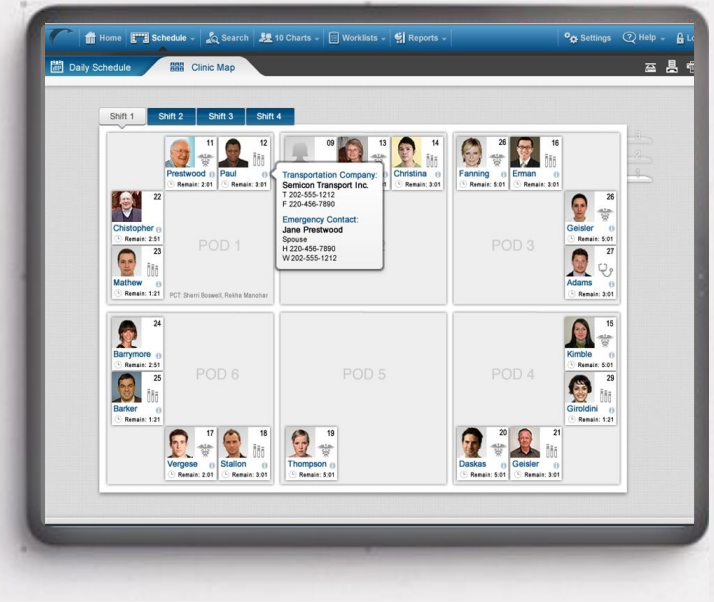
UX & UI Design

DaVita Kidney Care

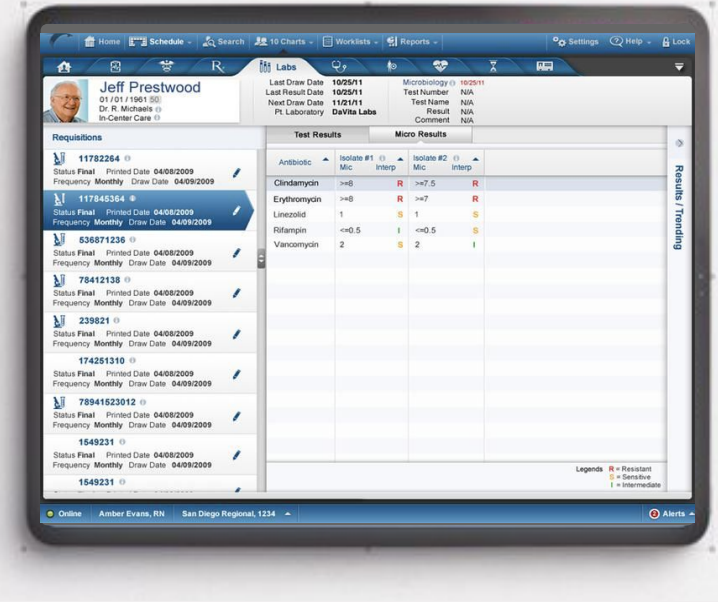
Appointment Auto-Scheduling System

Noorul Ameen | Apr 08, 2019

The current system

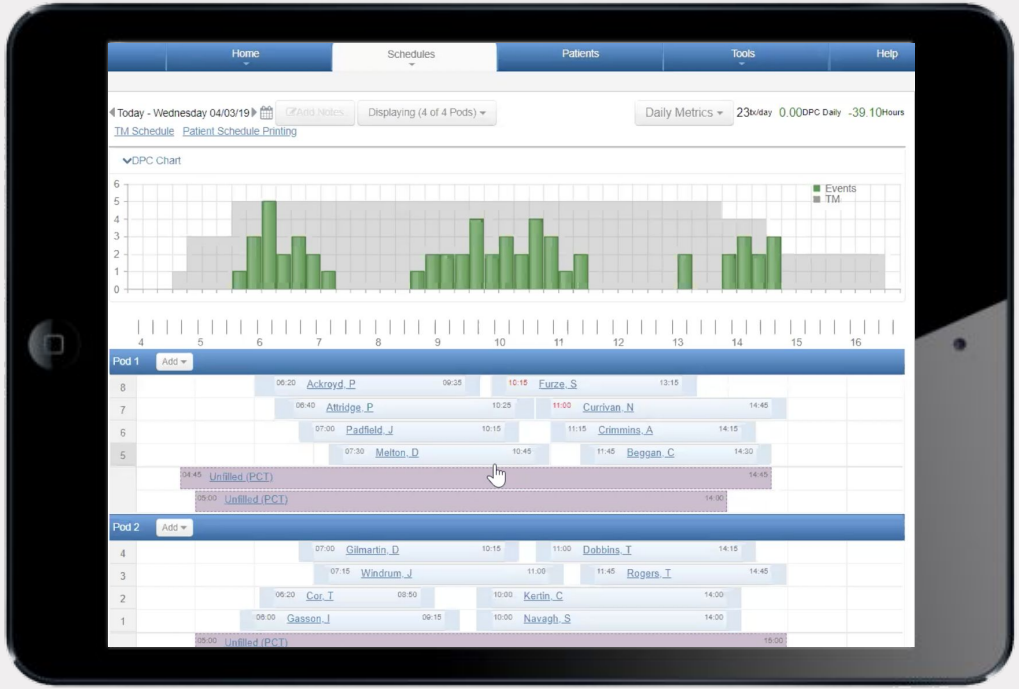


Visual patient-pod assignment



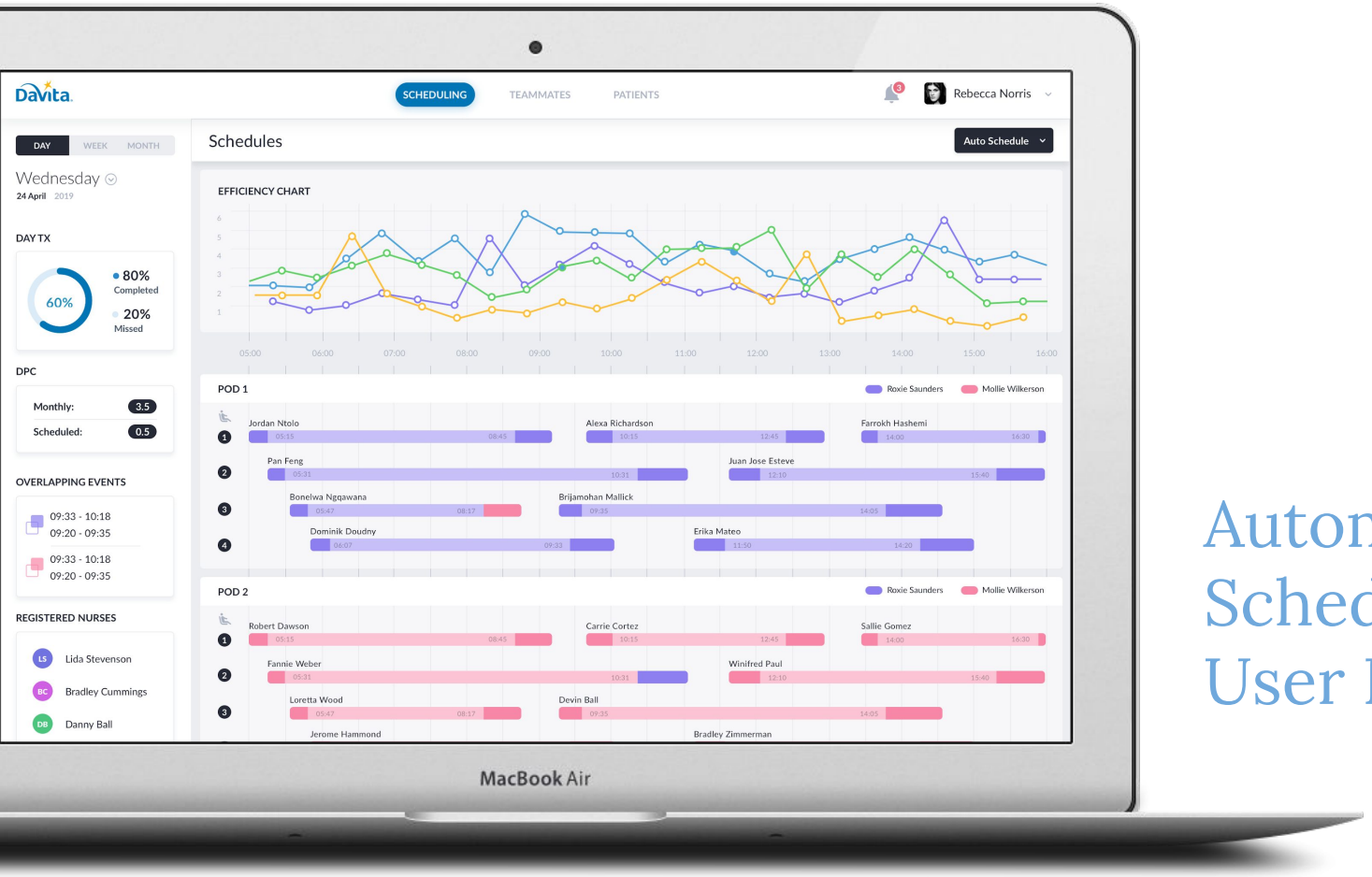
Patient's Lab records

The current system



Schedule / Roster

Old & archaic UI



Automatic Scheduling User Experience

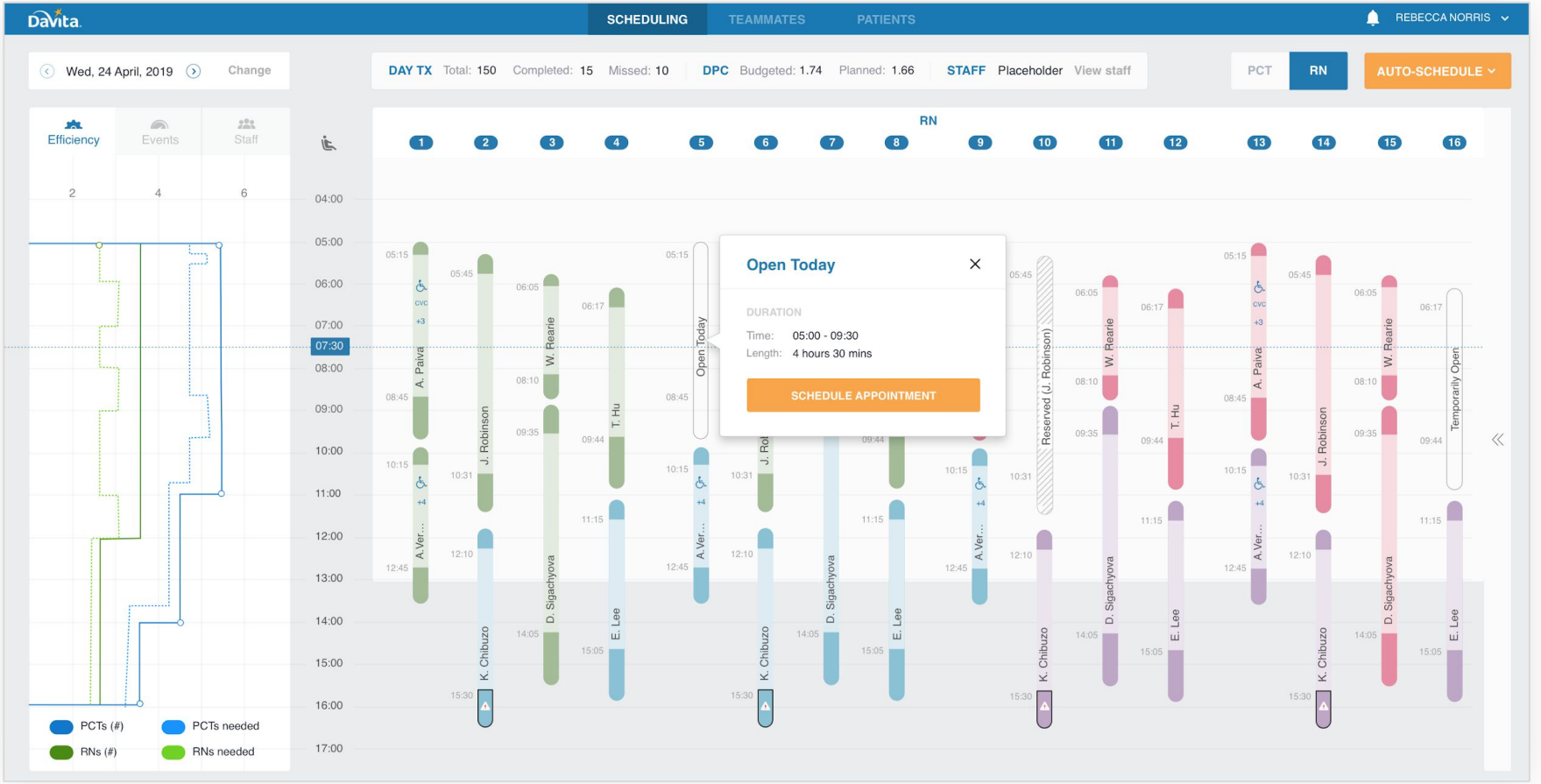
DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF HOURS Planned: 75 Required: 67.5
PCT
RN
AUTO-SCHEDULE
Efficiency
