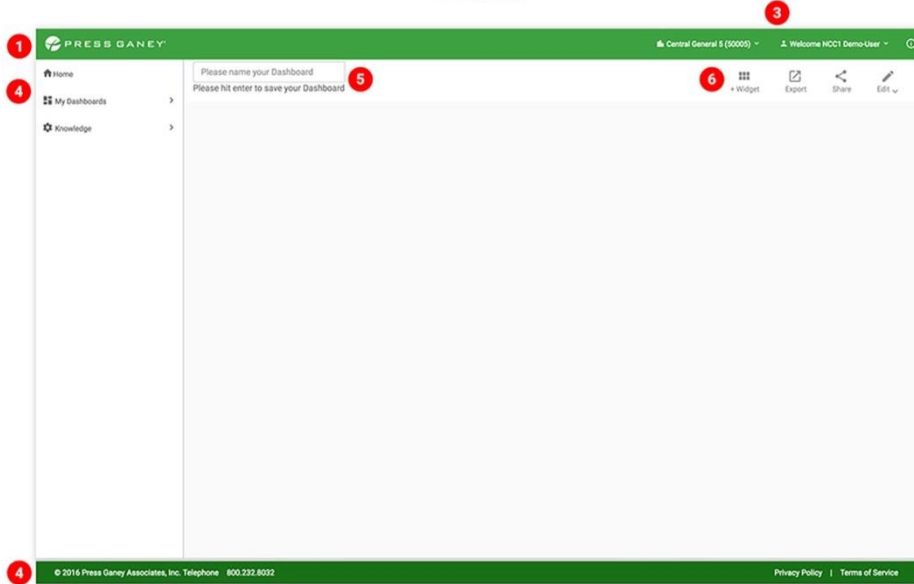


PGO Gap Analysis

Dashboard Navigation & Creation

Current



User Experience

- Reduced cognitive load
- Improved CTA
- Improved task focus
- Less obtrusive sub nav

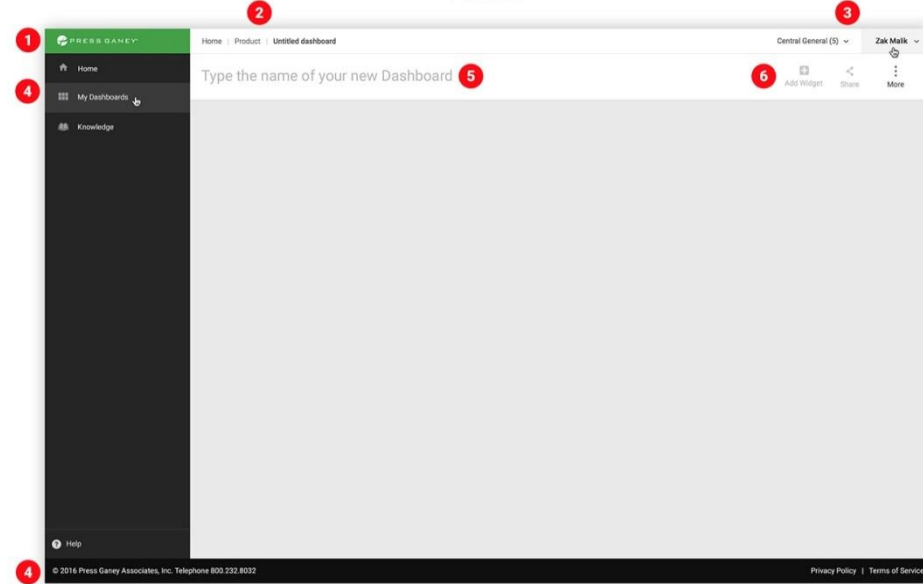
Visual Design

- Improved visual hierarchy via color change and contrast of primary nav and canvas work area (better addresses 508 Compliance requirements)
- More focused brand visualization
- Increased touch point (better addresses 508 Compliance requirements)

