

Mike Stahl

UX & Development

mike.stahl@gmail.com
916-521-2050

UX/Dev

We

- LISTEN
- PARTNER
- DELIVER

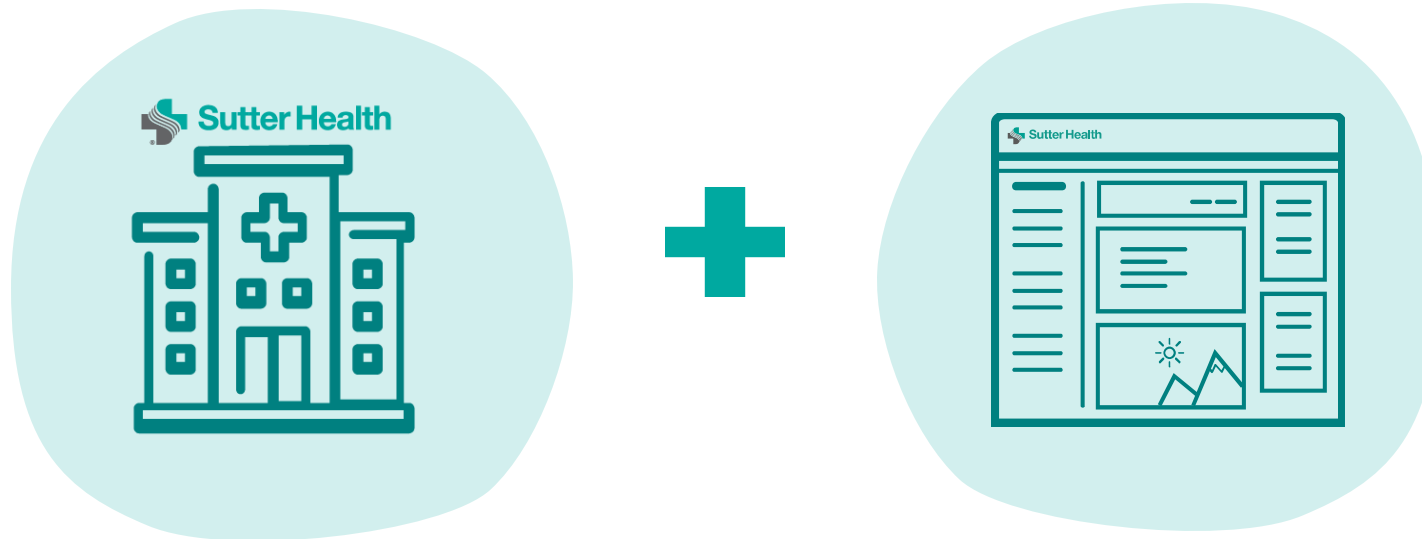
Together

We

- Reduce friction
 - | Make apps, designs and pages accessible to all
 - | Reduce support costs
- Make access to care **FASTER** and **EASIER**
 - | Create personalized experiences
- Communicate clearly

UX and the Brand

Customer and patient experiences affect how our brand is seen both in the physical and digital worlds.



Great UX **IS** Marketing
Great Service **IS** Marketing

Great UX is a Competitive Advantage

User Behavior Benefits

- User/customer satisfaction
- More return users
- Engagement in discussions, comments, ratings, blogs
- Increased trust
- Increased traffic/views
- Familiarity and ease of use
- ADA compliant experience - Accessible to all