Events
Staff
PCTs (#)
PCTs needed
RNs (#)
RNs needed
POD 1
POD 2
POD 3
POD 4
A. Paiva
A.Ver...
J. Robinson
K. Chibuzo
W. Rearie
D. Sigachyova
T. Hu
E. Lee
Open Today
Permanently Open
Reserved (J. Robinson)
Temporarily Open

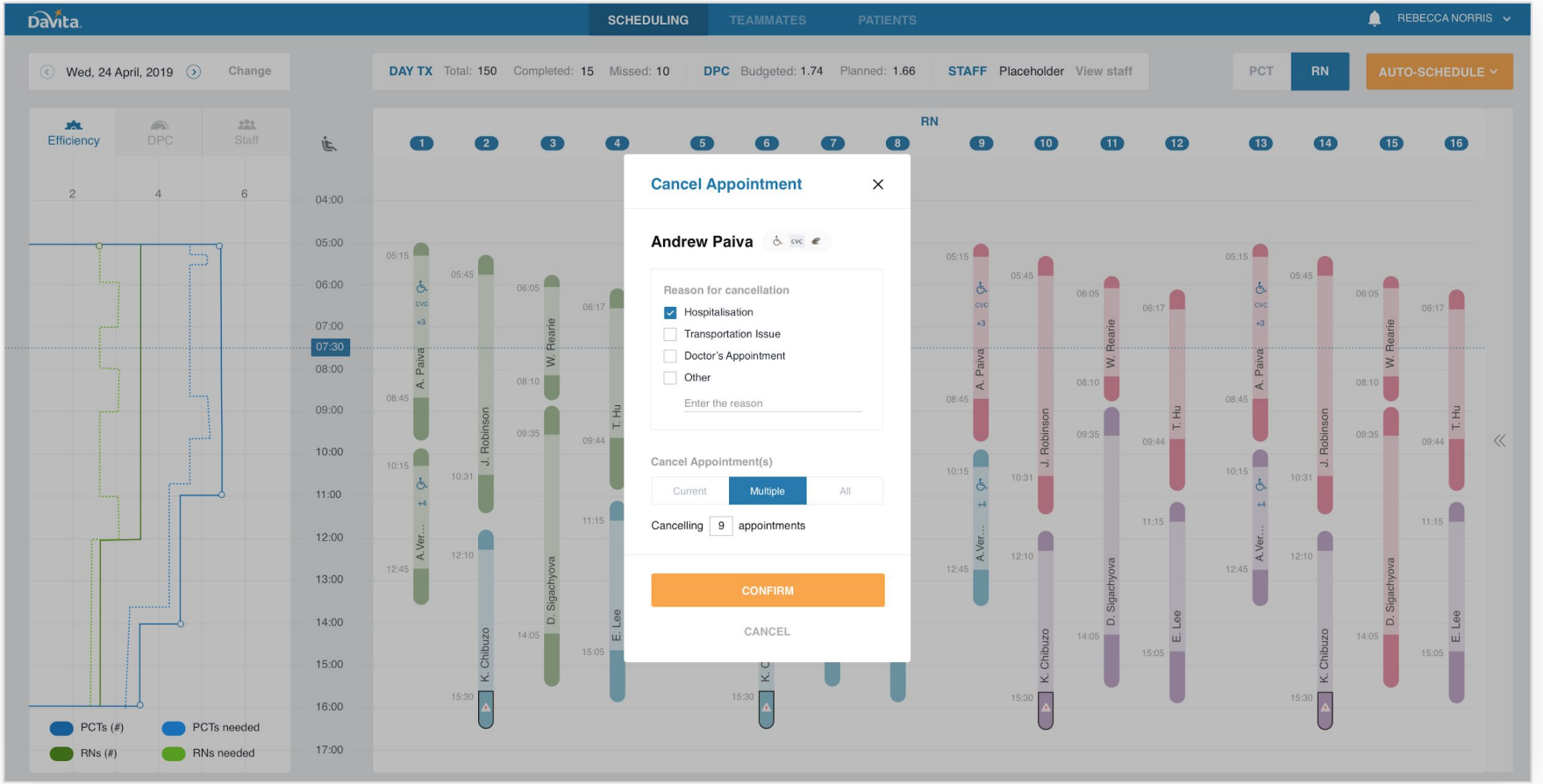
DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF HOURS Planned: 75 Required: 67.5
PCT
RN
AUTO-SCHEDULE
Efficiency
Events
Staff
Events
TMs
Patients 24
Patients
POD 1
POD 2
POD 3
POD 4
A. Paiva
A.Ver...
J. Robinson
K. Chibuzo
W. Rearie
D. Sigachyova
T. Hu
E. Lee
Open Today
Permanently Open
Reserved (J. Robinson)
Temporarily Open

