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Care confidently.™

“Design Systems for Health Care”

UXPA MN + Health Partners Event

June 2019

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UXPA MN and Health Partners



- User Experience Professionals Association (Minnesota Chapter)



- Regional Care and Coverage Provider

Health Partners At-A-Glance



90+
clinics and hospitals



6
states where we offer health insurance



26,000
dedicated employees



1.2
million patients



1.8
million insured members



400+
research studies each year

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Health Partners Admin Systems Team

- Focuses on internal systems
- Initially very old code base on multiple platforms
- UI that gets used very often by all of the company (sitewide or platform-based search, tables, login)
- Moved slowly until the UX team got “buy in”
- Now they are a dedicated team to building, optimizing and maintaining this system (not new features)

Early Steps

Early Steps

To start, UX Admin Systems Team initially focused on:

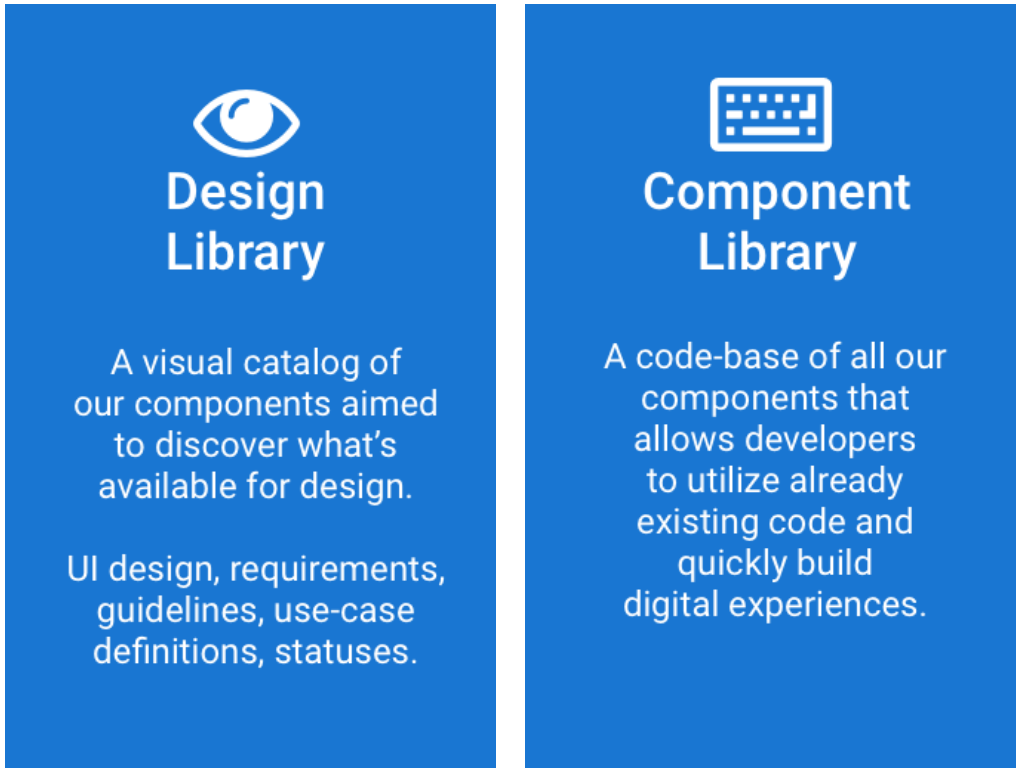
1. Audit of UI components
   (worked with Analytics group to understand usage)
2. Discovery

Early Steps – Audit of UI Components

- Collected locations of all UI elements and noted consistencies/differences
- Created a Kanban board to track elements to manage and group the teams' work / focus
- Found roughly 100 types of components–not including variations
- Created a plan for site wide components and prioritizing (retaining 100 types of components)
- Aligned all components to be scalable and on brand

Early Steps - Discoveries

Uncovered different goals with UX, Business and Development, and progressed in two ways



Progressive Steps

Progressive Steps

UX Admin Systems Team then focused on:

1. Corporate / Business “Buy-In” to fully dedicate time and resources
2. Development / Engineering

Progressive Steps – Getting Business ”Buy-In”

Goal: Business needs to understand Design System in “their language”

Method: UX relied on empathy to guide them speaking to business and development “What are others’ jobs are like, and what do they care about?

- Presented goal of efficiency and more unified internal communication
- Allow BAs to spend more time strategizing, less time spec’ing CSS
- Allows for faster wiring of ideas by BAs and IAs
- Allows everyone to link to a Wiki or JIRA if they referenced a UI
- More cutting and pasting than having to re-invent the wheel

Progressive Steps – Getting Developers Aligned

Goal: Development would have reusable snippets in Component Library

- Decreases churn in development team
- Engage FED early on and ask “what you want to make this a “good semantic standard?
- Allows faster onboarding for new or remote developers
- Better “baked” UI over time, as devs found bugs/accessibility issues
- Easier for automated testing

"As a user, I need a simple way to distinguish what type of button would allow me to complete this action."

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Progressive Steps – Writing Stories

- Write stories for rationale in Design System or tickets to retain alignment/purify adoption

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Fine Tuning + Future Steps

Fine Tuning – Helpful Tips

- Ask developers to go through the experience not using a mouse (tab instead)
- Use Axe by Deque for accessibility testing (Chrome Plugin)
  https://www.deque.com/axe
- Screen readers have a very steep learning curve
- UX Team uses https://www.validately.com to test internal teams/employees
- Free class from Google about accessibility
  https://www.udacity.com/course/web-accessibility--ud891
- Team created a plugin to turn React into HTML to maintain a solid structure and make them “true web components” (now that technology exists)

Future Steps – Innovation Day

Three times a year, the Admin UX Team and developers conduct a day-long session with small teams without any constraints or within a technology vertical.

Recently explored these:

- Voice
- Gesture
- Emerging Tech like Machine Learning, Automated Handling or AI

Thank you!