User Testing

- Participant confusion and lack of success during create dashboard task

Future



Adoption Success - Must Haves

Dashboard Naming

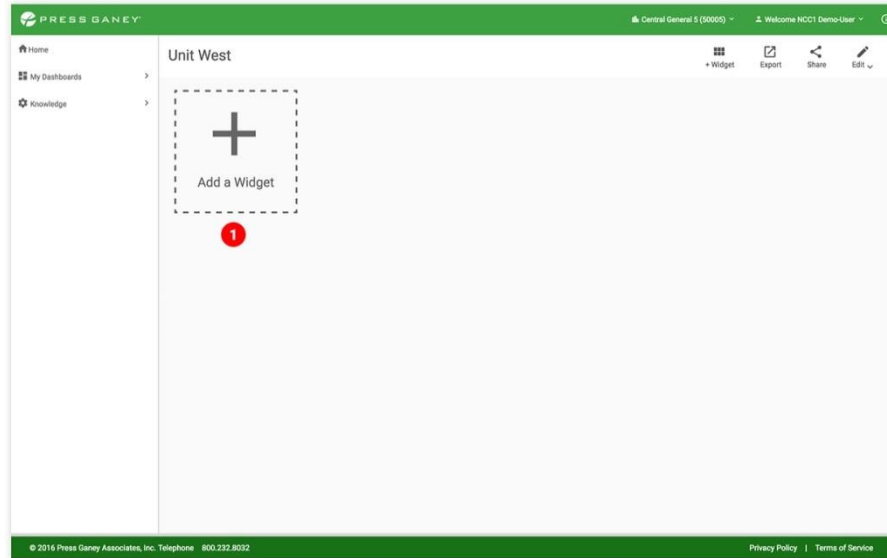
10/12 participants did not understand that in order to add a widget a dashboard must first be named

Framework UI

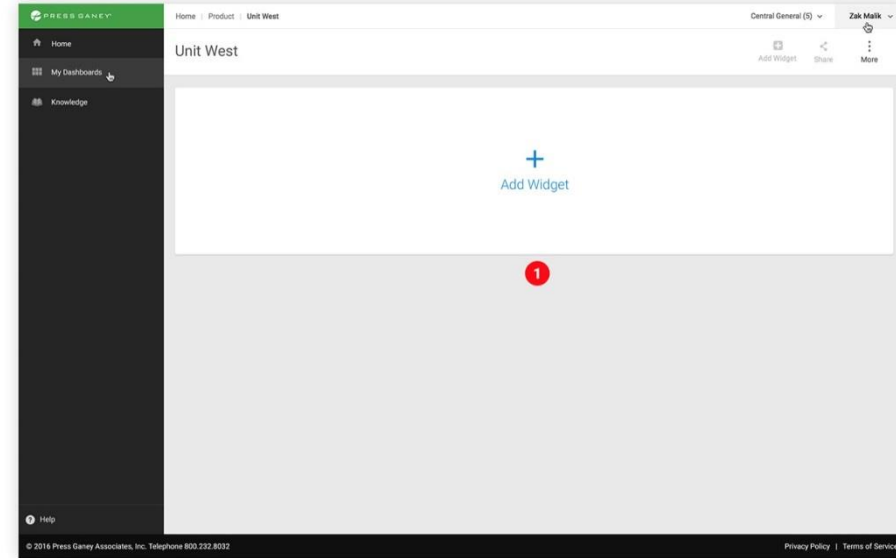
The UX team is creating the pattern library and style guide which is being integrated into ALL PG applications and as such the user should be presented with a consistent UI to assist in building trust and confidence with the PG brand

Add Widget

Current



Future



User Experience:

- Improved consistency of mental model
- Reduction of cognitive load
- Reduced displacement
- Improved CTA

Visual Design:

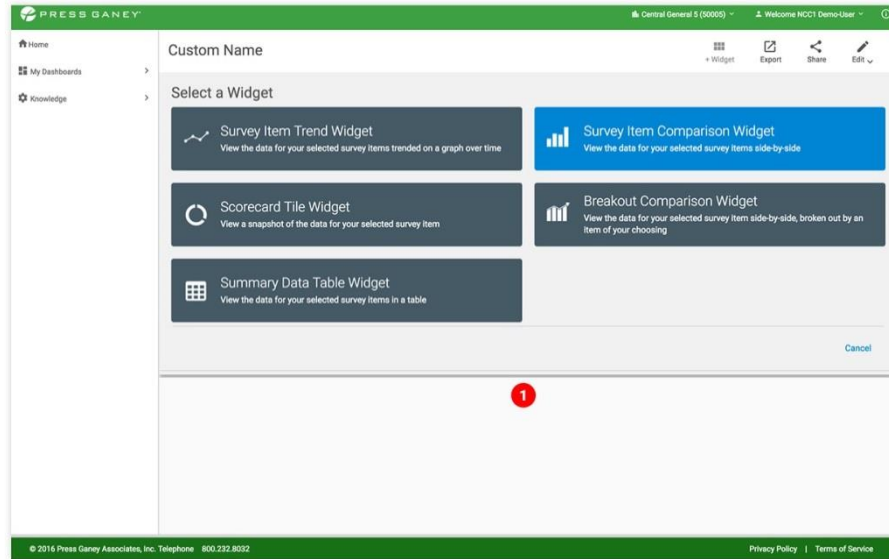
- Visually reduced confusion of Add a Widget interaction (i.e., drag and drop)
- Increased touch point (better addresses 508 Compliance requirements)

User Testing:

- User confusion with presence of Add a Widget prior to dashboard naming

Select Widget

Current



User Experience:

- Improved clarity of widget selection
- Reduced cognitive load
- Improved consistency of mental model
- Introduced visual preview for quicker widget association and recall
- Solution better addresses 508 Compliance requirements

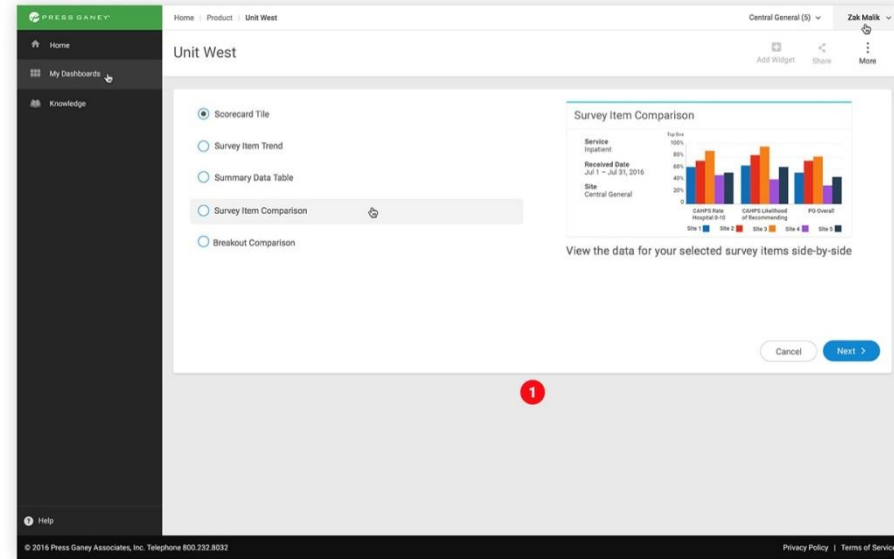
Visual Design:

- Reduced visual clutter
- Added the ability to introduce widget type color coding

User Testing:

- Participants had unexpected expectations post selection

Future



Adoption Success - Must Haves

Widget Selection Panel

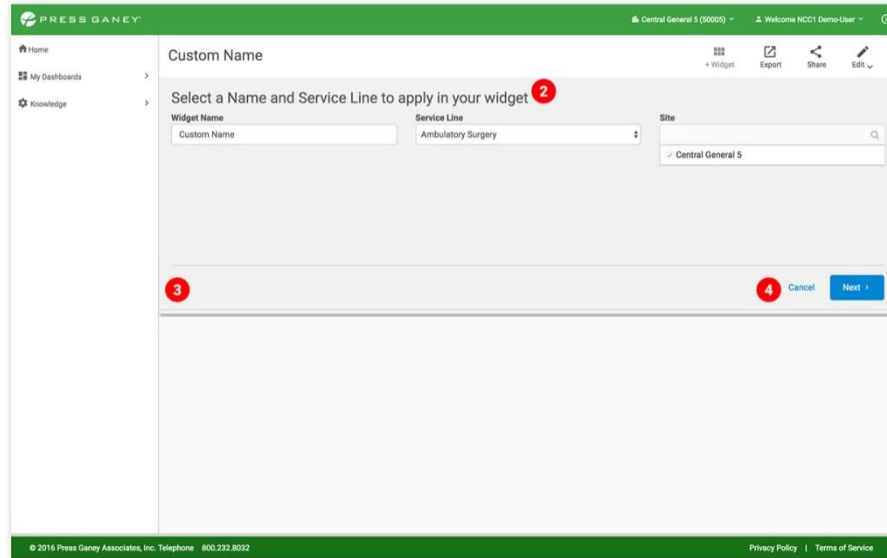
7/12 participants did not find the widget descriptions or visualization adequate. Providing a visual representation of a widget reduces the cognitive load for the user by offering them an example prior to selection.

Point to Point Panel Integration

Allowing for only one pattern reduces the cognitive load and displacement issues for users as well as the coding effort for Dev.

Widget Configuration & Progress Indicator

Current



The current interface shows a 'Custom Name' configuration screen. It has a header bar with the Press Ganey logo and user information. A left sidebar contains navigation links for Home, My Dashboards, and Knowledge. The main content area is titled 'Custom Name' and contains a sub-header 'Select a Name and Service Line to apply in your widget'. Below this are three input fields: 'Widget Name' (containing 'Custom Name'), 'Service Line' (a dropdown menu with 'Ambulatory Surgery' selected), and 'Site' (a searchable dropdown with 'Central General 5' selected). At the bottom right, there are 'Cancel' and 'Next' buttons. Red numbered callouts are present: '2' points to the sub-header, and '4' points to the 'Next' button. A red '3' is also visible in the bottom left corner of the main content area.

User Experience:

- Improved consistency of process
- Reduced cognitive load
- Provided additional exit path to user
- Provided progress tracker
- Provided instant user feedback during widget naming

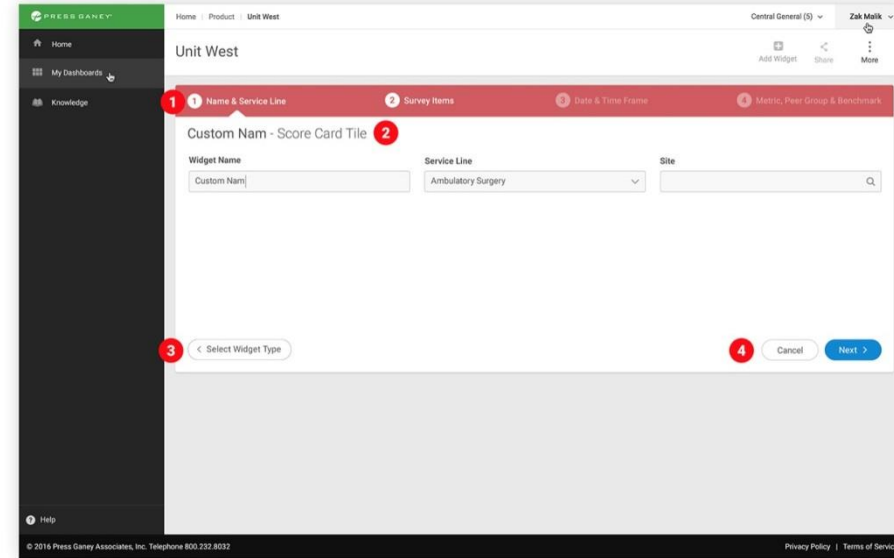
Visual Design:

- Improved button visibility
- Reduced visual pollution
- Increased user task focus
- Provide continued pairing of color and widget type for quick scanability

User Testing:

- Participant confusion, lack of trust, and frustration around lack of progress tracker

Future



The future interface shows a 'Unit West' configuration screen with a more complex layout. It features a top navigation bar with 'Home', 'Product', and 'Unit West'. A right sidebar shows user information. The main content area is titled 'Unit West' and contains a sub-header 'Custom Nam - Score Card Tile'. Below this are three input fields: 'Widget Name' (containing 'Custom Nam'), 'Service Line' (a dropdown menu with 'Ambulatory Surgery' selected), and 'Site' (a searchable dropdown with 'Central General 5' selected). At the bottom right, there are 'Cancel' and 'Next' buttons. Red numbered callouts are present: '1' points to the 'Name & Service Line' section, '2' points to the 'Custom Nam - Score Card Tile' sub-header, '3' points to the 'Select Widget Type' button, and '4' points to the 'Next' button. A red '3' is also visible in the bottom left corner of the main content area.

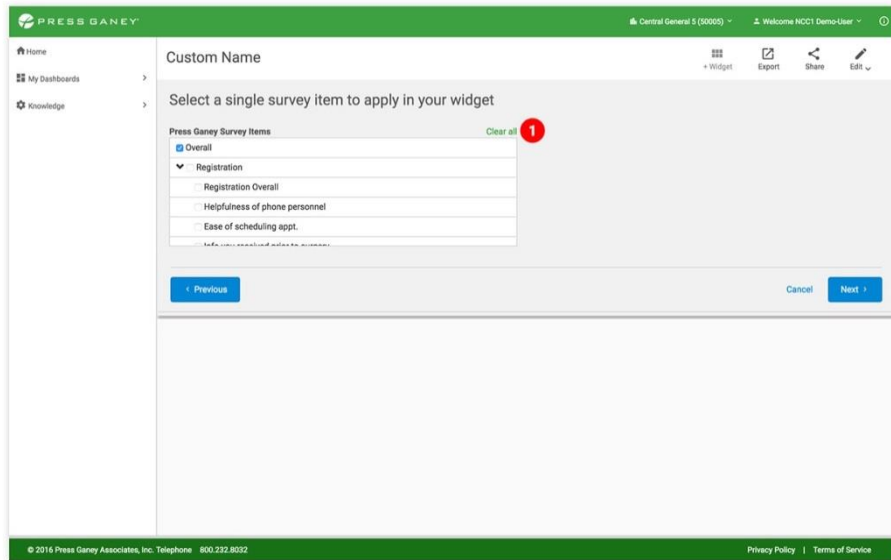
Adoption Success - Must Haves

Progress Tracker

12/12 participants experienced dissatisfaction with the lack of any indication as to where they were in the widget configurator or how long the process may take them

Select & Clear All

Current



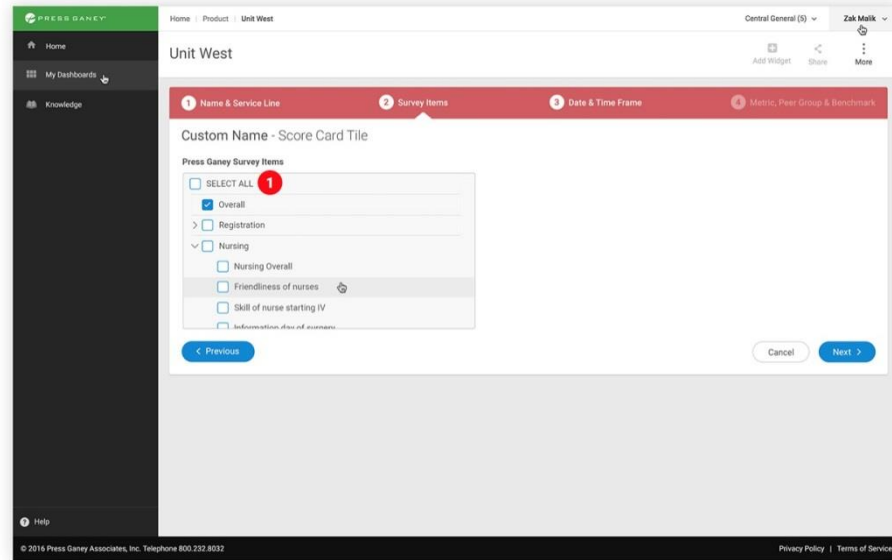
User Experience:

- Improved process grouping (better addresses 508 Compliance requirements)
- Reduced cognitive load

Visual Design:

- Reduced visual pollution

Future



Adoption Success - Recommended Haves

Configurator Copy

Removing unnecessary instructional copy reduces the cognitive load and visual pollution for the user

Select All Option

Improved grouping of this option not only better meets 508 compliance standards but also allows for a reduction of visual pollution and cognitive load

Time Frame & Date Range Initiation

Current

The screenshot shows the 'Unit West' configuration page in the Press Ganey system. The header bar is green with the Press Ganey logo and user information. The left sidebar contains navigation links: Home, My Dashboards, and Knowledge. The main content area is titled 'Unit West' and contains a section 'Select the Date Type, Date Range or Time Frame to apply in your widget'. Under 'Date Type', there are radio buttons for 'Received Date' and 'Visit Date'. Under 'Time Frame / Date Range', there is a 'Click to select' button with a red circle containing the number '1'. At the bottom, there are buttons for '< Previous', 'Cancel', and 'Next >'. The footer contains copyright information and links to Privacy Policy and Terms of Service.

Future

The screenshot shows the 'Unit West' configuration page in the Press Ganey system, representing a future version. The header bar is white with the Press Ganey logo and user information. The left sidebar is dark grey with navigation links: Home, My Dashboards, and Knowledge. The main content area is titled 'Unit West' and contains a section 'Custom Name - Score Card Tile'. At the top, there is a red progress bar with four steps: 1. Name & Service Line, 2. Survey Items, 3. Date & Time Frame, and 4. Metric, Peer Group & Benchmark. Under 'Date Type', there are radio buttons for 'Receive Date' and 'Visit Date'. Under 'Time Frame / Date Range', there is a 'Select' button with a calendar icon and a red circle containing the number '1'. At the bottom, there are buttons for '< Previous', 'Cancel', and 'Next >'. The footer contains copyright information and links to Privacy Policy and Terms of Service.

User Experience:

- Following industry standard UI/UX pattern
- Reduced cognitive load
- Improved CTA

Visual Design:

- Provided both textual and visual cue to user

Time Frame & Date Range Selection

Current

Press Ganey Central General 5 (50005) Welcome NCO1 Demo-User

Home My Dashboards Knowledge

Custom Name

Select the Date Type, Date Range or Time Frame to apply in your widget

Date Type
Received Date
Visit Date

Time Frame / Date Range
Click to select

Select Time Frame
Select

OR

Select Date Range
01/31/2016 to 02/09/2016
To Date

January 2016 February 2016 March 2016

Previous Next

Cancel Apply

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Future

Press Ganey Home Product Unit West Central General (5) Zak Malik

Home My Dashboards Knowledge

Unit West

1 Name & Service Line 2 Survey Items 3 Date & Time Frame 4 Metric, Peer Group & Benchmark

Custom Name - Score Card Tile

Date Type
Receive Date
Visit Date

Time Frame / Date Range
Click to select

Select Time Frame
Select

OR

Select Date Range
01/31/16 to 02/09/16
To Date

January 2016 February 2016 March 2016

Previous Next

Cancel Apply

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User Experience:

- Improved usage of pattern library for consistency

Visual Design:

- Improved button visibility
- Increased touch points (better addresses 508 Compliance requirements)
- Increased white space for readability
- Improved font treatment
- Improved color coding

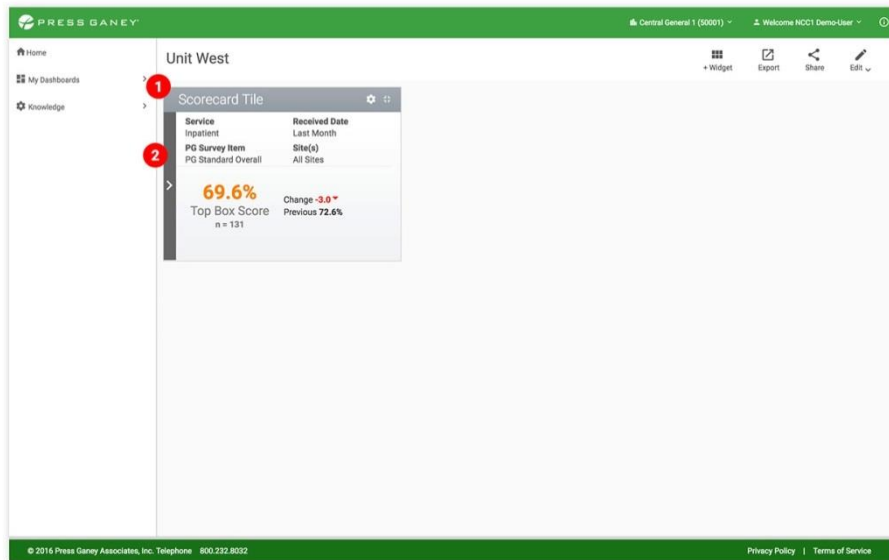
Adoption Success - Recommended Haves

Touch Points

Increasing white space and allowing industry standard touch points allows for an optimal experience for medium glass (and small glass*) users

Widget Framework

Current



User Experience:

- Added the ability for widget type color coding
- Improved data point location for scanability and consistency of SOI data points

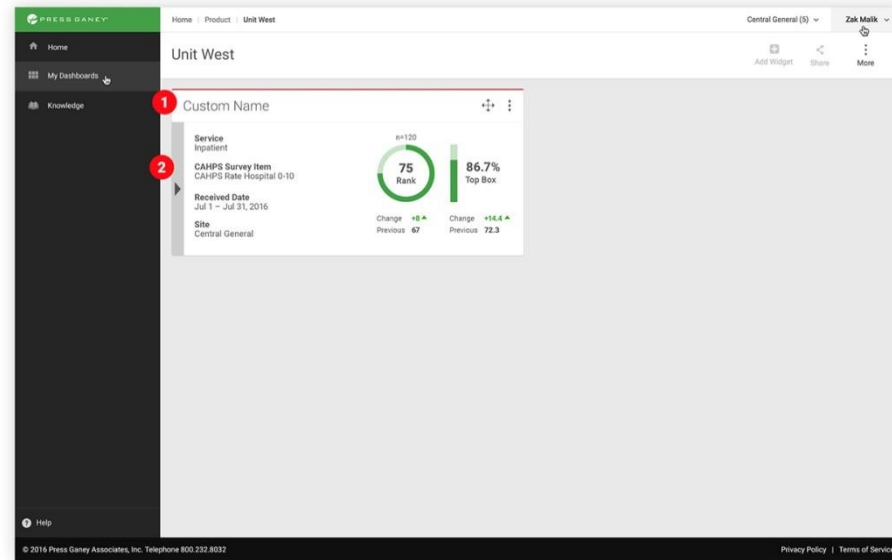
Visual Design:

- Improved visual hierarchy via color change and contrast
- Increased touch point (better addresses 508 Compliance requirements)
- Increased white space for readability
- Improved SOI visibility
- Improved color usage for readability

User Testing:

- Participant confusion or blindness to SOI

Future



Adoption Success - Recommended Haves

Widget Data Points

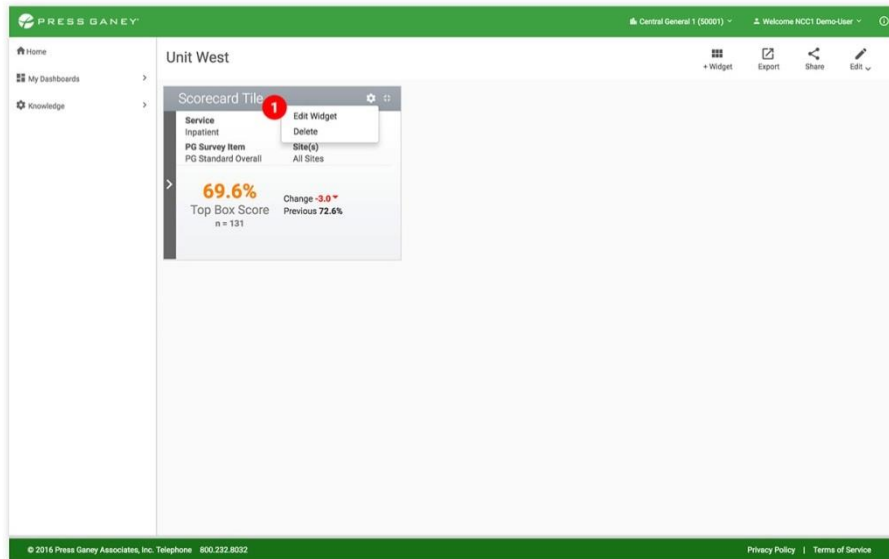
Moving data points to a vertical versus horizontal orientation better meets eye tracking F pattern, scanability, and also provides a consistent mental model with concern to the SOI layout