Organization/Internal Benefits

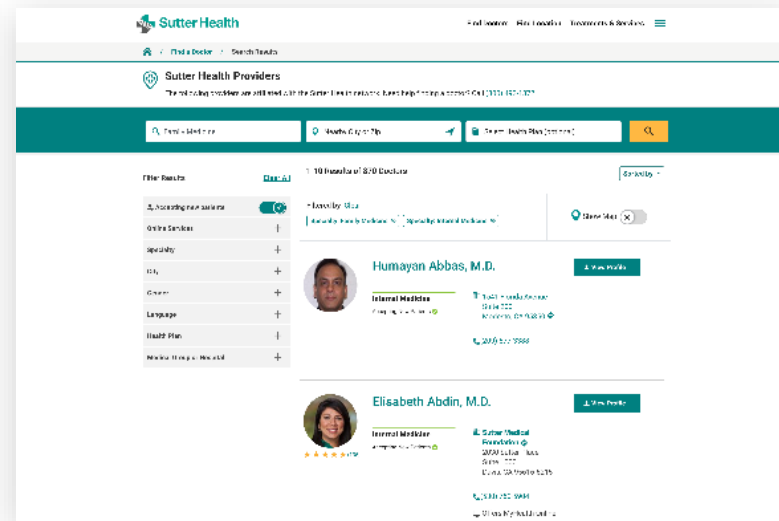
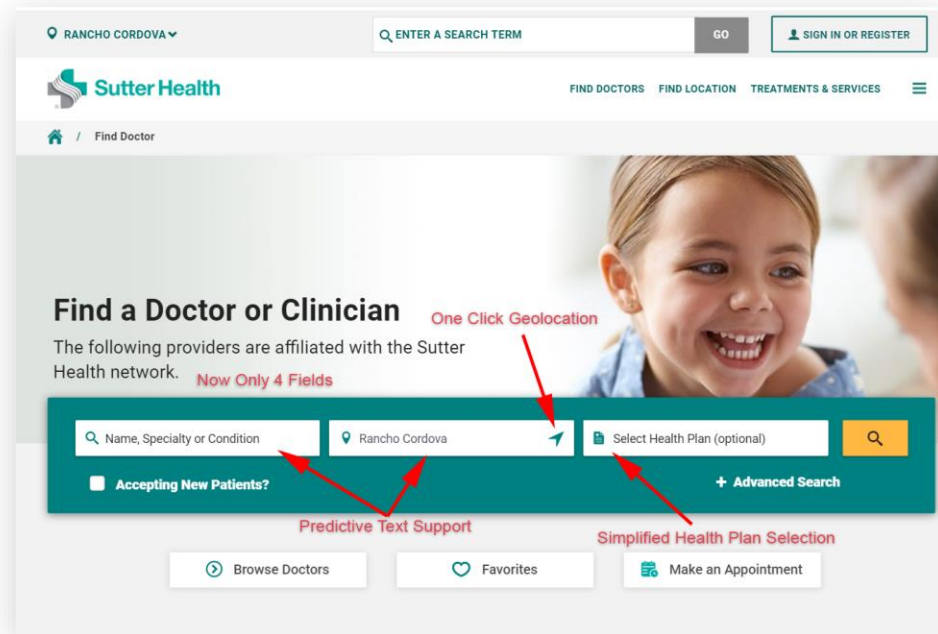
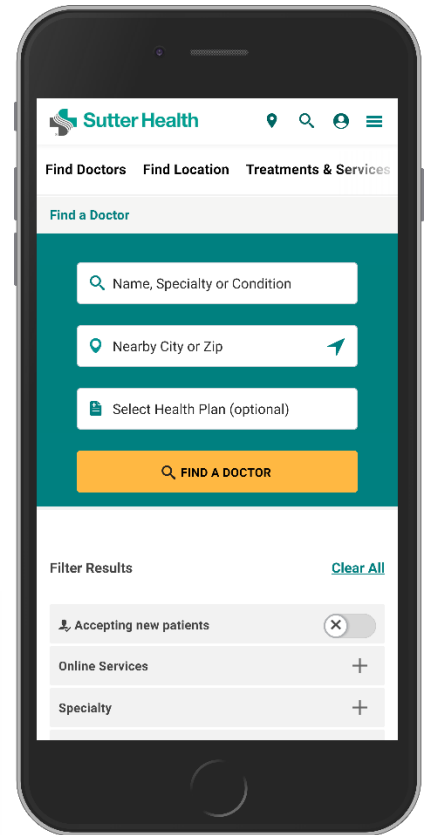
- Job satisfaction
- Employee time savings
- Decreased training and support calls
- IT savings (consolidation)
- Centralizing resources for page creation and support
- Reduced development time



Find a Doctor

- Extensive design, research and prototype testing
- Reduced successful user search times from 90 seconds to 20 seconds
- Enhanced mobile experience (more app like)
- Improved page load speeds with modern application design and data APIs
- Reduced server load and requests


We plan to duplicate this successful model on a future Find a Location update.



Improved MHO Password Reset Flow

A common point of friction is resetting a password.

We partnered with MHO to reduce support calls and chats. We vastly simplified the process with simple step by step screens saving an estimated 1.2M in costs.




Forgot Password

Enter your information and we'll help you create a new password.

[Forgot Login ID?](#)

CONTINUE



Create Your New Password

Hi User121, please enter a new password. Make sure it meets the criteria below for account security.

