

User Experience Design

Improve adoption of your organization’s applications and reduce your software development costs



Type: Technology Services

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The User Experience (UX) Design Service leverages data-driven methodologies to improve users’ experience of healthcare software and analytics tools. Offering a flexible, end-to-end approach spanning discovery, design, and validation of your tools, our team can support existing product teams as needed, delivering insights that allow leaders to make informed decisions about what tools to build and which features to implement. **This service delivers quantitative and qualitative data findings, design assets, and usability reports to optimize your existing technology or guide the development of new tools.**

Intended for...

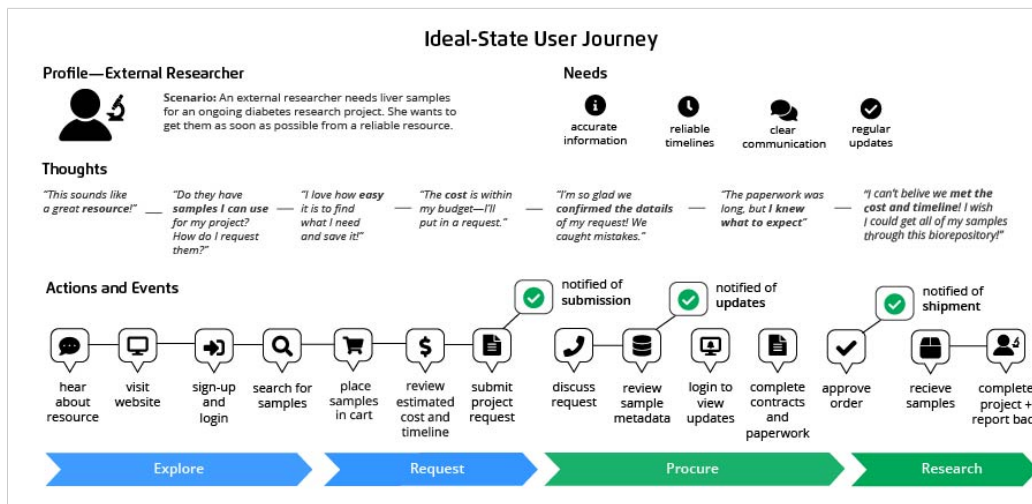
- Program Manager
- Chief Analytic and/or Information Officer
- Chief Operating Officer

Our team

Our designers have decades of experience building digital solutions specifically for healthcare. We understand healthcare analytics better than anyone in the industry and have the backing and support of Health Catalyst’s industry-leading clinical and data experts.

Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, visit <https://www.healthcatalyst.com/knowledge-center/success-stories/>



An example of an ideal user journey developed using interviews and qualitative analysis during the Discover phase of a UX Services project.

The problem

Healthcare organizations have spent billions of dollars upgrading technology, but many have yet to realize the expected return on their investments. Why?

Often, the culprit is a poorly designed user experience. Healthcare IT is notorious for clunky workflows requiring too many clicks that don't deliver the right data at the right time. To address usability issues, healthcare systems frequently choose to either:

- Build applications in-house, relying on feedback from people with the loudest voices to determine their product strategies.
- Hire UX employees, allocating resources towards finding an experienced practitioner—sometimes without the infrastructure to support someone in this role.

With these sub-optimal choices, leaders lack appropriate strategies for improving their organization’s software and analytics tools.

Our approach

Health Catalyst's User Experience Design Service employs healthcare-focused design thinking to optimize your organization's software and analytics tools. Through a human-centric, data-driven methodology, our designers deliver creative solutions that will resonate with your target audience while advancing your operational goals. The result: digital experiences that are intuitive, beautiful, and optimized to clinical needs.

Benefits and features

Build a deep understanding of the users interacting with your software and analytics tools. The User Experience Service focuses on collecting honest, detailed feedback from your end users. Our reports deliver insight into users' needs and pain points, which are crucial for increasing adoption of technology.

Receive an unbiased assessment of your product's strengths and opportunities. With access to insights from the full spectrum of our UX research methodologies, you gain a credible, third-party assessment of your organization's software and analytics tools. Our team can help you interpret these findings by looking beyond any internal biases and incorporating industry best practices.

Choose the UX methodologies that best align with your organizational needs and software development stage. The User Experience Design Service is flexible and scalable—always tailored to the unique needs of each organization and its current stage of development. Our service offerings fall into three categories:

- **Discover.** Leverage our expert team to systematically gather and interpret information from users who engage with your tools. Your organization will receive a report containing quantitative and qualitative insights along with targeted recommendations generated from a range of UX research methodologies (interviews, contextual inquiry, persona development, card sorting, and more).
- **Design.** Save development time and money by having our designers craft high-fidelity prototypes. Your organization will receive a copy of the prototype so development teams can deliver consistent and delightful experiences for end users. Our experts can also create a comprehensive style guide for your developers, helping to drive consistency across tools built by different teams.
- **Validate.** Evaluate the effectiveness of tools to uncover and prioritize opportunities for improvement. Your organization will receive a report containing metrics and non-numerical insights that gauge whether tools are hitting their targets. Our validation approach reveals whether your applications are providing an adequate return on investment—and if not, our experts can provide targeted recommendations to help you reach goals.

Contact us

For more information on how Health Catalyst products and services can help your organization, please contact us:

- Reach out to your sales representative
- Call us at (855) 309-6800
- Email us at info@healthcatalyst.com

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