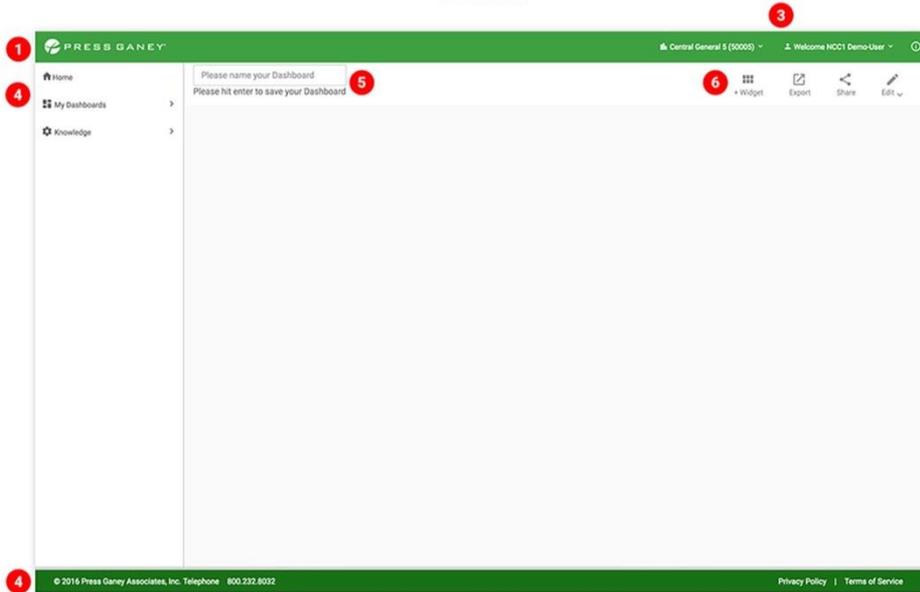


PGO Gap Analysis

Dashboard Navigation & Creation

Current



User Experience

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

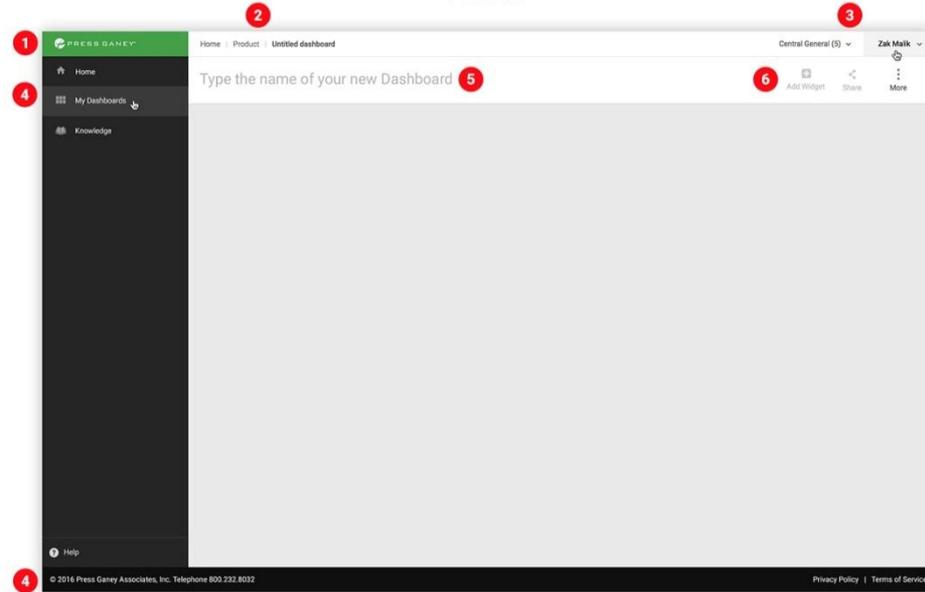
Visual Design

- 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

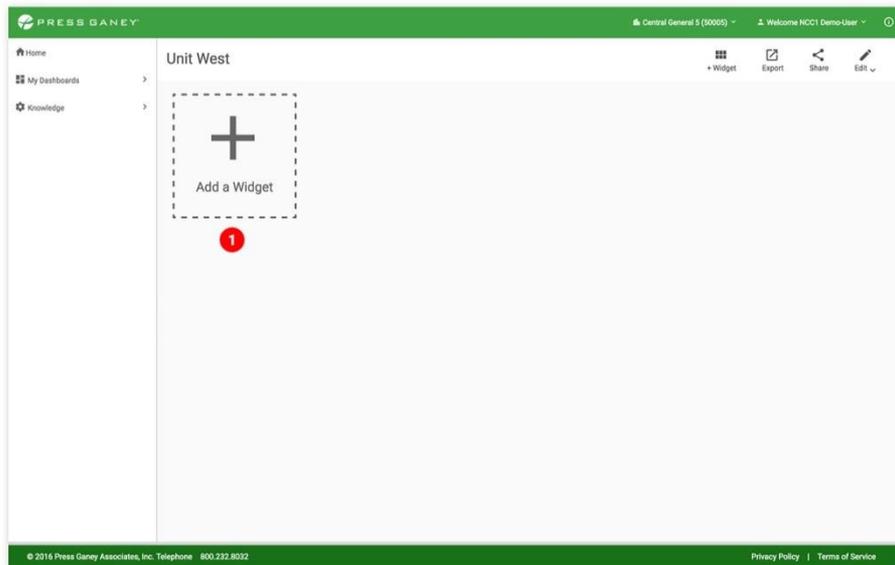
10/12 participants did not understand that in order to add a widget a dashboard must first be named

Framework UI

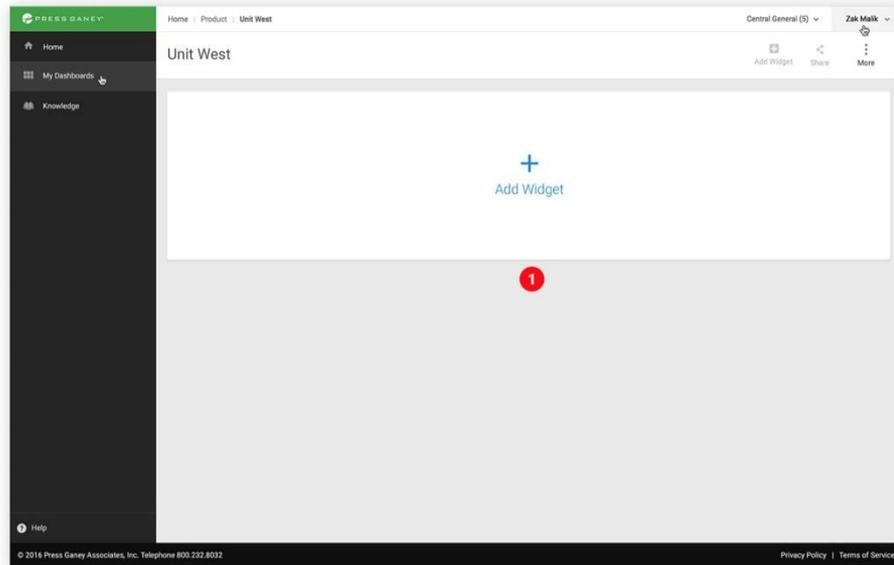