[Show Password](#)

Must contain:

- ✓ Must contain 8+ characters
- ✓ 1 number OR special character
- ✓ 1 letter

Cannot contain:

- ✗ User ID
- ✗ First or last name character
- ✗ 4 or more numbers or letters in a row (e.g. 1234 or abcd)
- ✗ Character repeated more than 3 times in a row (aaaa or 1111)
- ✗ Spaces

CONTINUE

BEFORE
New Flow Implemented

2-Jan	Call	12.1	7.7	39.7%	6 Temp Staff Added		2-Jan	Chat	10.8	15.9	39.9%
3-Jan	Call	5.6	7.0	21.1%			3-Jan	Chat	6.8	10.8	29.3%
4-Jan	Call	3.7	7.6	13.9%			4-Jan	Chat	4.3	8.6	23.7%
5-Jan	Call	2.3	7.2	8.1%			5-Jan	Chat	4.2	9.6	23.7%
8-Jan	Call	7.2	7.9	26.5%			8-Jan	Chat	8.3	10.3	38.1%
9-Jan	Call	3.5	7.4	14.4%			9-Jan	Chat	4.4	9.9	20.7%
10-Jan	Call	0.5	7.4	3.5%			10-Jan	Chat	1.6	10.3	10.1%
11-Jan	Call	1.0	7.2	4.6%			11-Jan	Chat	2.1	10.2	12.0%
12-Jan	Call	3.7	8.4	17.4%	Server Issues reported		12-Jan	Chat	2.9	9.9	19.5%
15-Jan	Call	7.0	7.1	31.7%	Server Issues reported		15-Jan	Chat	10.2	8.4	44.7%
16-Jan	Call	6.8	8.1	25.8%			16-Jan	Chat	9.2	11.6	34.5%
17-Jan	Call	3.5	8.2	15.6%	Okta Tool Issues reported		17-Jan	Chat	3.8	10.6	22.0%
18-Jan	Call	1.4	7.9	7.2%	Server Issues reported		18-Jan	Chat	1.8	9.0	9.6%
19-Jan	Call	0.6	7.8	3.0%			19-Jan	Chat	1.1	8.9	9.0%
22-Jan	Call	6.3	7.8	25.2%			22-Jan	Chat	3.1	8.7	16.9%
23-Jan	Call	2.4	7.7	9.7%			23-Jan	Chat	1.0	8.9	8.7%
24-Jan	Call	1.0	7.7	4.6%			24-Jan	Chat	1.5	9.5	13.3%
25-Jan	Call	1.0	7.7	4.6%			25-Jan	Chat	0.9	10.9	6.5%
26-Jan	Call	0.6	7.7	3.0%	to fullscreen view		26-Jan	Chat	0.6	9.6	4.5%
29-Jan	Call	0.2	7.9	1.6%	password Reset Flow		29-Jan	Chat	1.2	10.7	9.2%
30-Jan	Call	0.2	8.0	0.7%			30-Jan	Chat	0.5	9.9	4.3%
31-Jan	Call	0.4	8.2	1.9%			31-Jan	Chat	0.5	10.5	2.5%
1-Feb	Call	0.1	7.9	0.3%			1-Feb	Chat	0.5	9.7	4.6%
2-Feb	Call	0.4	8.4	1.6%			2-Feb	Chat	0.2	9.8	1.9%
5-Feb	Call	1.3	8.1	6.1%			5-Feb	Chat	1.4	10.2	9.4%
6-Feb	Call	0.2	7.8	0.9%			6-Feb	Chat	0.1	10.5	2.5%
7-Feb	Call	0.5	8.4	2.2%			7-Feb	Chat	0.1	11.3	0.8%
8-Feb	Call	0.4	8.0	1.5%			8-Feb	Chat	0.6	9.9	4.7%
9-Feb	Call	0.2	8.3	1.1%			9-Feb	Chat	0.3	10.0	1.9%
12-Feb	Call	0.7	7.9	2.0%			12-Feb	Chat	1.0	10.5	5.4%
13-Feb	Call	0.5	7.7	3.3%			13-Feb	Chat	0.9	9.8	4.2%
14-Feb	Call	0.1	6.8	0.2%			14-Feb	Chat	0.7	10.4	7.5%
15-Feb	Call	0.1	7.4	1.1%			15-Feb	Chat	0.4	10.0	2.9%