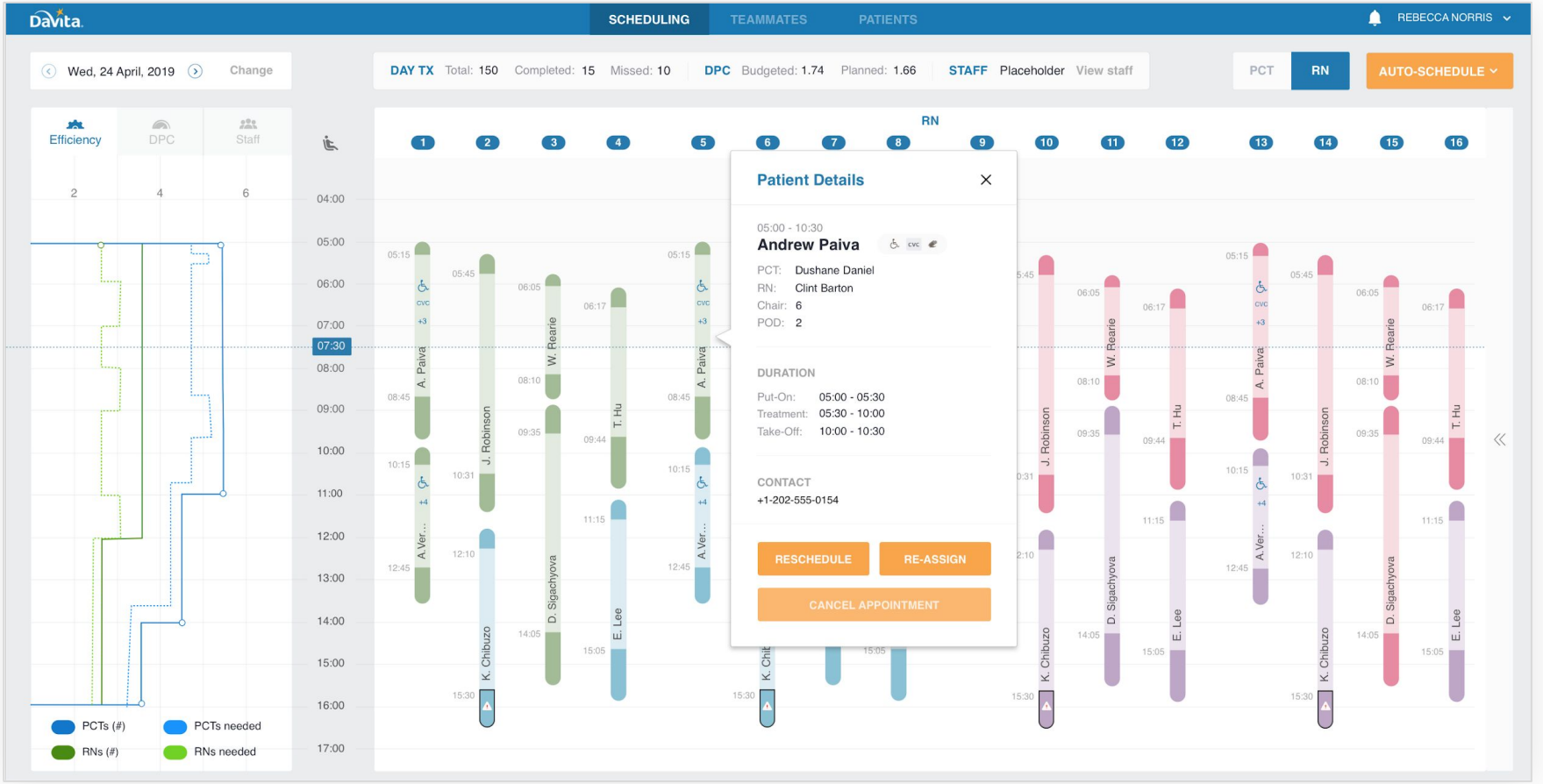
DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF HOURS Planned: 75 Required: 67.5
PCT
RN
AUTO-SCHEDULE
Efficiency
Events
Staff
Open
Close
Clint Barton
Faadi Al Rahman
Magnus Kekhuis
Aasiya Jayavant
Dushane Daniel
04:00
05:00
06:00
07:00
07:30
08:00
09:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00
POD 1
POD 2
POD 3
POD 4
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
A. Paiva
A.Ver...
J. Robinson
K. Chibuzo
W. Rearie
D. Sigachyova
T. Hu
E. Lee
Open Today
Permanently Open
Reserved (J. Robinson)
Temporarily Open
CVC
+3
+4

