

# Case Study

## Version 3 → Version 4: Healthcare Platform Redesign Case Study

### Project Overview

#### Problem Statement (Cellma 3 Issues)

- Outdated and non-intuitive interface** (difficult navigation).
- Complex user journeys** —required multiple clicks to access key features. Inconsistent
- UI elements** — no design system or reusable components. Poor accessibility (not WCAG compliant).
- Slow workflow** for clinicians, leading to user frustration and training overhead.

#### Solution Overview (Cellma 4 Goals)

- Introduced **modern UI** design system in Figma for consistency.
- Created intuitive **navigation & dashboards** for quick access.
- Improved **usability and accessibility** (WCAG guidelines).
- Designed responsive layouts for cross-device usability.
- Streamlined workflows — **reduced steps for common tasks**.

### UX Design Process

#### Research & Discovery

- Heuristic evaluation of Cellma 3.
- Stakeholder interviews & workflow mapping.
- User feedback sessions with clinicians and staff.

#### Define

- Identified top pain points & task frequency.
- Prioritized features for redesign (appointment, patient registration, clinical notes).

#### Ideate

- Created user flows, wireframes, and low-fidelity prototypes.
- Explored layout options for complex medical data visualization.

### UX Design Process

#### Design

- Developed a modular design system (color tokens, typography, components, variants).
- Implemented high-fidelity screens in Figma.

#### Validate

- Conducted usability testing with actual users.
- Refined designs based on task completion rate & feedback.

### Key Improvements

Feature	Cellma 3	Cellma 4
Navigation →	Nested, confusing menus	Clean sidebar navigation
Accessibility →	Limited	WCAG 2.1 compliant
UI System →	None	Consistent design system
Task Flow →	8–10 clicks	3–4 clicks
Visual Design →	Outdated	Modern and responsive

### Result & Impact

#### After redesign (Cellma 4 prototype testing):

- 40% faster task completion for clinicians.
- 30% reduction in user errors.
- Positive feedback on clarity, accessibility, and speed.
- Improved responsiveness for mobile.