The UX team is creating the pattern library and style guide which is being integrated into ALL PG applications and as such the user should be presented with a consistent UI to assist in building trust and confidence with the PG brand

Add Widget

Current



Future



User Experience:

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

Visual Design:

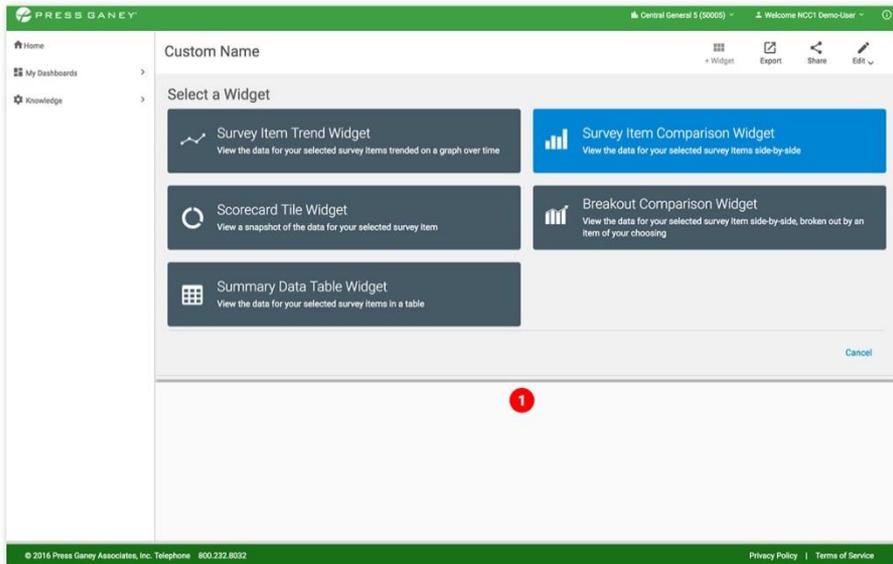
- Visually reduced confusion of Add a Widget interaction (i.e., drag and drop)
- Increased touch point (better addresses 508 Compliance requirements)