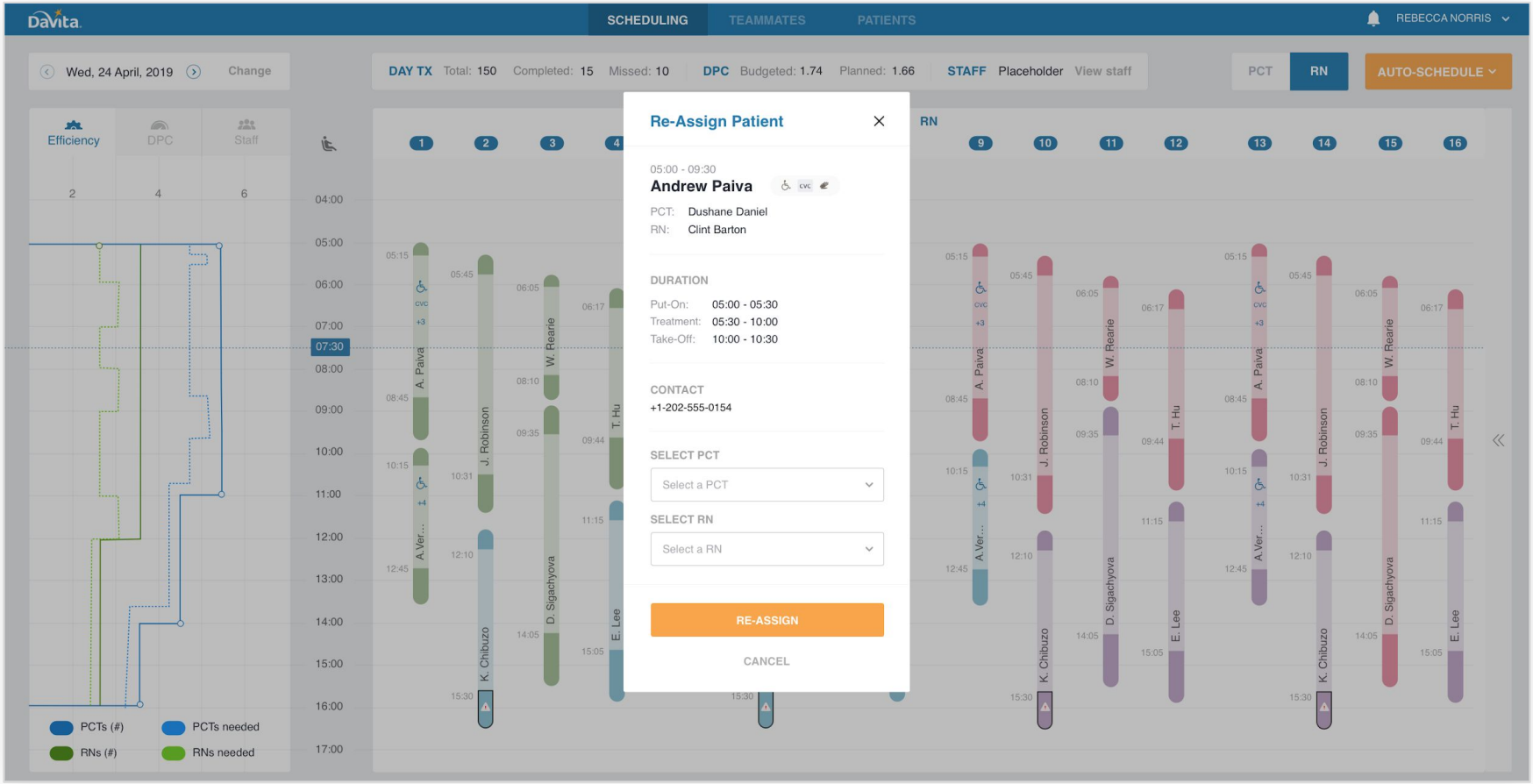
DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF HOURS Planned: 75 Required: 67.5
PCT
RN
AUTO-SCHEDULE
Efficiency
Events
Staff
PCTs (#)
PCTs needed
RNs (#)
RNs needed
RN
A. Paiva
A.Ver...
J. Robinson
K. Chibuzo
W. Rearie
D. Sigachyova
T. Hu
E. Lee

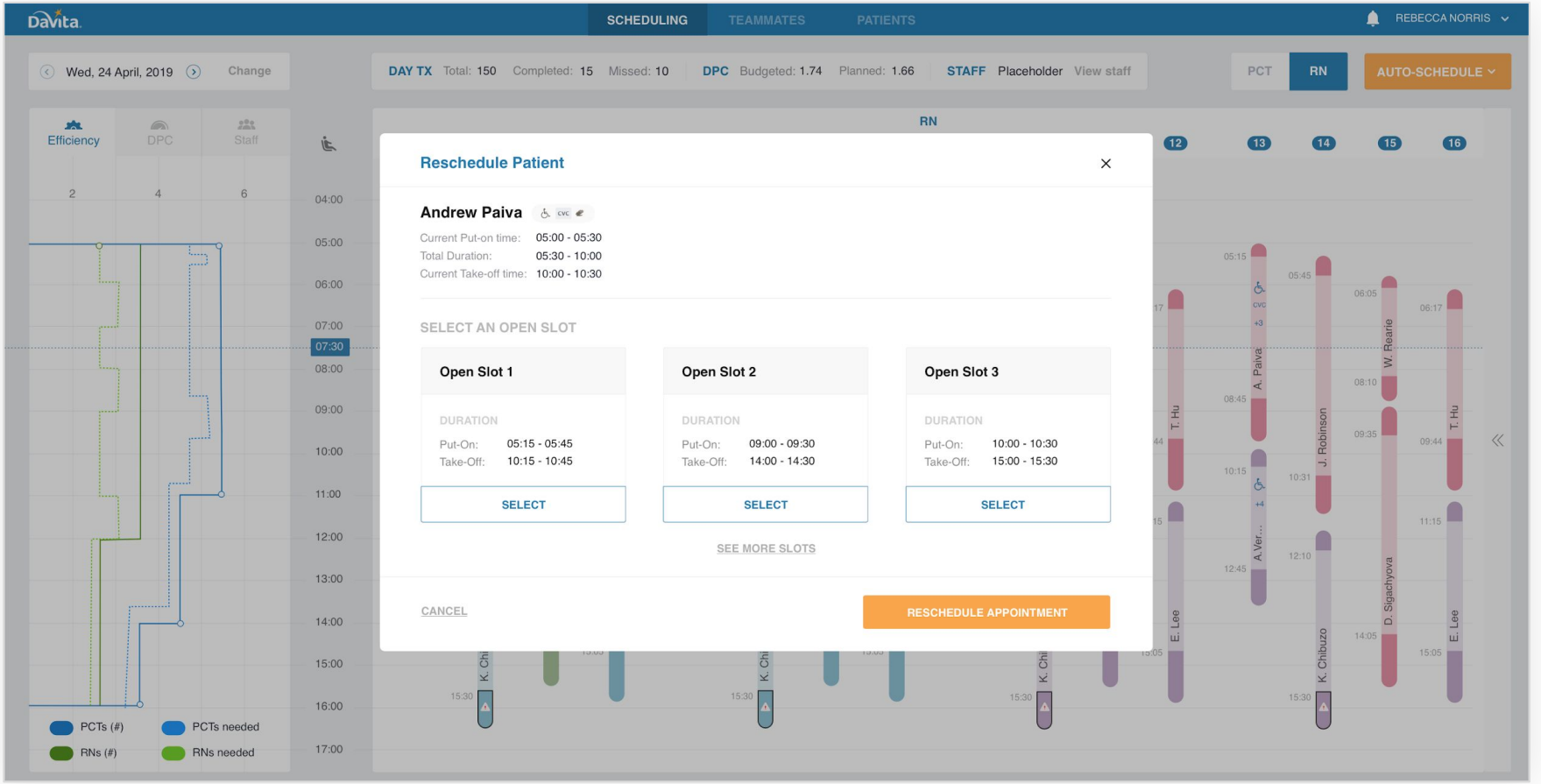
DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF Placeholder View staff
PCT
RN
AUTO-SCHEDULE
Efficiency
DPC
Staff
PCTs (#)
PCTs needed
RNs (#)
RNs needed
RN
STAFF DETAILS
RN
Clint Barton 05:00 - 16:00
Magnus Kekhuis 05:00 - 16:00
Faadi Al Rahman 05:00 - 16:00
PCT
Dushane Daniel 05:00 - 16:00
Aasiya Jayavant 05:00 - 16:00
Amolika Shaikh 05:00 - 16:00
Mohsen Salehi 05:00 - 16:00
Akumjeli Akuchi 05:00 - 16:00