AFTER
New Flow Implemented

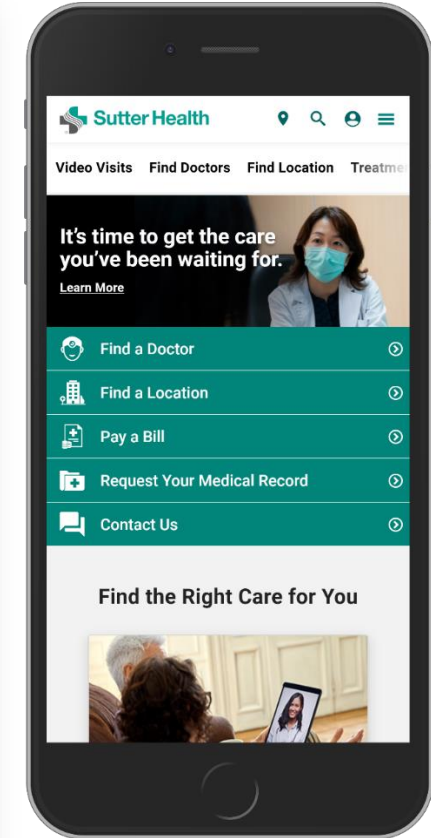
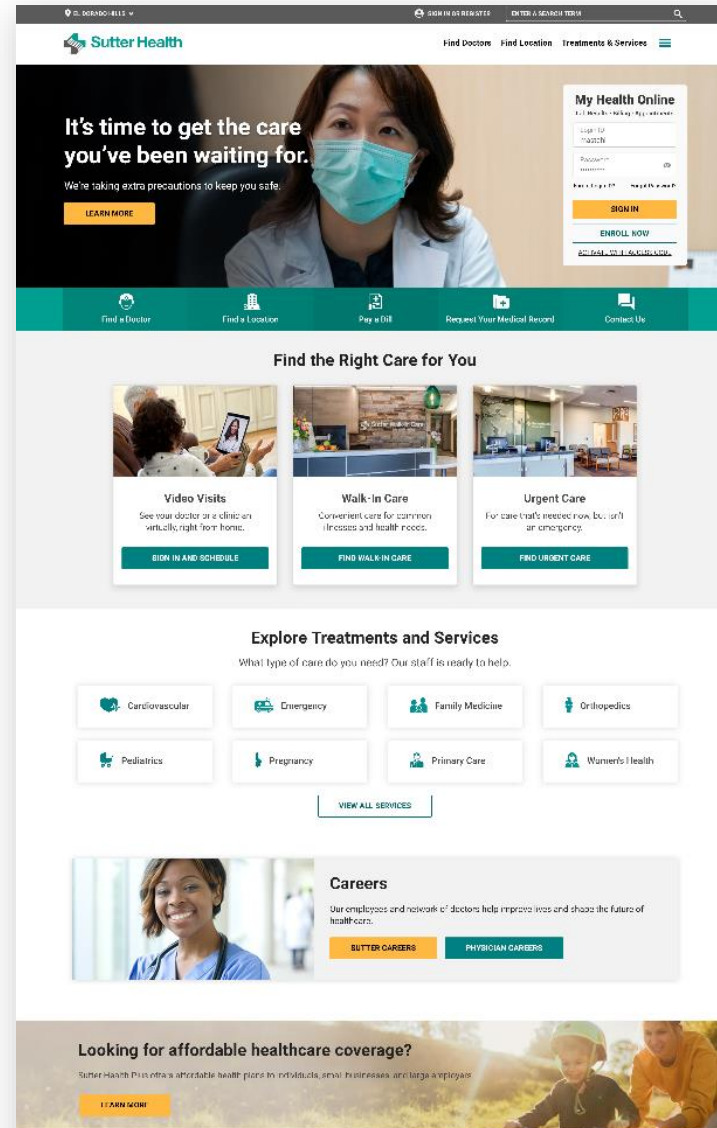
Key Results:

- Reduced call center staff from peak of 50 to 25.5 staff members
- Saved approx. **\$1.2M** in operational costs

Red = Missed SLA
Green = Met SLA

Homepage

After extensive user and prototype testing, we created a more accessible and task-oriented design that focuses on what patients most want to do. The mobile experience was enhanced to conserve space and resources.



Request an Appointment

The current request an appointment form is dated and not mobile friendly. The team set out to improve and simplify the experience. Planned launch Oct 2020.