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

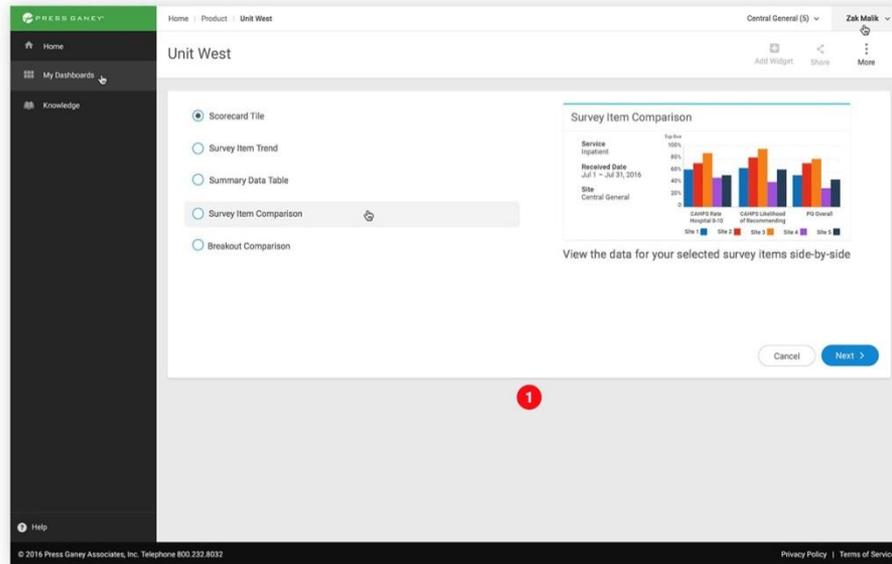
Visual Design:

- 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

Custom Name

Select a Name and Service Line to apply in your widget

Widget Name: Custom Name

Service Line: Ambulatory Surgery

Site: Central General 5

Cancel Next

Future

Unit West

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

Custom Nam - Score Card Tile

Widget Name: Custom Nam

Service Line: Ambulatory Surgery

Site: [Search]