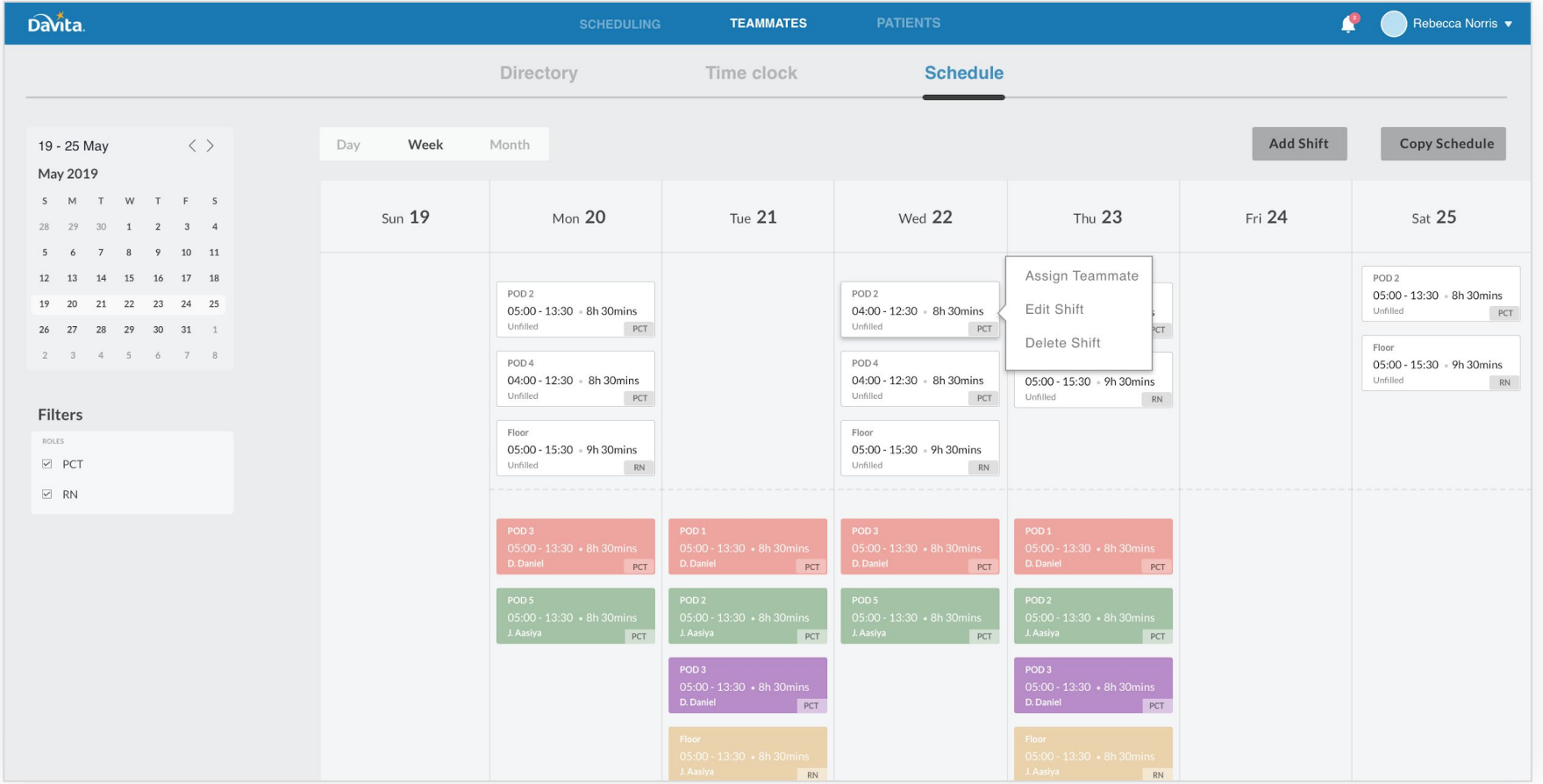

DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF Placeholder View staff
PCT
RN
AUTO-SCHEDULE
Efficiency
Events
Staff
PCTs (#)
PCTs needed
RNs (#)
RNs needed
RN
Open Today
DURATION
Time: 05:00 - 09:30
Length: 4 hours 30 mins
SCHEDULE APPOINTMENT
A. Paiva
A.Ver...
J. Robinson
K. Chibuzo
W. Rearie
D. Sigachyova
T. Hu
E. Lee
Reserved (J. Robinson)
Temporarily Open

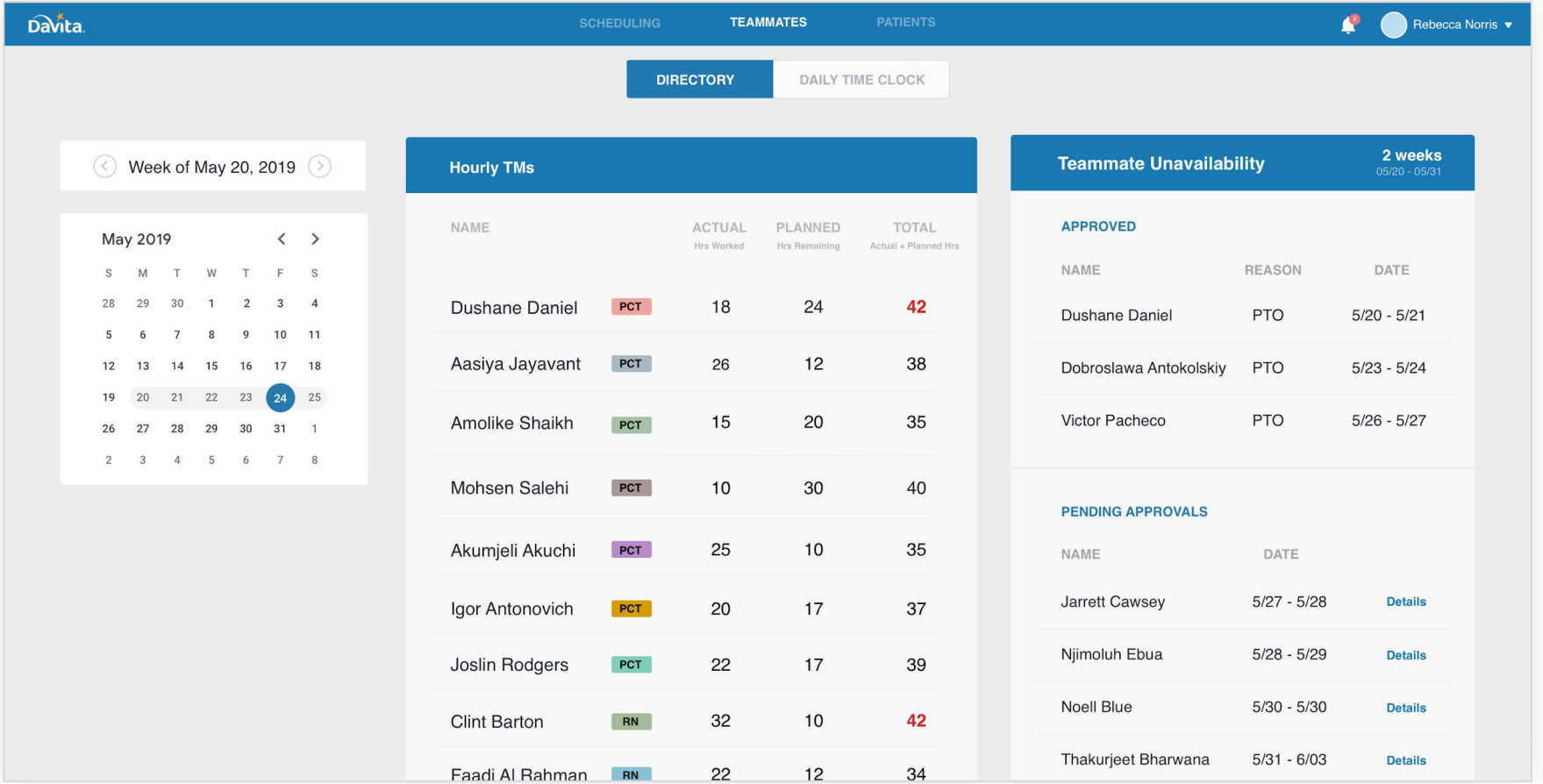

DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF Placeholder View staff
PCT
RN
AUTO-SCHEDULE
Efficiency
DPC
Staff
RN
Cancel Appointment
Andrew Paiva
Reason for cancellation
Hospitalisation
Transportation Issue
Doctor's Appointment
Other
Enter the reason
Cancel Appointment(s)
Current
Multiple
All
Cancelling 9 appointments
CONFIRM
CANCEL
PCTs (#)
PCTs needed
RNs (#)
RNs needed

