

# Montgomery County DHHS UI / UX

INST490, Spring 2018

In partnership with:





# The Team

took equal responsibility for research, design, and implementation, with define roles:

## Stephan Appiah

**Project Manager:** Point of contact between client and the team. Creates the schedule of content deadlines and ensures all members are contributing equally and meeting deadlines.

## Pierre Benites

**Designer/Tester:** Ensures wireframes meet the client's requirements. Records and notifies the team of errors or missing components while working as a "devil's advocate" to the Designer.

## Ryan Chang

**Analyst:** Evaluates the issues and creates strategies to make a product that will address the client's needs to solve certain problems.

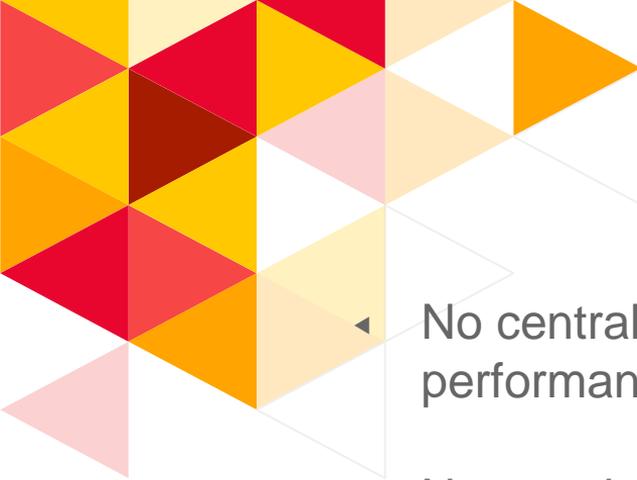
## Tashi Geleg

**Designer:** Implements low fidelity prototypes into the Marvel app. Researches other websites to ensure the interface uses components familiar to the average user.



# Background Information

- ◀ Montgomery County's Department of Health and Human Services (DHHS) is in the business of big data
- ◀ Data is typically tracked in spreadsheets or in paper reports, and are neither consolidated nor analyzed, except on an ad-hoc basis
- ◀ Data is reported in various intervals and some reports have been collected and saved for years
- ◀ Data is received from 700 providers in 130+ direct service programs and contracted services



# The Dilemma

- ◀ No central standardized management system for DHHS performance data
- ◀ No user interface (UI) for defining and collecting data sets
- ◀ Data that has been stored for years is at risk of being lost or damaged
- ◀ Different intervals of reporting data creates a risk of the data being lost or mismatched for future use



# Goal and Game Plan

- ◀ A simple and welcoming interface for all users
- ◀ Efficient system of consolidating related data—regardless of the various time intervals in which the data is reported
- ◀ Intuitive interface that automatically graphs data based on selected preferences and needs
- ◀ Transition from paper to online reports to maximize flexible use and ease of archiving

# Persona Application

How will our system be used within  
DHHS?



# Persona #1 - *Rob Smith*

- ◀ Rob Smith is an administrator of Montgomery Cares, a subprogram of the Montgomery County DHHS' Health Care for the Uninsured program.
- ◀ He reports monthly to the director of Montgomery Cares with data on the number of patients each month, the number of encounters each month, and the year-to-date patient count (unduplicated) and encounters.
- ◀ Smith is 47 years old and not very savvy with spreadsheet software such as Excel. He currently reports by mailing paperwork, partly because DHHS lacks a data management system.



# Solution - *Rob Smith*

- ◀ Simple, minimal system that allows administrators to login and input data
- ◀ Customizable spreadsheet interface
- ◀ View historical data
- ◀ Ability to create visualizations



# Wireframe - *Rob Smith*

- ◀ <https://marvelapp.com/2i130ia/screen/42000611>



## Persona #2 - *Liz Johnson*

- ◀ Member of Performance, Accountability, and Customer Service (PACS) responsible for monitoring and updating the metrics required from each program and subprogram administrator for future consultation.
- ◀ Reporting periods for each subprogram vary from monthly to annually, making it difficult for Johnson to combine graphs and analyze performance patterns.
- ◀ Without an online database, Johnson can't immediately add or delete a performance measure. Instead, she must contact all the administrators under to make the change.



# Solution - *Liz Johnson*

- ◀ Creating a system with a simple interface that immediately updates every time new data is inputted
- ◀ Using a simple toolbar that allows her to graph the data and organize it in the way she sees fit
- ◀ Including a feature that highlights missing data so she can quickly inform the relevant administrator
- ◀ Including an interface allows the user to add, edit, or delete a performance measure



# Wireframe – *Liz Johnson*

- ◀ <https://marvelapp.com/2i130ia/screen/42440300>



# Future Plans

## Submit Deliverables

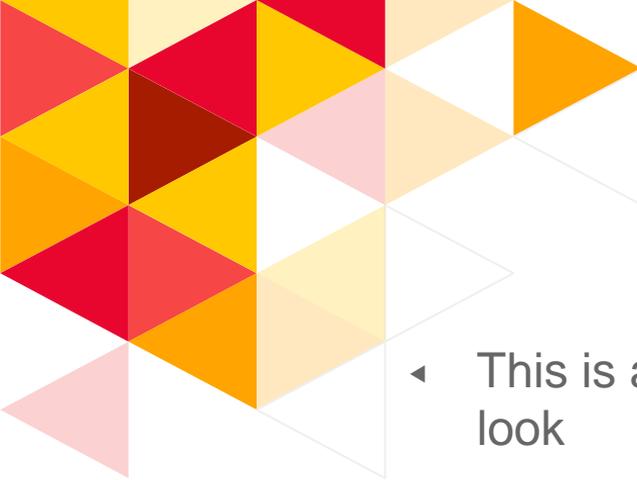
Our deliverables are the designs and demos presented today. We have a working set of wireframes that can be tested to ensure that all buttons, functions, and features are working properly and usefully.

## Evaluate Issues

A semester is too short to complete a project of this size. However, we learned about UI/UX and noted things we liked and things that can be changed. These factors will be evaluated and taken note of for future teams.

## Transfer to Next Team

With this foundation, we hope future teams can build on our design and eventually bring this web system to life. We hope these designs will be the groundwork for a future DHHS website.



# Concluding Thoughts

- ◀ This is a baseline of how we envision the DHHS Metrics page to look
- ◀ With different clients and reports, it is difficult to gauge how every employee will use the webpage but we hope this system can be easily translated to many applications
- ◀ More complex versions may be created to satisfy all users, but our wireframed system can serve as the foundation for future iterations

# Questions?



# Thank you!

Stephan Appiah, Pierre Benites,  
Ryan Chang, Tashi Geleg

In partnership with:

