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UX Assessment - eReserve

Tenet Healthcare

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Overview

Execution Steps

Week 1 Activities:

- Project Kick-off: 9/9
- Application Walk-Through: 9/9
- User Experience Assessment (UX Audit)
- Meetings:
    - Security
    - Compliance
- Source Code and Data Assessment
- Application Business Requirements Follow-up (if needed)

Week 2 Activities:

- Access to Brand Guidelines
- User Interviews
- Conceptual Wireframes
- Updated User Flow
- Visual Comp of Web App Modernization
- Reference Architectures

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Project Deliverables

User experience assessment

- Highlight usability opportunities for improvement during rewrite
- Provide set of recommendations to enhance web based eReserve experience
- Score each opportunity with a level of impact to the user (low, medium, high, critical)

Conceptual wireframes of updated user flows, if necessary

Review of brand assets and single screen concept visual direction

- Apply Tenet brand (logo, colors, imagery, type style) to a single screen for modern web based solution design
- Informs visual direction of eReserve application to be completed during Detail Design phase conducted in web based application rewrite project

Reference architecture for proposed Azure environment

Sprint plan for Design and Development

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eReserve Overview
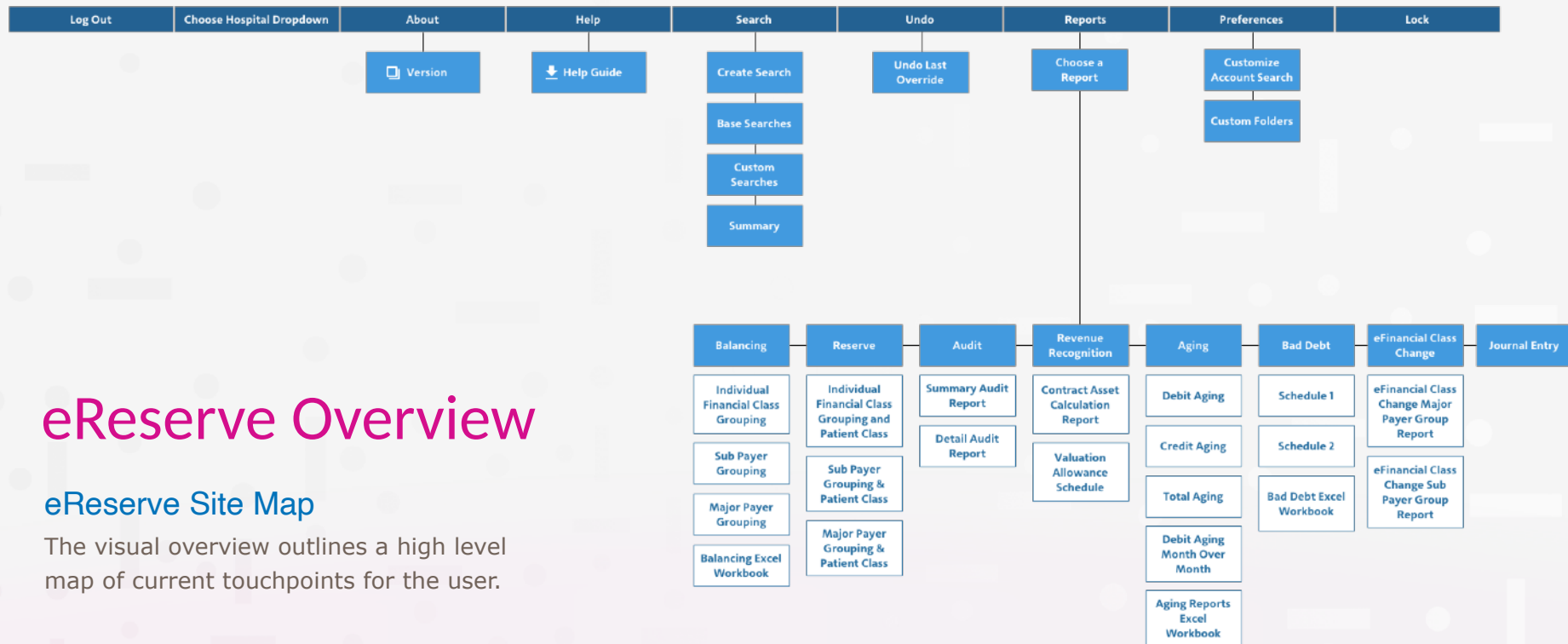
eReserve Overview

eReserve Site Map

The visual overview outlines a high level map of current touchpoints for the user.