Previous

New

Previous

New

Improved Medication Refill/Renewal

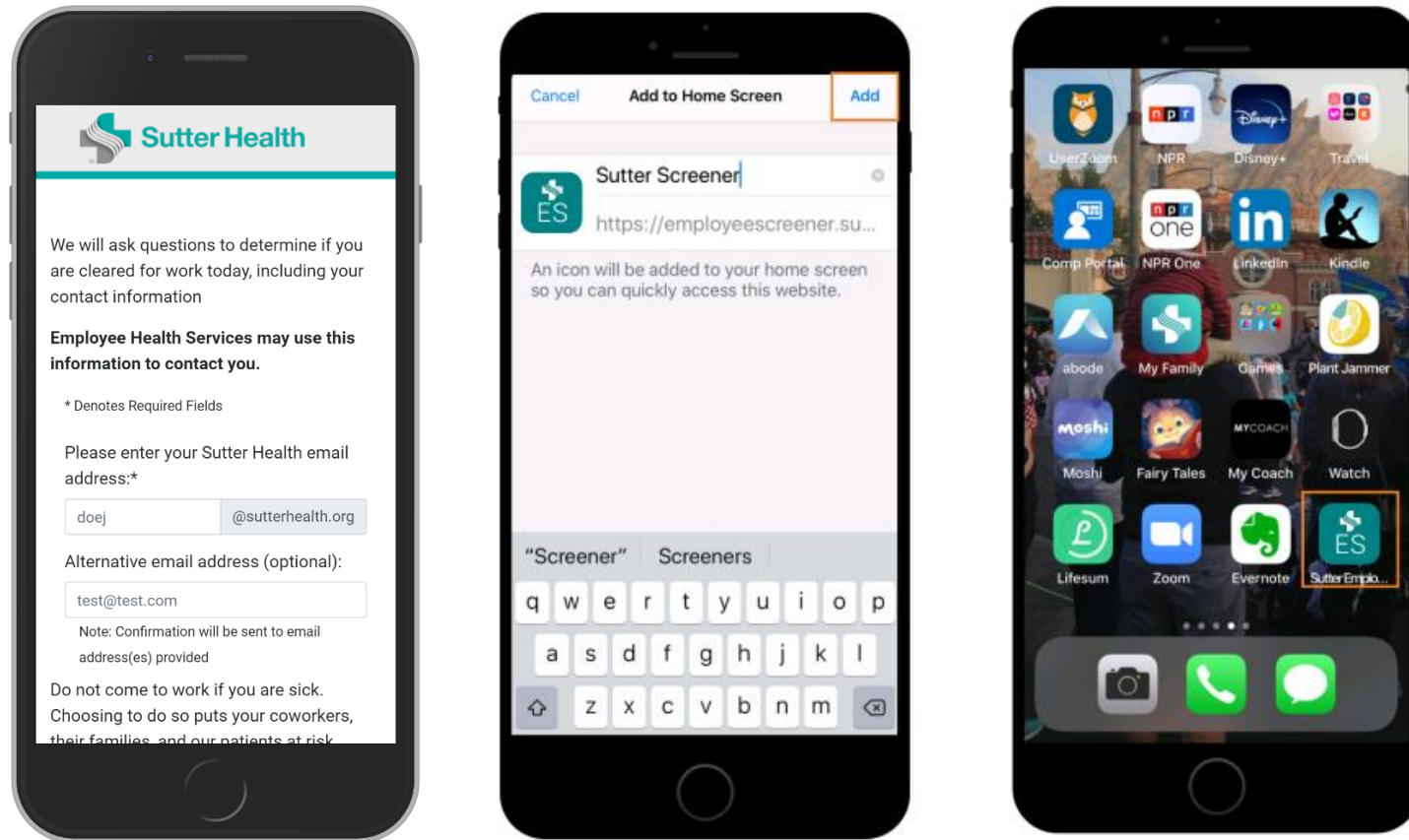
We partnered with MHO to improve the UX while removing confusion around Refilling vs. Renewing prescriptions.

This will save time when the patient needs a simple refill without interaction with the provider.

The screenshot displays the Sutter Health patient portal interface. At the top, the Sutter Health logo and user profile 'Apsdo' are visible. Navigation icons for Messages, Health Record, Appointments, Billing, Resources, and Profile are present. The main heading is 'Medications/Request a Renewal' with a printer icon. Below this, instructions state: 'View your current medications, dosage instructions and ordering clinician's name.' A yellow information box explains the 'Refill' process: 'If the label on your medication bottle indicates that you have refills left, you should call the dispensing pharmacy directly for more medication.' A 'Renewal' section follows: 'If no refills are available and your medication is listed on this page, click the Request a Renewal link next to the medication you wish to renew. If no refills are available and your medication is not listed on this page, please contact your care team to request a renewal.' A note at the bottom states: 'If your medication is not listed below or does not have a "Request Renewal" link, please contact your care team or review past medications.' A 'REQUEST RENEWALS' button is located to the right. Two medication entries are shown: 'Cyanocobalamin (VITAMIN B 12 PO)' documented by Nancy Abodeely, and 'Glucosamine-Chondroitin-MSM-D3 TABS' documented by Linda L. Luong. Each entry includes a 'Remove' link and a 'Request Renewal' button.