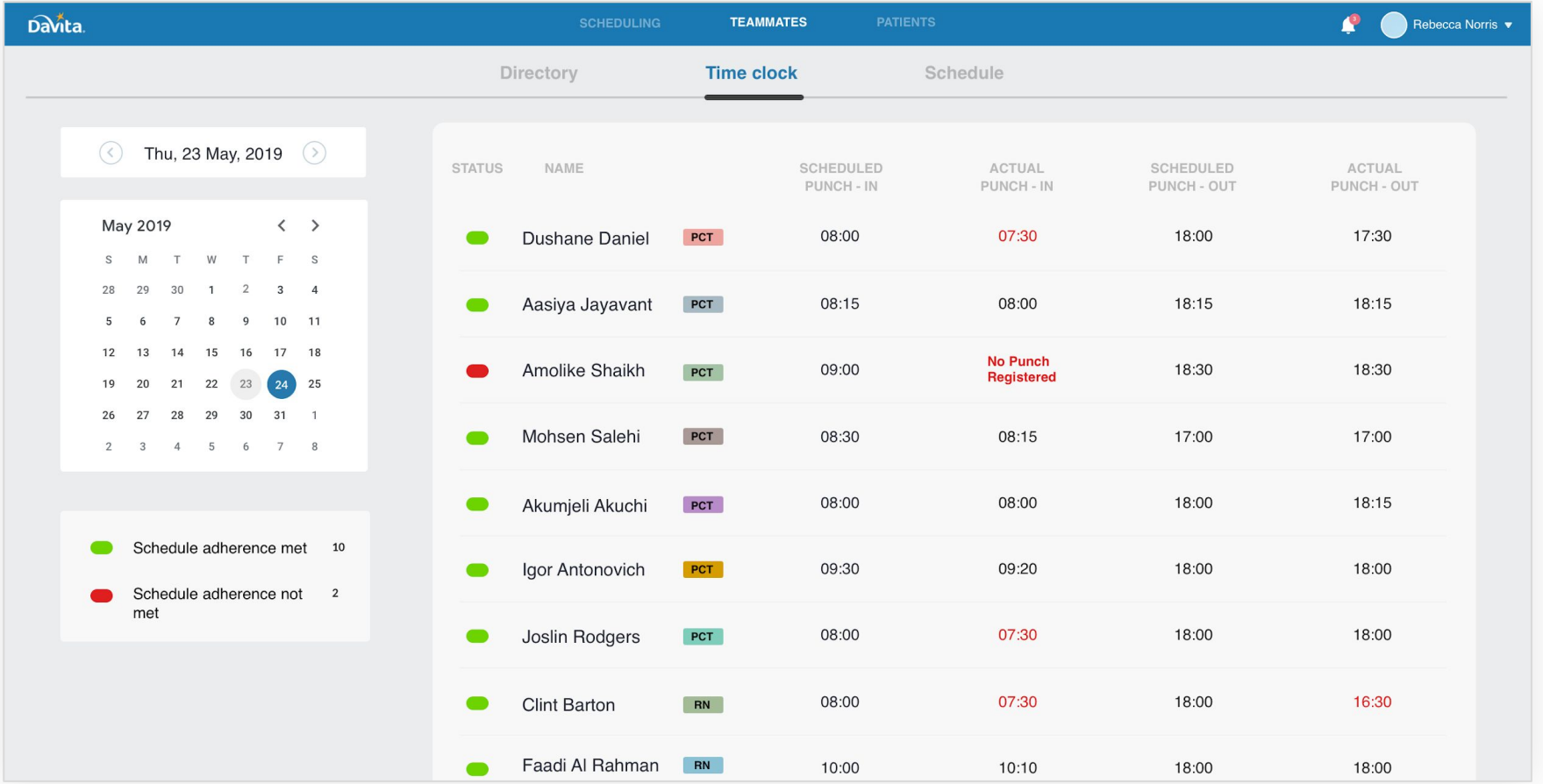

DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF Placeholder View staff
PCT
RN
AUTO-SCHEDULE
Efficiency
DPC
Staff
PCTs (#)
PCTs needed
RNs (#)
RNs needed
RN
Patient Details
05:00 - 10:30
Andrew Paiva
PCT: Dushane Daniel
RN: Clint Barton
Chair: 6
POD: 2
DURATION
Put-On: 05:00 - 05:30
Treatment: 05:30 - 10:00
Take-Off: 10:00 - 10:30
CONTACT
+1-202-555-0154
RESCHEDULE
RE-ASSIGN
CANCEL APPOINTMENT
A. Paiva
J. Robinson
W. Rearie
T. Hu
D. Sigachyova
E. Lee
K. Chibuzo

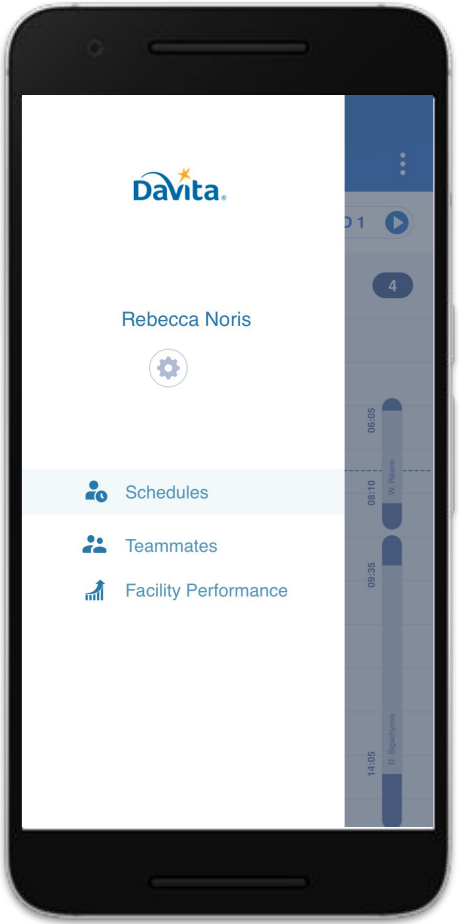

DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF Placeholder View staff
PCT
RN
AUTO-SCHEDULE
Efficiency
DPC
Staff
PCTs (#)
PCTs needed
RNs (#)
RNs needed
Re-Assign Patient
05:00 - 09:30
Andrew Paiva
PCT: Dushane Daniel
RN: Clint Barton
DURATION
Put-On: 05:00 - 05:30
Treatment: 05:30 - 10:00
Take-Off: 10:00 - 10:30
CONTACT
+1-202-555-0154
SELECT PCT
Select a PCT
SELECT RN
Select a RN
RE-ASSIGN
CANCEL
A. Paiva
J. Robinson
W. Rearie
T. Hu
D. Sigachyova
E. Lee
K. Chibuzo
A.Ver...

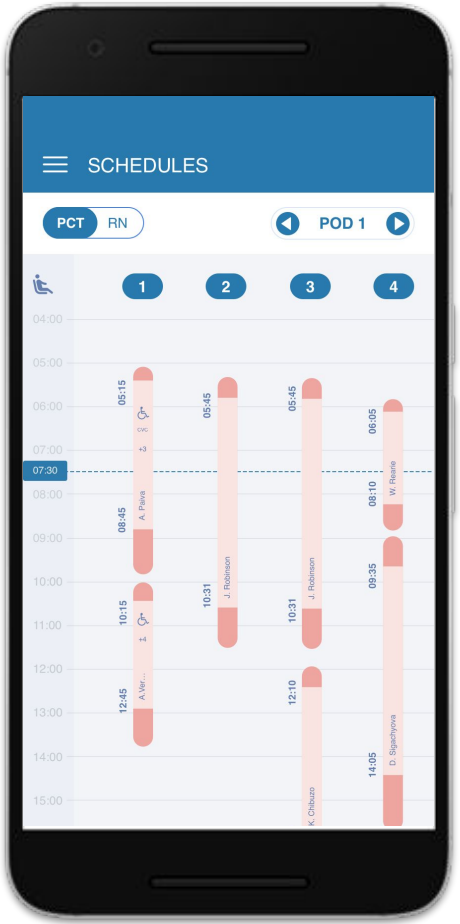

DaVita
SCHEDULING
TEAMMATES
PATIENTS
REBECCA NORRIS
Wed, 24 April, 2019
Change
DAY TX Total: 150 Completed: 15 Missed: 10
DPC Budgeted: 1.74 Planned: 1.66
STAFF Placeholder View staff
PCT
RN
AUTO-SCHEDULE
Efficiency
DPC
Staff
RN
Reschedule Patient
Andrew Paiva
CVC
Current Put-on time: 05:00 - 05:30
Total Duration: 05:30 - 10:00
Current Take-off time: 10:00 - 10:30
SELECT AN OPEN SLOT
Open Slot 1
DURATION
Put-On: 05:15 - 05:45
Take-Off: 10:15 - 10:45
SELECT
Open Slot 2
DURATION
Put-On: 09:00 - 09:30
Take-Off: 14:00 - 14:30
SELECT
Open Slot 3
DURATION
Put-On: 10:00 - 10:30
Take-Off: 15:00 - 15:30
SELECT
SEE MORE SLOTS
CANCEL
RESCHEDULE APPOINTMENT
PCTs (#)
PCTs needed
RNs (#)
RNs needed