Legend

Main Level | 2nd Level | 3rd Level

Log Out | Choose Hospital Dropdown | About | Help | Search | Undo | Reports | Preferences | Lock

Version | Help Guide | Create Search | Undo Last Override | Choose a Report | Customize Account Search

Base Searches | Custom Folders

Custom Searches

Summary

Balancing | Reserve | Audit | Revenue Recognition | Aging | Bad Debt | eFinancial Class Change | Journal Entry

Individual Financial Class Grouping | Individual Financial Class Grouping and Patient Class | Summary Audit Report | Contract Asset Calculation Report | Debit Aging | Schedule 1 | eFinancial Class Change Major Payer Group Report

Sub Payer Grouping | Sub Payer Grouping & Patient Class | Detail Audit Report | Valuation Allowance Schedule | Credit Aging | Schedule 2 | eFinancial Class Change Sub Payer Group Report

Major Payer Grouping | Major Payer Grouping & Patient Class | Total Aging | Bad Debt Excel Workbook

Balancing Excel Workbook | Debit Aging Month Over Month

Aging Reports Excel Workbook

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Design Direction

Our direction has been made based on the following criteria:

Lowest impact on development with highest return on user experience

Least amount of deviation in user and usability patterns

Maintain standardized report layout throughout designs

During the user experience assessment & recommendations we also addressed:

Consistency in visual design & UI patterns

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Heuristic Evaluation

eReserve Heuristic Evaluation Assessment

● **Visibility Of System Status**
- ● Visibility
- ● Inconsistent Placement
- ● Inconsistent Patterns

● **Match Between System & Real World**
- Consistent Standardized Report Layouts

● **User Control & Freedom**
- ● User Exit Visibility
- ● Inconsistent Placement

● **Consistency & Standards**
- ● Inconsistent Button Placement
- ● Inconsistent UI Patterns
- ● Inconsistent Page Layout

● **Error Prevention**
- ● Confirmation Before Committing Actions
- ● Clear Error Messaging
- ● Inconsistent Validation & Placement

Legend

● Include in Redesign ● Future Design Iterations ● No Update Required

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eReserve Heuristic Evaluation Assessment Continued...

● **Recognition Rather Than Recall**
- Inconsistent Iconography
- Minimal Visual Aids
- Inconsistent Function Placement
- Multiple Entry Points For Same Content

● **Flexibility & Efficiency Of Use**
- Performance Impacting Workflow
- Inconsistent UI Patterns & Layout
- Accessibility

● **Aesthetic & Minimalist Design**
- Inconsistent Layout
- Content Visibility

● **Help Users Recognize, Diagnose, & Recover From Errors**
- Inconsistent Validation & Error Alerts
- Location Of Validation Is Inconsistent
- Improve Visibility
  Multiple Error & Validation UI Patterns

● **Help & Documentation**
- Full Help Guide Available

Legend

● Include in Redesign ● Future Design Iterations ● No Update Required

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Usability Assessment

Usability Assessment
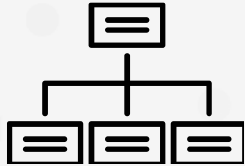
Navigation

Better Consistency
Better Visibility
Better User Flow
Multiple Duplicative Entry Points
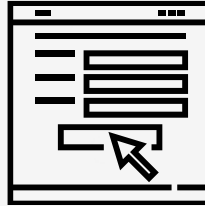
Forms