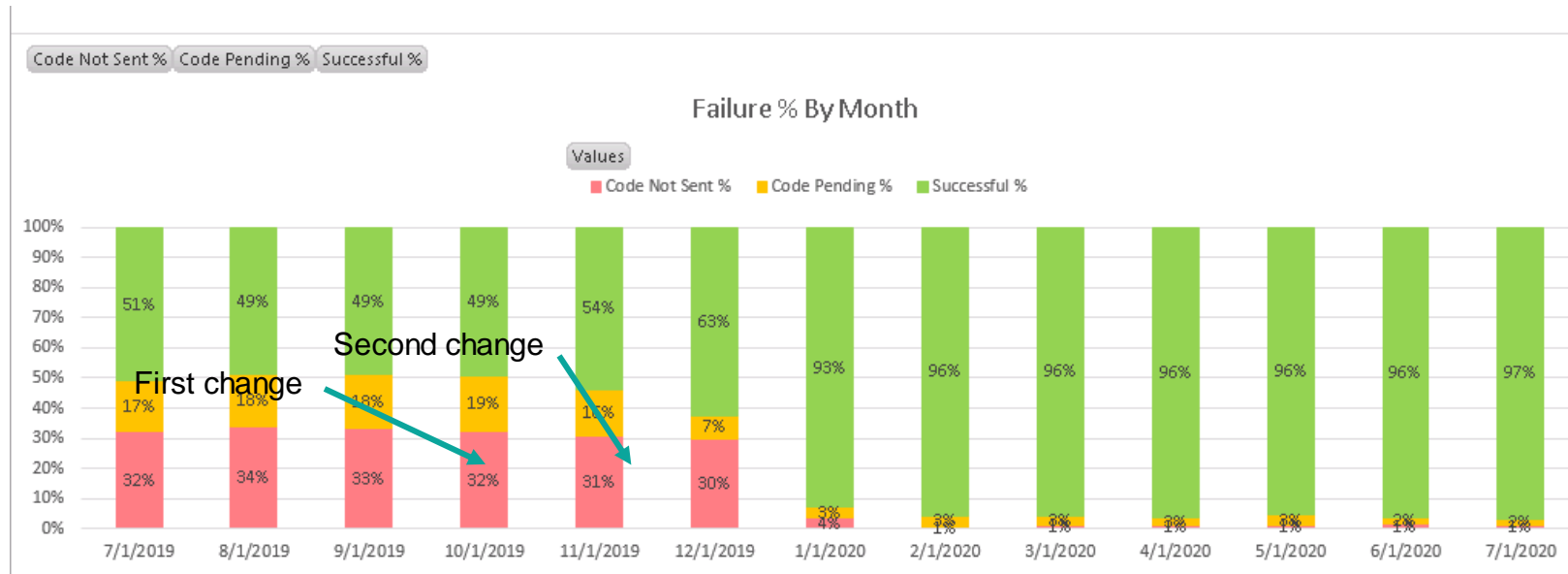
Employee Screener

We partnered with OPE, SHEMS and IS to create a tool to check employees and vendors for COVID-19 symptoms and store the results for reporting. We also created a guide to show users how to save the screener on their home screens for quick access for those entering buildings daily.



Improved MHO account signup success

By monitoring the top ten reasons patients were calling for support, we identified two issues that would improve the enrollment experience. The first change was put in place in November and the second in December. **Success rate jumped from 49% to 96%.**



UX Research Areas



What Do We Test?

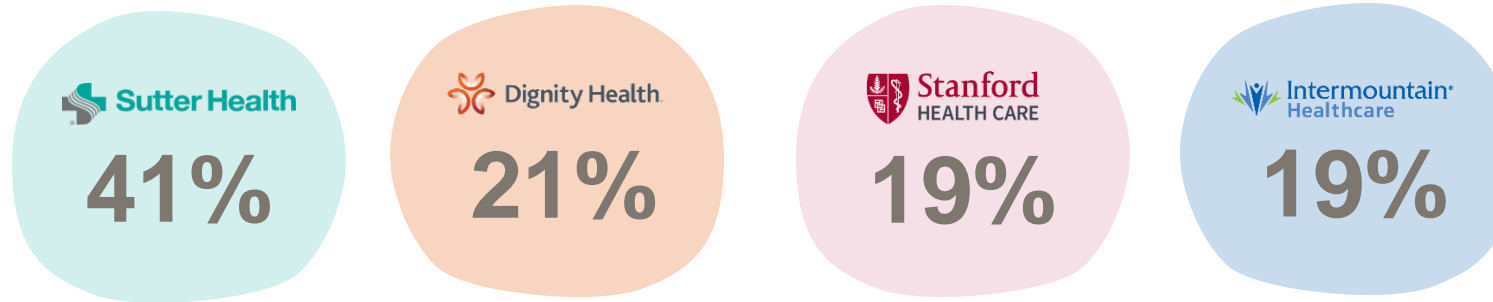
- SH.org – pages, flows, search, find a doctor, find a location...
- MHO – enrollment, account updates, book appointment, prescriptions...
- Landing pages
- Internal sites – IS portal, Physician Portal, Intranet
- Attitudes on COVID and safety

Test Types

- Card Sorting
- Tree Testing
- Feedback Forms
- Intercept Surveys
- Think Out Loud (TOL)
- Click Tests
- Heat Maps
- Scroll Maps
- Task-based Tests
- Net Promoter Score (NPS)
- QX Score
- Competitive Analysis
- Journey Mapping
- Traffic Analysis
- Prototype Testing

Find a Doctor – Competitive Analysis

Overall, which site do you prefer for finding a doctor?



