

MyHelpa - User experience design for helping coordinators and care workers to improve schedule function

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Abstract

MyHelpa is a B2B company dedicated to serving the home care industry. It provides a scheduling software focused on home healthcare to help independent home care agencies in the UK solve complex scheduling problems. As MyHelpa is a start-up, there are some drawbacks as there is not enough money invested in the user experience and the design of the interface.

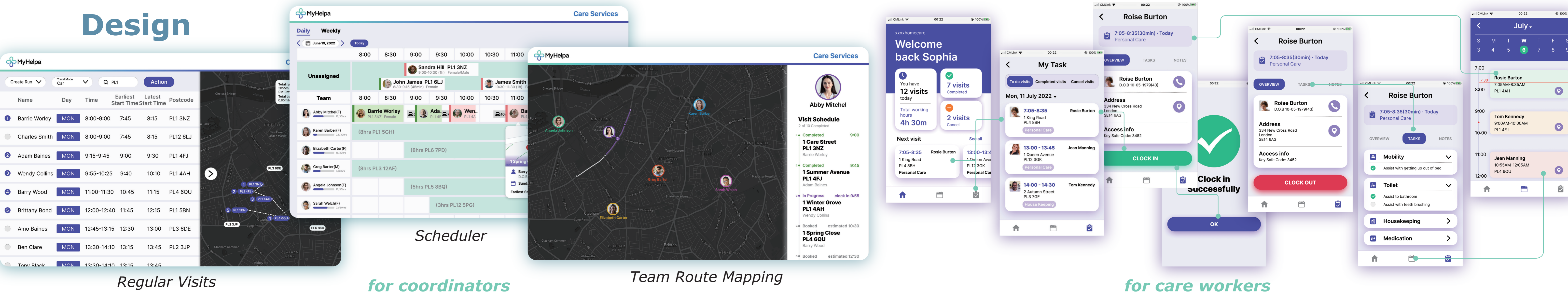
This project aims to improve the scheduling functionality and user experience of MyHelpa by analysing the current problems with the interface and understanding the real needs of schedulers and carers, and redesigning the interface that MyHelpa already has for scheduling care visits.

Introduction & Background

The main challenges facing home health care logistics as a routing and scheduling problem include providing an efficient plan for caregivers, such as scheduling of caregivers, balancing of working hours, routing of caregivers, etc. Although numerous attempts have been made to optimise these problem by creating new mathematical models or methods. The demands of the caregiver community and initiatives to address their present issues through user experience design, however, have received scant attention.

This project therefore focuses on optimising MyHelpa's desktop interface (for coordinators) and mobile interface (for care workers) through UX design to help coordinators do their jobs more easily and efficiently, and to help caregivers know more clearly and quickly when to visit, where to go and what to do, so that they have more time to devote to their work.

Design



Study Methodology

Second research: Understand the current state of technology in the field of change and determine the direction of the research

1v1 Interviews: 1. conducted online remote interviews with 5 users and summarised their needs 2. created prototypes and obtained their feedback on the interface design in time

Competitor analysis: 3 companies with the same business were analysed to summarise the similarities and differences in their functional points, MyHelpa's strengths and weaknesses, and to clarify the direction of optimisation.

Questionnaire: collected user preferences for UI design, such as pop-ups and card design

Usability test: Determine the feasibility of the interface for flow, functionality and interaction

Testing & Evaluation

A total of 8 tasks were set up to test the usability of the interface. 4 participants took part in the online remote testing and all of them completed a feedback questionnaire upon completion of the testing.

Test purposes: to ensure the usability of the interface's features; to understand user perceptions and satisfaction with the interface and information architecture; and to identify problems with the layout of information on the page and information prompts in the flow.

Test results: 4 testers successfully completed all tasks and were able to complete them quickly. They all found the interface to be simple and easy to use, three of the participants thought redesigned interfaces to be helpful in their work, and one participant was neutral.

Conclusions & Future Work

The project investigated in depth and identified the needs and pain points of the users, and optimised the functionality and content of the product interface according to the different devices used by dispatchers and carers. Although most of the feedback collected so far is that the optimised interface has a better user experience, is clearer and easier to use, due to some communication and time issues, the sample size of the usability tests and questionnaires is small and therefore may not be comprehensive, for example, there are some process flaws that have not yet been identified. In future iterations, I will consider more commercial factors to make the product more competitive in the market, and I hope to find more participants to make the experimental data more convincing.