Improve UI Patterns
Improve Layout
Consistent UI Patterns
Utilize Visual Space

Grids & Reports

Consistent Placement
Consistent Patterns
Increase Visibility

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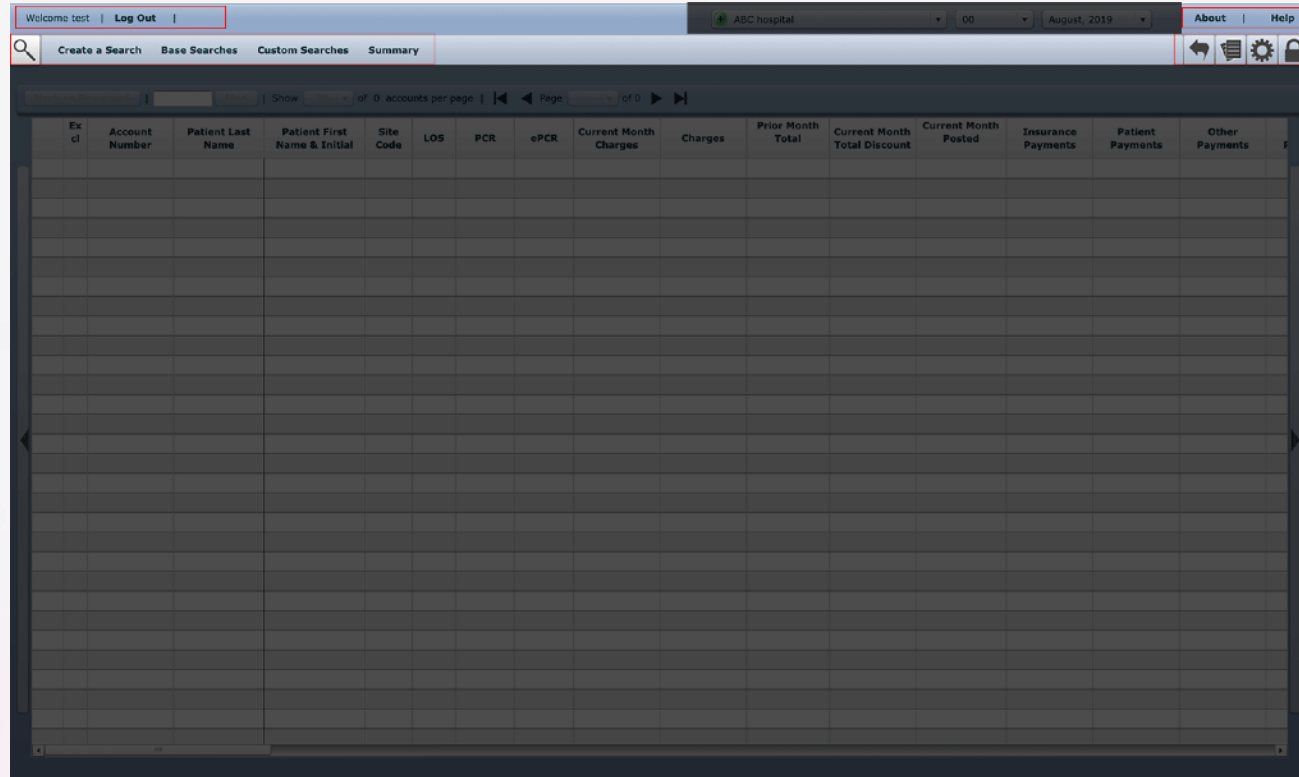
Usability Assessment

Navigation

Create better consistency, visibility, & placement, while getting rid of redundant entry points.

Areas for Design Exploration

- Better Consistency
- Better Visibility
- Better User Flow
- Streamline Entry Points

Usability Assessment

Forms

Improve & create consistent UI patterns, visibility, & utilization of visual space.

Areas for Design Exploration

- Consistent UI Patterns
- Improve UI Patterns
- Maximize Utilization of Visual Space

Usability Assessment

Grids & Reports

Consolidate & Improve UI patterns, while creating consistency for user actions.

Areas for Design Exploration

- Consolidate UI Patterns
- Improve User Action Placement Consistency
- Improve Visual Design

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Modern Web App Design

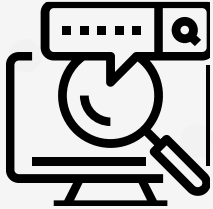# Wireframe

Report Override

Wireframe

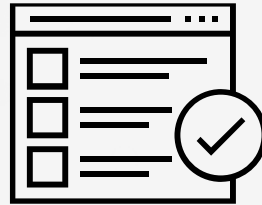Base Search

Visual Design
Report Override
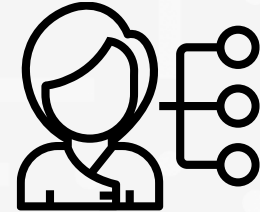
Looking Forward

Usability Assessment

Search

Consistent Placement
Consistent Patterns
Increase Visibility

Errors & Validation

Inconsistent Patterns
Multiple Patterns
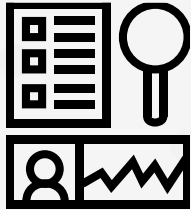Better Visibility
Validation Location Inconsistent

Workflow & Userflow

Inconsistent Workflows
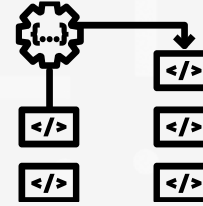Hindering Performance

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How We Get There

Discovery

A way to illuminate what we don't know and better understand what people need, through different research activities.

Iterative Design

A design methodology based on a cyclic process of prototyping, testing, analyzing, and refining a product or process.

Incremental Delivery

A way of breaking down the software development of a large application into smaller chunks.

Thank You

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