Widget Color Coding

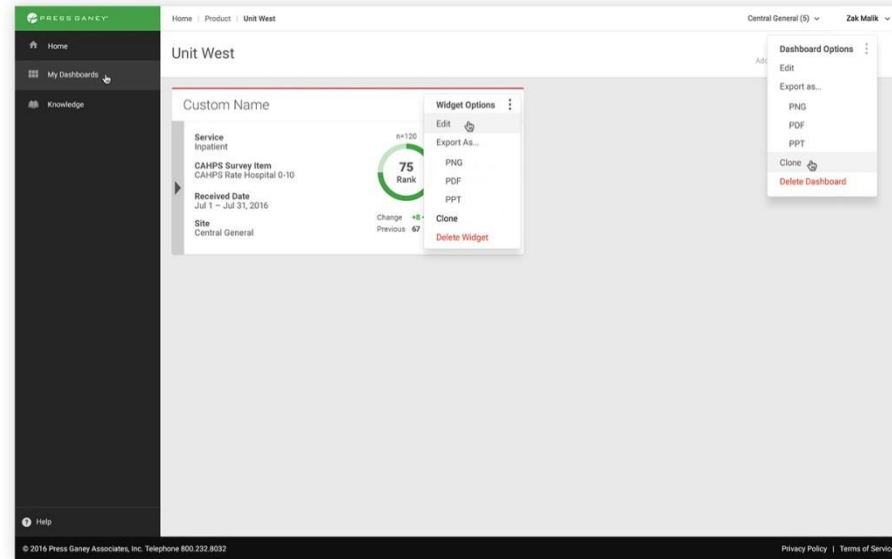
By pairing widget types with a color the user is able to quickly scan for their target versus read, thus reducing cognitive load. This feature also allows a user an option for grouping

Widget & Dashboard Overflow Menu

Current



Future



User Experience:

- Reduced cognitive load
- Improved CTA
- Improved primary task focus
- Following industry standard UI/UX pattern

Visual Design:

- Improved visual hierarchy via color change and contrast
- Increased touch point (better addresses 508 Compliance requirements)
- Increased white space for readability
- Improved color usage for readability and weight of action

User Testing:

- Participant confusion concerning submenu's existence and usage

Adoption Success - Recommended Haves

Dashboard and Widget Options

Reduction of non-primary task options allows the user to focus on what is important, reduce cognitive load, and reduce visual pollution

Adoption Success - Must Haves

- **Dashboard Naming**
10/12 participants did not understand that in order to add a widget a dashboard must first be named
- **Progress Tracker**
12/12 participants experienced dissatisfaction with the lack of any indication as to where they were in the widget configurator or how long the process may take them
- **Widget Selection Panel**
7/12 participants did not find the widget descriptions or visualization adequate Providing a visual representation of a widget reduces the cognitive load for the user by offering them an example prior to selection
- **Point to Point Panel Integration**
Allowing for only one pattern reduces the cognitive load and displacement issues for users as well as the coding effort for Dev
- **Framework UI**
The UX team is creating the pattern library and style guide which is being integrated into ALL PG applications and as such the user should be presented with a consistent UI to assist in building trust and confidence with the PG brand

Adoption Success - Recommended Haves

- **Dashboard and Widget Options**
Reduction of non-primary task options allows the user to focus on what is important, reduce cognitive load, and reduce visual pollution
- **Configurator Copy**
Removing unnecessary instructional copy reduces the cognitive load and visual pollution for the user
- **Select All Option**
Improved grouping of this option not only better meets 508 compliance standards but also allows for a reduction of visual pollution and cognitive load
- **Touch Points**
Increasing white space and allowing industry standard touch points allows for an optimal experience for medium glass (and small glass*) users
- **Widget Data Points**
Moving data points to a vertical versus horizontal orientation better meets eye tracking F pattern, scanability, and also provides a consistent mental model with concern to the SOI layout
- **Widget Color Coding**
By pairing widget types with a color the user is able to quickly scan for their target versus read, thus reducing cognitive load. This feature also allows a user an option for grouping