KPIs

N=150	Sutter	Dignity	Stanford	Intermountain
Task Success	89%	75%	68%	83%
Average Time on Task (min)	3.40	3.51	3.58	3.61
Average # of Page Views	4.66	4.47	7.86	5.60
Did not encounter problems or frustrations	62%	39%	30%	55%
Ease of use	68% mean:5.8	45% mean: 4.9	41% mean:4.5	56% mean:5.2

Walk-in Care – Competitive Analysis

We gained valuable insights into where Sutter was stacking up against the competition in the walk-in / urgent care space. We applied those insights to Sutterhealth.org and landing pages, greatly improving the experience and conversions.

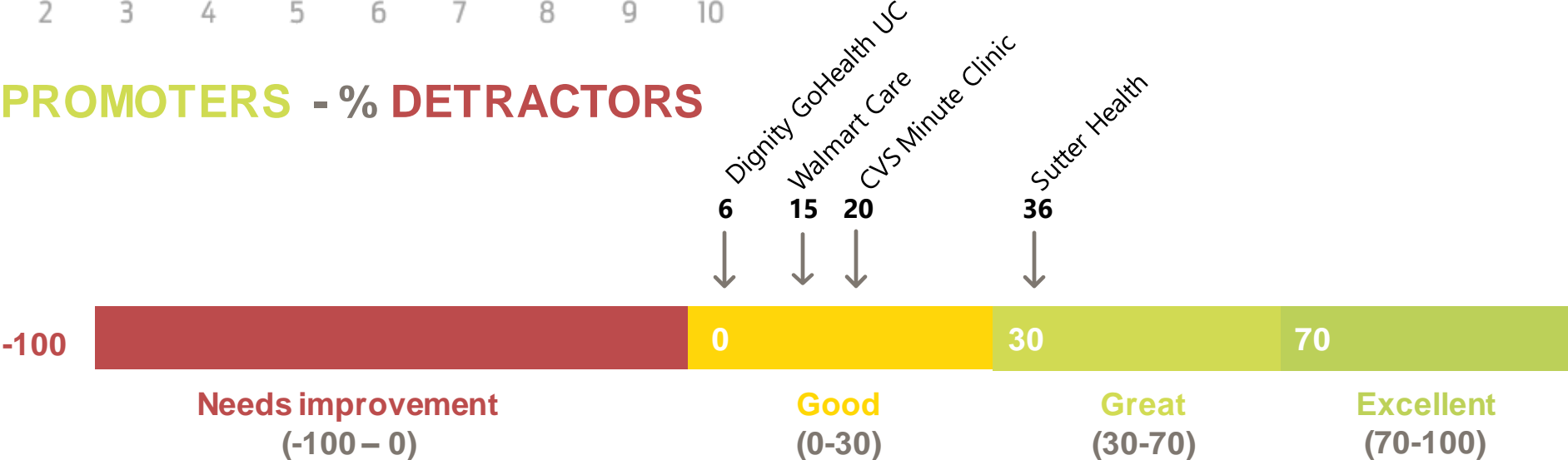


Tracking Net Promoter Score

Based on your online Walk-in Care experience, how likely is it you would recommend our company to a friend or colleague?

