RESOURCE MANAGEMENT SYSTEM (RMS)

DECEMBER 10, 2014

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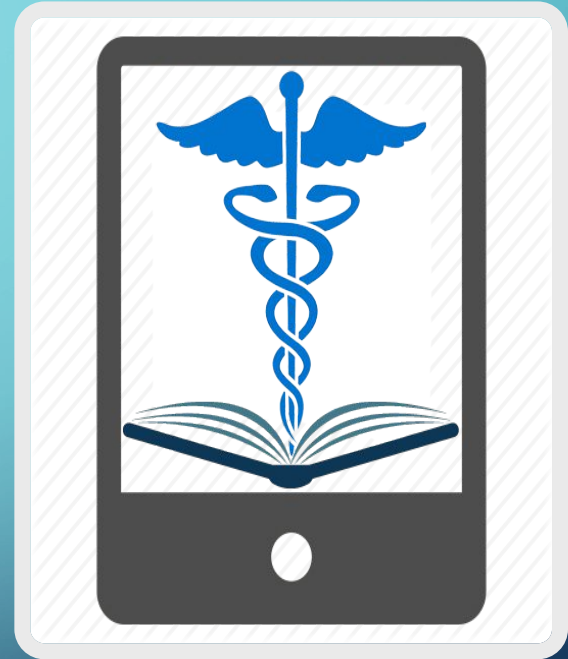
OUR CLIENT

Advanced Surgical Technology and Education Center (ASTEC)

- Surgical Simulation Education and Training Center
- INOVA Fairfax Medical Campus (Fairfax, VA)
- Opened in June 2014

OUR USER

Meet our Dr. Jane.

OUR USER

General Surgery Residents

- Completed medical degree

- Residency Program (PGY1-PGY5)

- Working toward board certification

CLIENT FOCUSED *AND* USER CENTRIC

Client

User

End Goal: Board Certification

- Up-to-date resources

- A calendar to track instructional events as well as correlate resources with those events
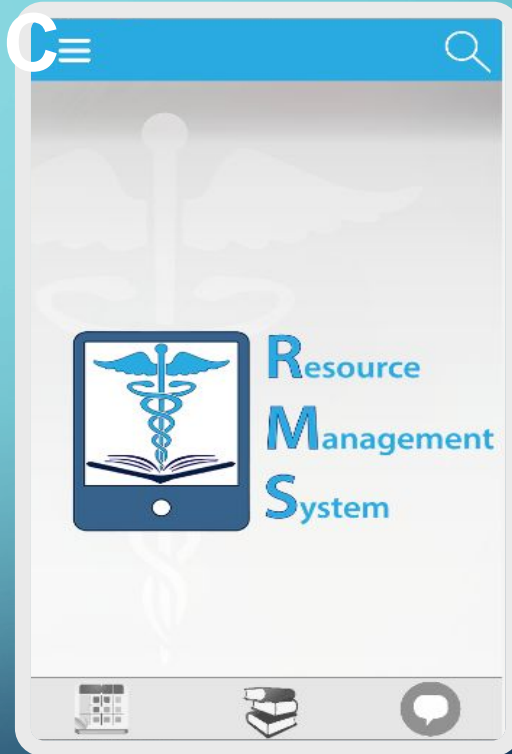- Provide feedback to ASTEC

CLIENT FOCUSED *AND* USER CENTRIC

CLIENT FOCUSED *AND* USER CENTERED

DESIGN PROCESS

Contextual Inquiry and Analysis

DESIGN PROCESS

'Essentially, all models are wrong, but some are useful.'

George E. Box

System Requirements and Models

Figure 3: Task Structure Model Showing Train Residents
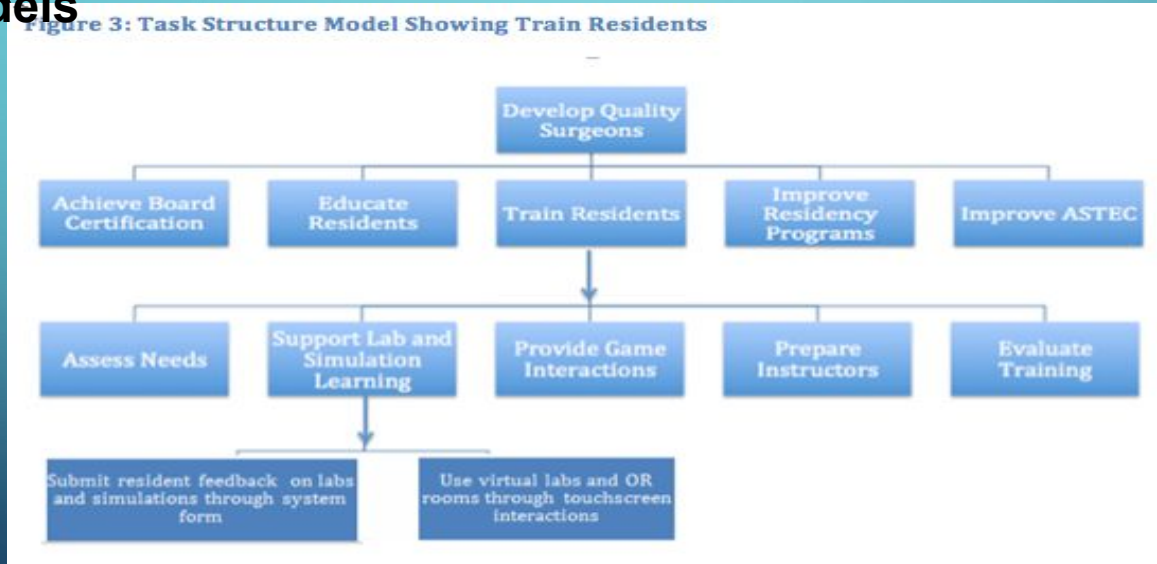
DESIGN PROCESS

Process
- Painstaking, Rapid, and Agile
- Perfection not the goal

User is the Fundamental Asset
- Interviews and site visits
- Conversations and e-mails
- Interactions

GETTING TO KNOW OUR USER

DR. JANE IS 33 YEARS OLD

WANTS TO SPECIALIZE IN PLASTIC SURGERY

SHE'S A 1ST YEAR RESIDENT (PGY-1)

EMOTIONAL IMPACT

- Reduce stress and help with time management
- User ownership of data
- User defined optimization of search results
- User activity remembered
- User defined calendar functions

PROTOTYPE TESTING

- Independent testing by project team members
- Face to Face Observation of User Testing
    - High Fidelity with specific user tasks
- Project team discussion on findings

THE PROTOTYPE

RECOMMENDATIONS FOR NEXT ITERATION

- Complete the task process as thoroughly as possible.
- Possibly changing the "back button"
- Change icon for calendar and resource
- Changing the "Back" button
- Adding a tutorial portion to allow residents to know how to use app
- Adding a "Share" button for residents to share their information, findings, etc.
- Changing "Instructor Resources" to "Assigned Resources"
- Adding a chat feature for residents to chat with one another
- Adding an FAQ page
- Adding a "Notes" feature and a picture capture feature
- Adding a place holder screen once users click the "Submit" button in the Calendar and Resource screen in order to show what it may look like.

THANK YOU!

"PUT A FORK IN IT. WE'RE DONE!"

SEE YOU NEXT SEMESTER! GROUP E