Select Widget Type Cancel Next

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

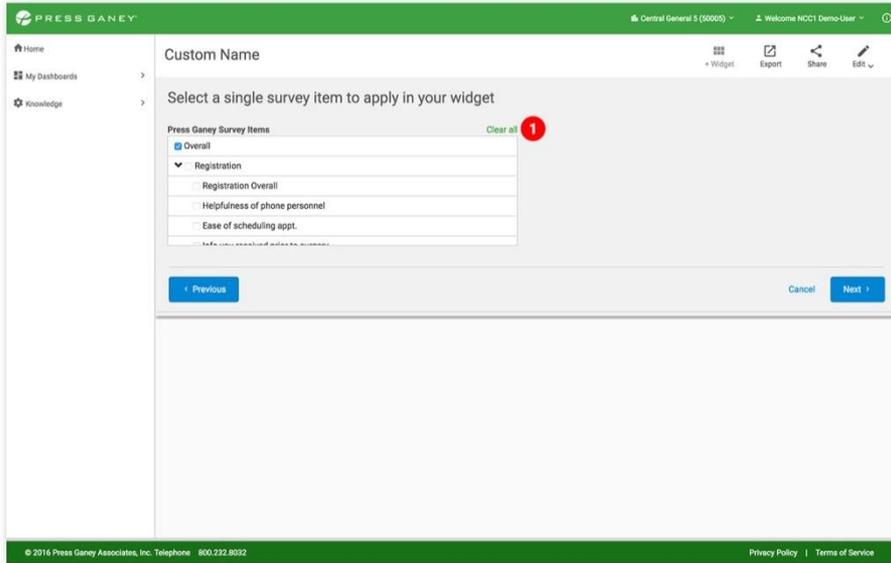
Adoption Success - Must Haves

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



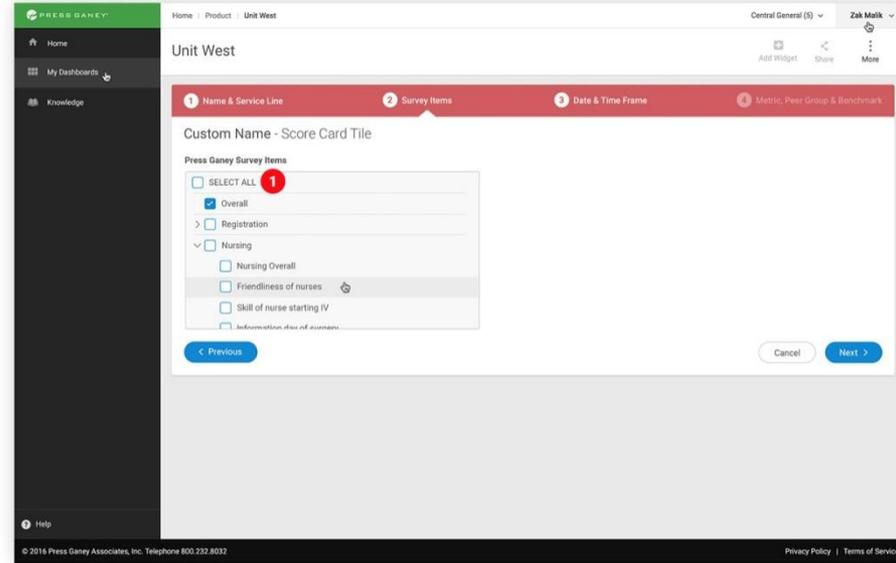
User Experience:

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

Visual Design:

- Reduced visual pollution

Future



Adoption Success - Recommended Haves

Configurator Copy

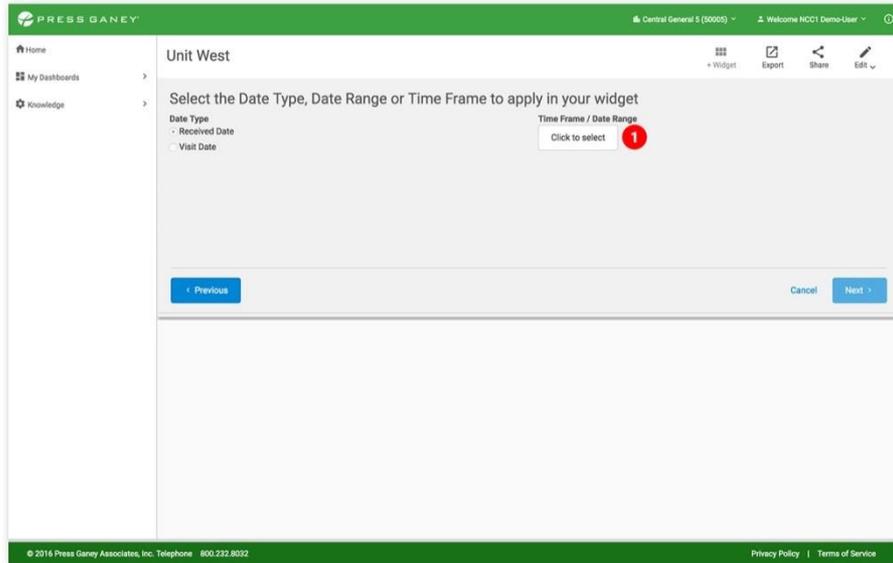
Removing unnecessary instructional copy reduces the cognitive load and visual pollution for the user

