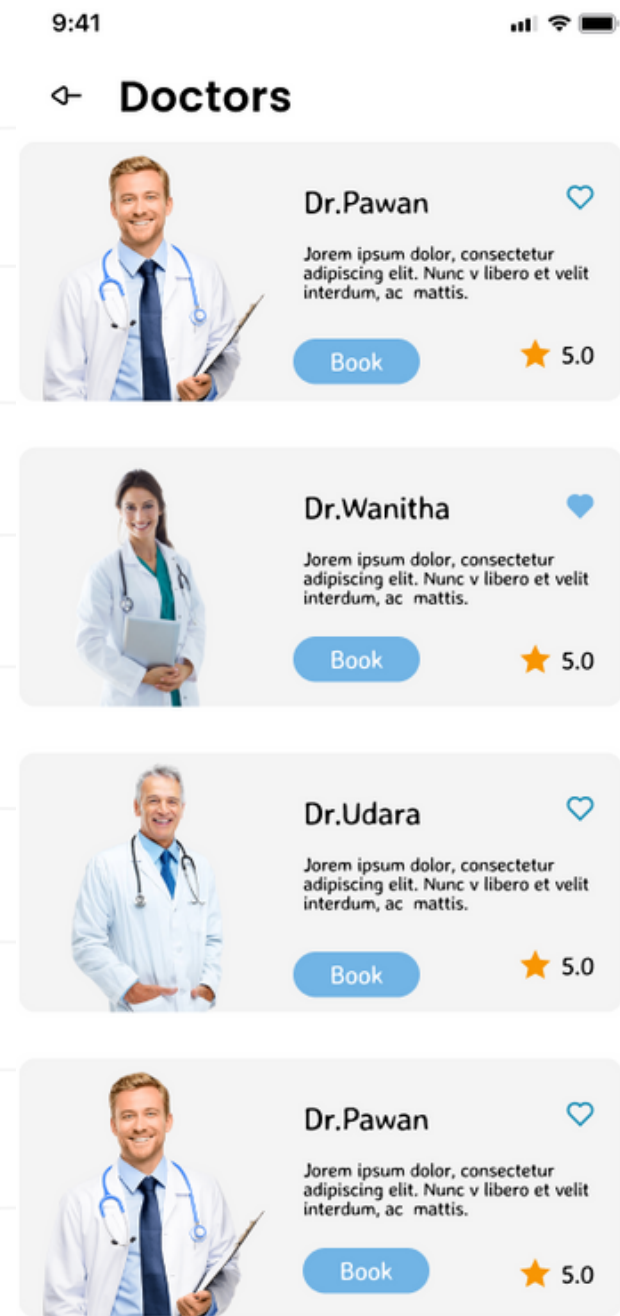|	
Trending	9.56 AM
Your Post is Trending in the Fun Section	

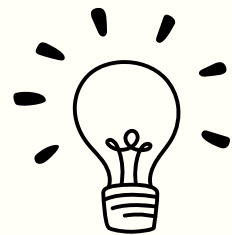|	
Upvote	9.56 AM
Someone Upvote on your post: Around Heavy ball floor these languag....	

Profile page

9:41

Bansi Dholakiya
bansidholakia@gmail.com | +01 234 567 89

Edit profile information

Notifications   ON

Language   English

Security

Theme   Light mode

Help & Support

Contact us

Privacy policy

Emergency Contacts & Doctors list

Emergency Contacts

Metal Exchange
+43 123-456-7890,
`Call`

Michael tony
+43 123-456-7890,
`Call`

Joseph ray
+43 123-456-7890,
`Call`

Thomas adison
+43 123-456-7890,
`Call`

Doctors

Dr.Pawan
Jorem ipsum dolor, consectetur adipiscing elit. Nunc v libero et velit interdum, ac mattis.
Book ⭐ 5.0

Dr.Wanitha
Jorem ipsum dolor, consectetur adipiscing elit. Nunc v libero et velit interdum, ac mattis.
Book ⭐ 5.0

Dr.Udara
Jorem ipsum dolor, consectetur adipiscing elit. Nunc v libero et velit interdum, ac mattis.
Book ⭐ 5.0

Dr.Pawan
Jorem ipsum dolor, consectetur adipiscing elit. Nunc v libero et velit interdum, ac mattis.
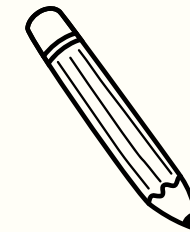Book ⭐ 5.0

Conclusion

Accomplished:

We've successfully completed Milestone 1, 2,3 and 4 highlighting the conceptualization and user expereince phases.

Road Ahead:

Building upon this strong foundation, we are well-positioned for the successful completion of our unique, innovative and functional WeCare application.