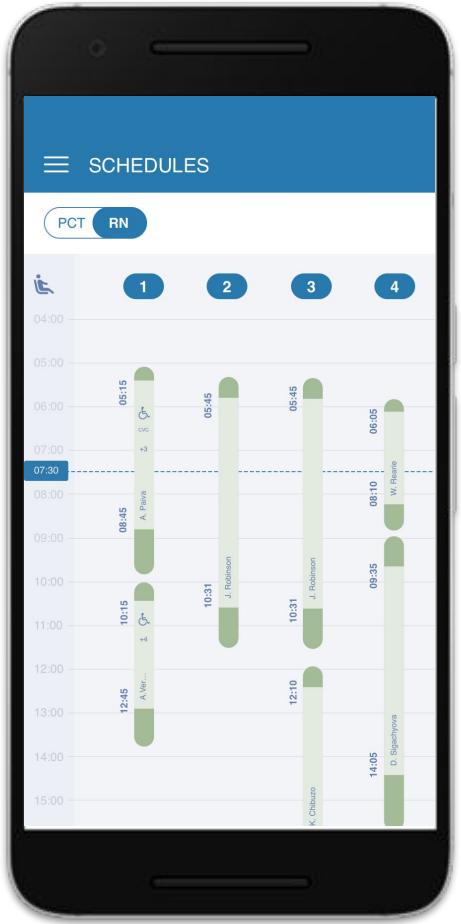

DaVita
SCHEDULING
TEAMMATES
PATIENTS
Rebecca Norris
Directory
Time clock
Schedule
19 - 25 May
May 2019
S M T W T F S
28 29 30 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31 1
2 3 4 5 6 7 8
Filters
ROLES
PCT
RN
Day
Week
Month
Add Shift
Copy Schedule
Sun 19
Mon 20
Tue 21
Wed 22
Thu 23
Fri 24
Sat 25
POD 2
05:00 - 13:30 • 8h 30mins
Unfilled
PCT
POD 4
04:00 - 12:30 • 8h 30mins
Unfilled
PCT
Floor
05:00 - 15:30 • 9h 30mins
Unfilled
RN
POD 3
05:00 - 13:30 • 8h 30mins
D. Daniel
PCT
POD 1
05:00 - 13:30 • 8h 30mins
D. Daniel
PCT
POD 5
05:00 - 13:30 • 8h 30mins
J. Aasiya
PCT
POD 2
05:00 - 13:30 • 8h 30mins
J. Aasiya
PCT
Floor
05:00 - 13:30 • 8h 30mins
J. Aasiya
RN
Assign Teammate
Edit Shift
Delete Shift

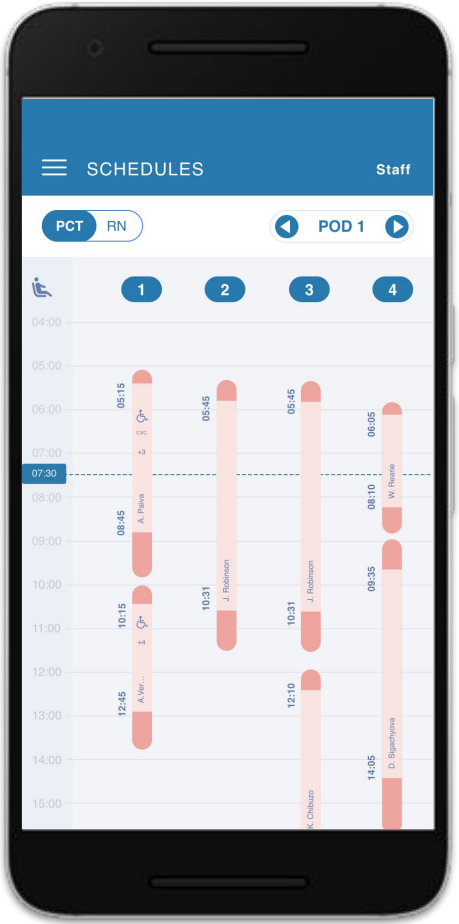

DaVita
SCHEDULING
TEAMMATES
PATIENTS
Rebecca Norris
DIRECTORY
DAILY TIME CLOCK
Week of May 20, 2019
May 2019
S M T W T F S
28 29 30 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31 1
2 3 4 5 6 7 8
Hourly TMs
NAME
ACTUAL
Hrs Worked
PLANNED
Hrs Remaining
TOTAL
Actual + Planned Hrs
Dushane Daniel PCT 18 24 42
Aasiya Jayavant PCT 26 12 38
Amolike Shaikh PCT 15 20 35
Mohsen Salehi PCT 10 30 40
Akumjeli Akuchi PCT 25 10 35
Igor Antonovich PCT 20 17 37
Joslin Rodgers PCT 22 17 39
Clint Barton RN 32 10 42
Faadi Al Rahman RN 22 12 34
Teammate Unavailability
2 weeks
05/20 - 05/31
APPROVED
NAME REASON DATE
Dushane Daniel PTO 5/20 - 5/21
Dobroslawa Antokolskiy PTO 5/23 - 5/24
Victor Pacheco PTO 5/26 - 5/27
PENDING APPROVALS
NAME DATE
Jarrett Cawsey 5/27 - 5/28 Details
Njimoluh Ebua 5/28 - 5/29 Details
Noell Blue 5/30 - 5/30 Details
Thakurjeet Bharwana 5/31 - 6/03 Details

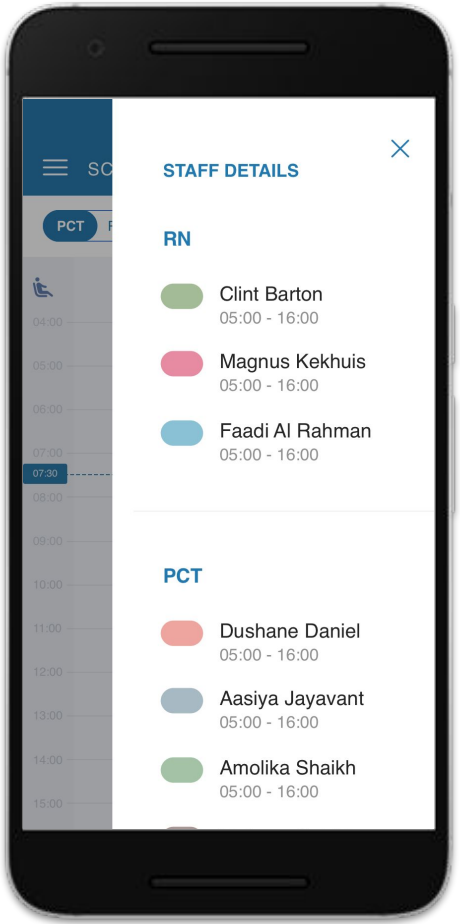

DaVita
SCHEDULING
TEAMMATES
PATIENTS
Rebecca Norris
Directory
Time clock
Schedule
Thu, 23 May, 2019
May 2019
S M T W T F S
28 29 30 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31 1
2 3 4 5 6 7 8
Schedule adherence met 10
Schedule adherence not met 2
STATUS NAME SCHEDULED PUNCH - IN ACTUAL PUNCH - IN SCHEDULED PUNCH - OUT ACTUAL PUNCH - OUT
Dushane Daniel PCT 08:00 07:30 18:00 17:30
Aasiya Jayavant PCT 08:15 08:00 18:15 18:15
Amolike Shaikh PCT 09:00 No Punch Registered 18:30 18:30
Mohsen Salehi PCT 08:30 08:15 17:00 17:00
Akumjeli Akuchi PCT 08:00 08:00 18:00 18:15
Igor Antonovich PCT 09:30 09:20 18:00 18:00
Joslin Rodgers PCT 08:00 07:30 18:00 18:00
Clint Barton RN 08:00 07:30 18:00 16:30
Faadi Al Rahman RN 10:00 10:10 18:00 18:00