Select All Option

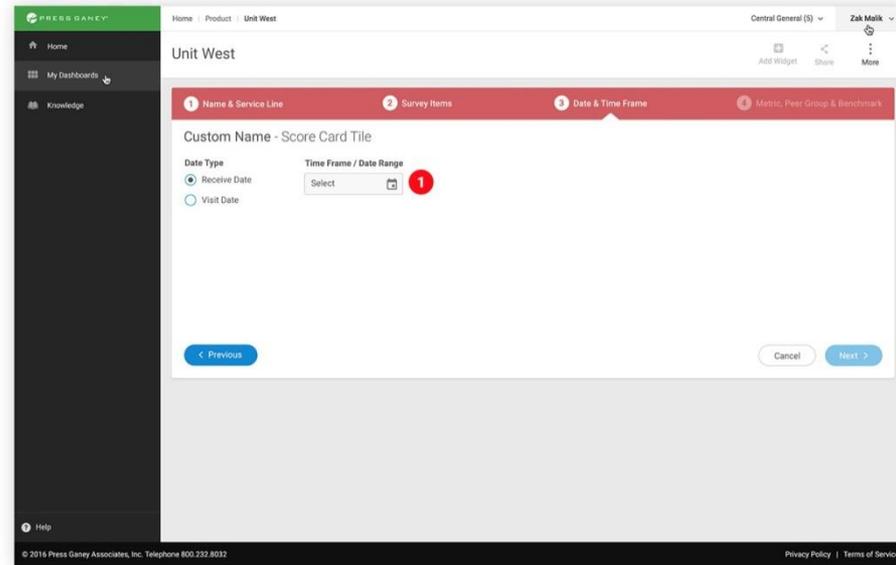
Improved grouping of this option not only better meets 508 compliance standards but also allows for a reduction of visual pollution and cognitive load

Time Frame & Date Range Initiation

Current



Future



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

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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

Future

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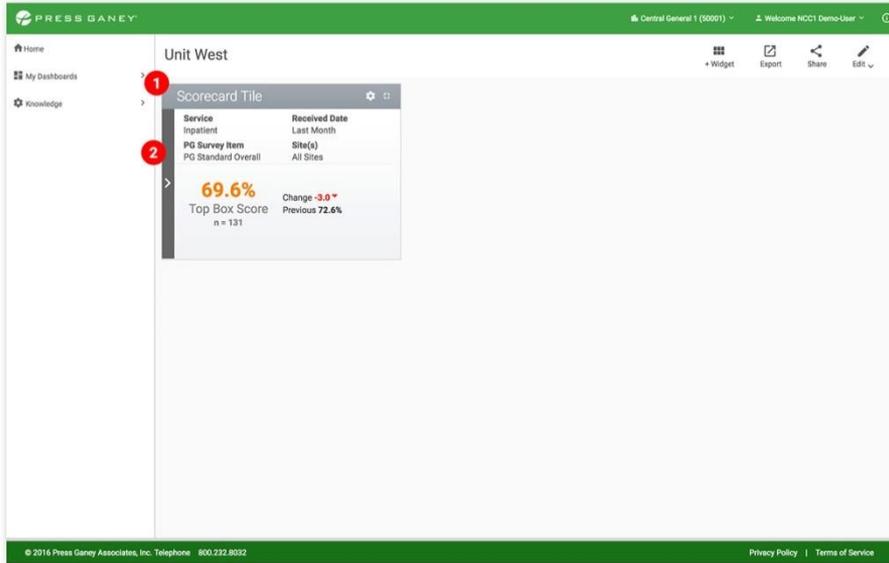
Adoption Success - Recommended Haves

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

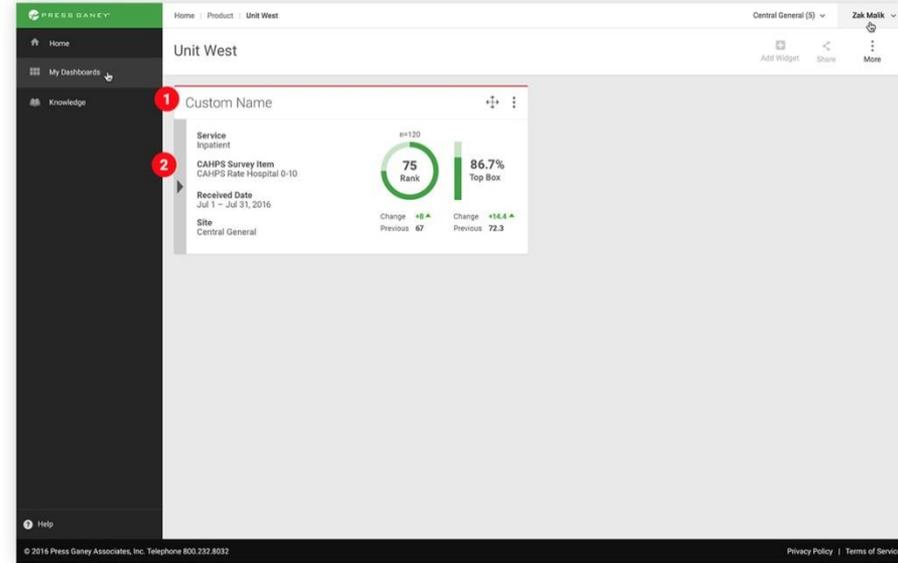
Visual Design:

- 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

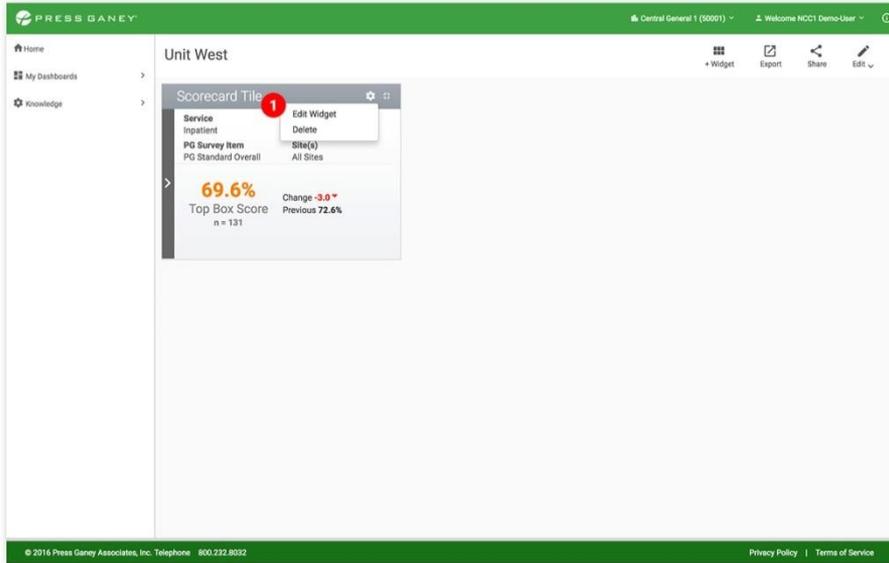
Moving data points to a vertical versus horizontal orientation better meets eye tracking F pattern, scanability, and also provides a consistent mental model with concern to the SOI layout

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



User Experience:

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

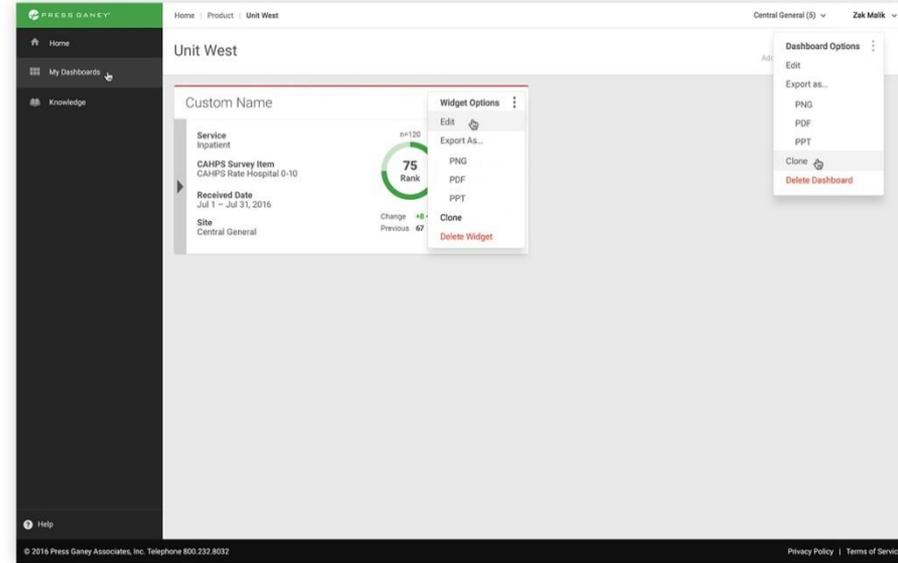
Visual Design:

- 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

Future



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