

Stage	Clinician Actions & Needs	Pain Points	Strategic UX Interventions	Outcomes & Impact
Discovery	Clinicians toggle between multiple systems to gather and record patient data for sepsis claims.	Fragmented workflow, high cognitive load, delayed and inconsistent decisions.	Conducted interviews with clinicians and data scientists to uncover workflow inefficiencies.	Identified key friction points and aligned design goals with stakeholder requests and clinical needs.
Definition	Teams express need for integrated, intelligent decision support within clinical tools.	Lack of UI for AI insights; risk of disrupting or bypassing clinical judgment.	Defined UX strategy to embed AI into workflows without compromising trust or usability.	Established design principles for transparency, clarity, and minimal disruption.
Design	Clinicians require intuitive access to AI insights during claim review.	Overload of data, unclear relevance, and poor interface ergonomics.	Designed multipurpose interface surfacing AI Agent insights contextually and clearly.	Reduced cognitive load and improved data relevance during decision-making.
Development	Engineering teams begin building the interface with AI model integration.	Risk of misalignment between design and technical constraints.	Collaborated with dev teams to ensure fidelity and feasibility of AI-enhanced workflows.	Delivered scalable design assets aligned with model behavior and clinical logic.
Validation	Clinicians test prototype workflows in simulated claim review scenarios.	Need for trust in AI recommendations and seamless integration.	Prototyped and iterated based on clinician feedback to refine usability and trust signals.	Achieved stakeholder confidence and readiness for pilot deployment.
Delivery	Interface deployed in pilot phase for sepsis case review.	Need for measurable impact and scalability across other clinical domains.	Supported rollout and positioned UX as strategic bridge between AI and clinical expertise.	Transformed legacy workflow into intelligent, scalable solution for healthcare ops.