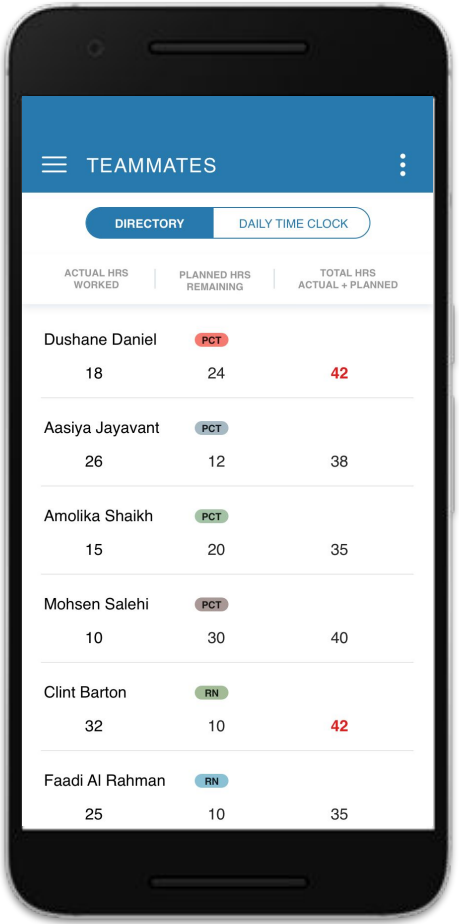

DaVita
Rebecca Noris
Schedules
Teammates
Facility Performance

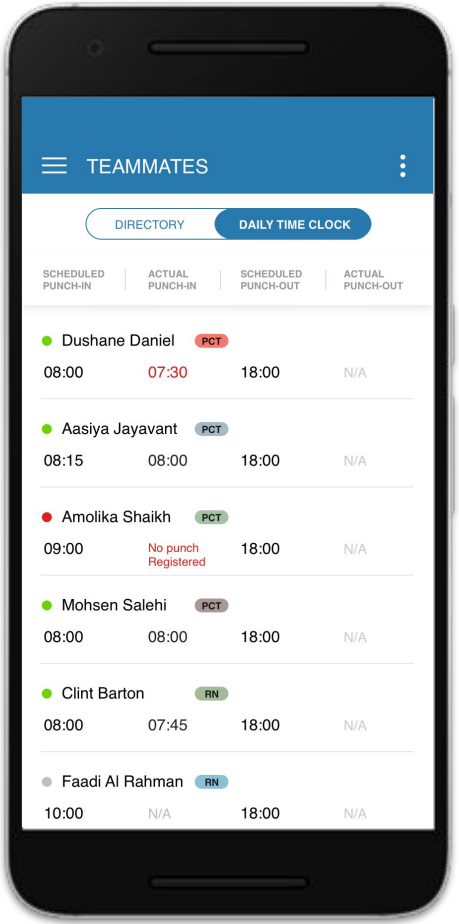

SCHEDULES
PCT
RN
POD 1
1
2
3
4
07:30

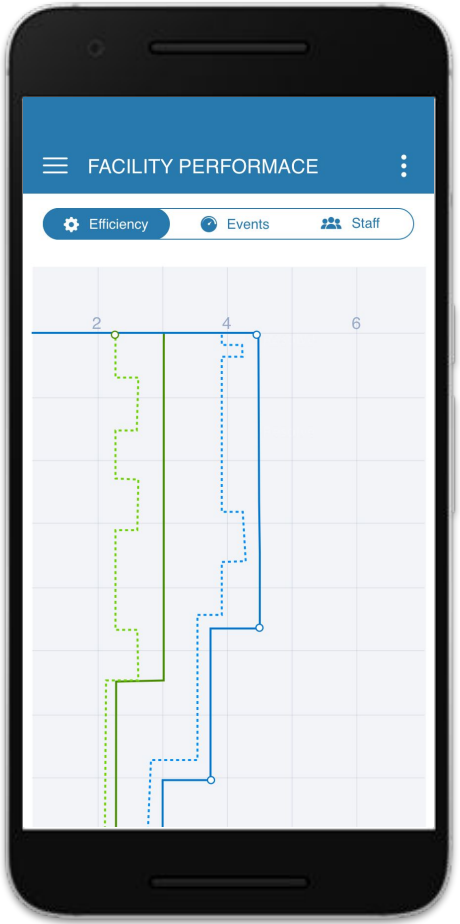

SCHEDULES
PCT
RN
1
2
3
4
07:30

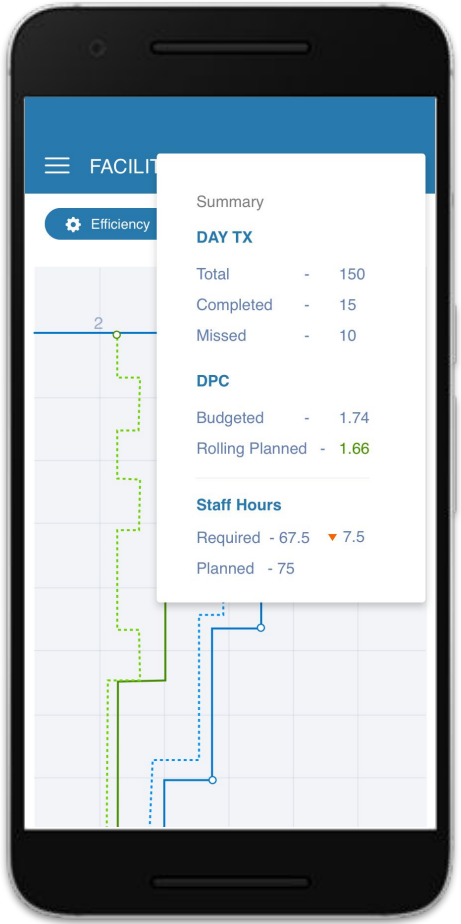

SCHEDULES
Staff
PCT
RN
POD 1
1
2
3
4
07:30
05:15
08:45
10:15
12:45
05:45
10:31
05:45
10:31
12:10
06:05
08:10
09:35
14:05
A. Paiva
J. Robinson
J. Robinson
W. Reane
D. Sigachyova
K. Chibuzo


STAFF DETAILS
RN
Clint Barton
05:00 - 16:00
Magnus Kekhuis
05:00 - 16:00
Faadi Al Rahman
05:00 - 16:00
PCT
Dushane Daniel
05:00 - 16:00
Aasiya Jayavant
05:00 - 16:00
Amolika Shaikh
05:00 - 16:00


TEAMMATES
DIRECTORY
DAILY TIME CLOCK
ACTUAL HRS WORKED
PLANNED HRS REMAINING
TOTAL HRS ACTUAL + PLANNED
Dushane Daniel PCT
18 24 42
Aasiya Jayavant PCT
26 12 38
Amolika Shaikh PCT
15 20 35
Mohsen Salehi PCT
10 30 40
Clint Barton RN
32 10 42
Faadi Al Rahman RN
25 10 35


TEAMMATES
DIRECTORY
DAILY TIME CLOCK
SCHEDULED PUNCH-IN
ACTUAL PUNCH-IN
SCHEDULED PUNCH-OUT
ACTUAL PUNCH-OUT
Dushane Daniel PCT
08:00 07:30 18:00 N/A
Aasiya Jayavant PCT
08:15 08:00 18:00 N/A
Amolika Shaikh PCT
09:00 No punch Registered 18:00 N/A
Mohsen Salehi PCT
08:00 08:00 18:00 N/A
Clint Barton RN
08:00 07:45 18:00 N/A
Faadi Al Rahman RN
10:00 N/A 18:00 N/A


FACILITY PERFORMACE
Efficiency
Events
Staff
2
4
6


FACILI
Efficiency
2
Summary
DAY TX
Total - 150
Completed - 15
Missed - 10
DPC
Budgeted - 1.74
Rolling Planned - 1.66
Staff Hours
Required - 67.5 ▼ 7.5
Planned - 75

Watch App Demo Video

Thank you