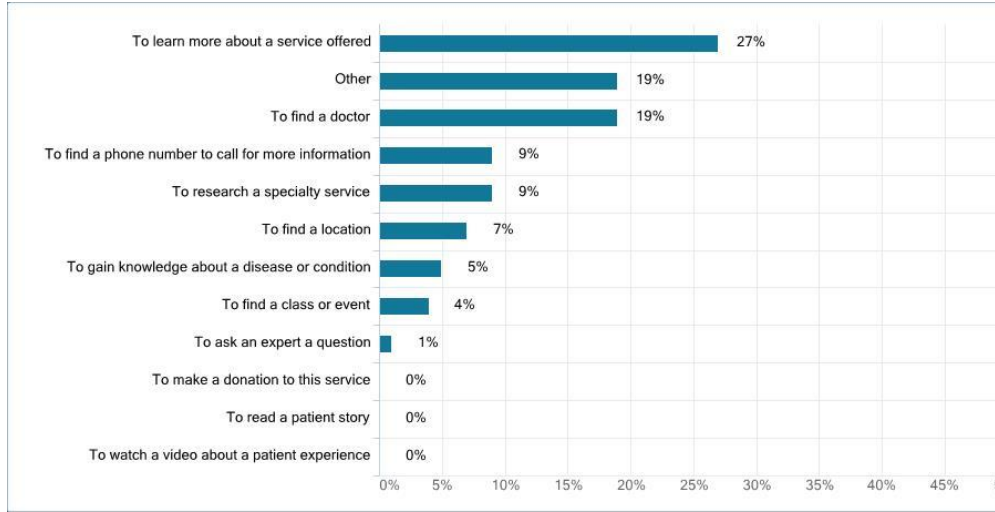


NPS = % PROMOTERS - % DETRACTORS

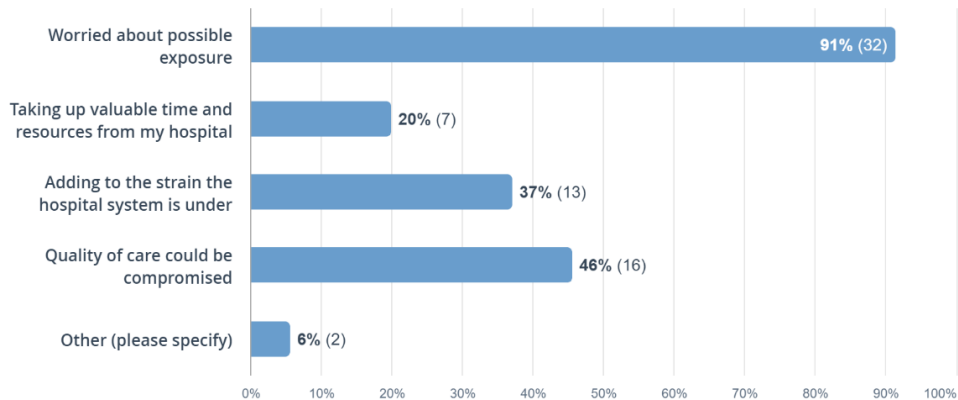


Surveys & Intercepts

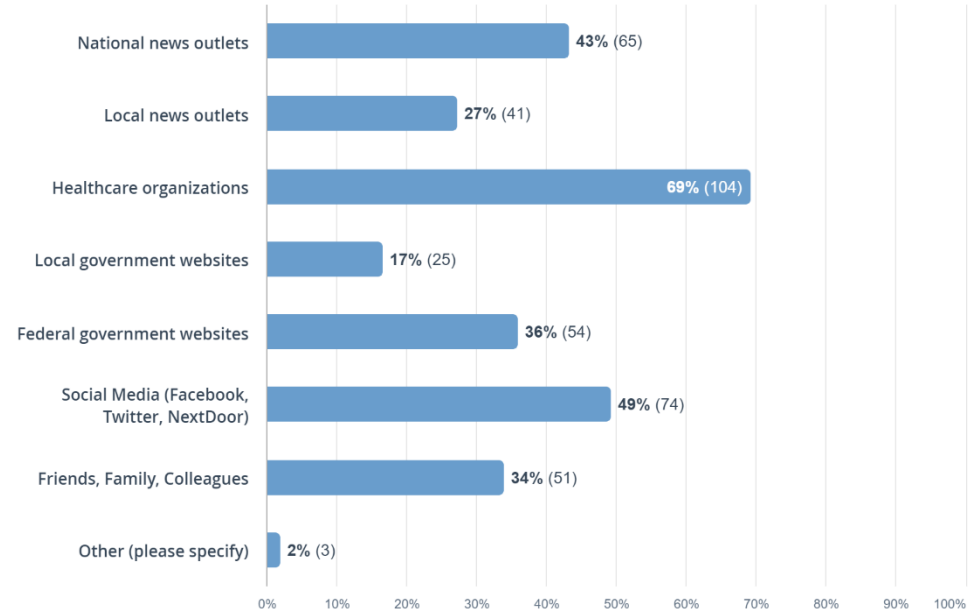
Why did you come to the Sutter Health website today?



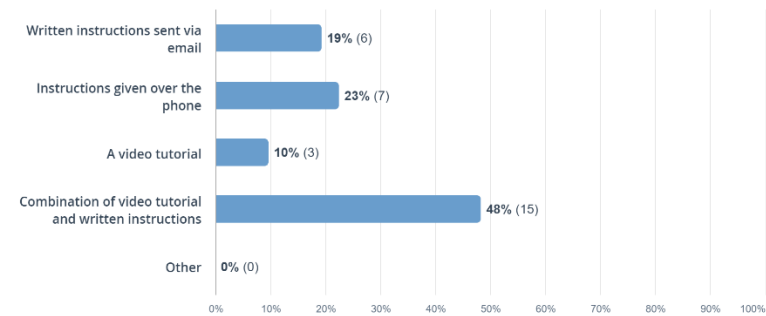
You indicated that you were not comfortable with visiting the ER, Urgent Care or your healthcare provider's office. Please select the reason(s) for your concerns.



What are the usual sources you rely on to find information related to COVID-19? (Choose top three)

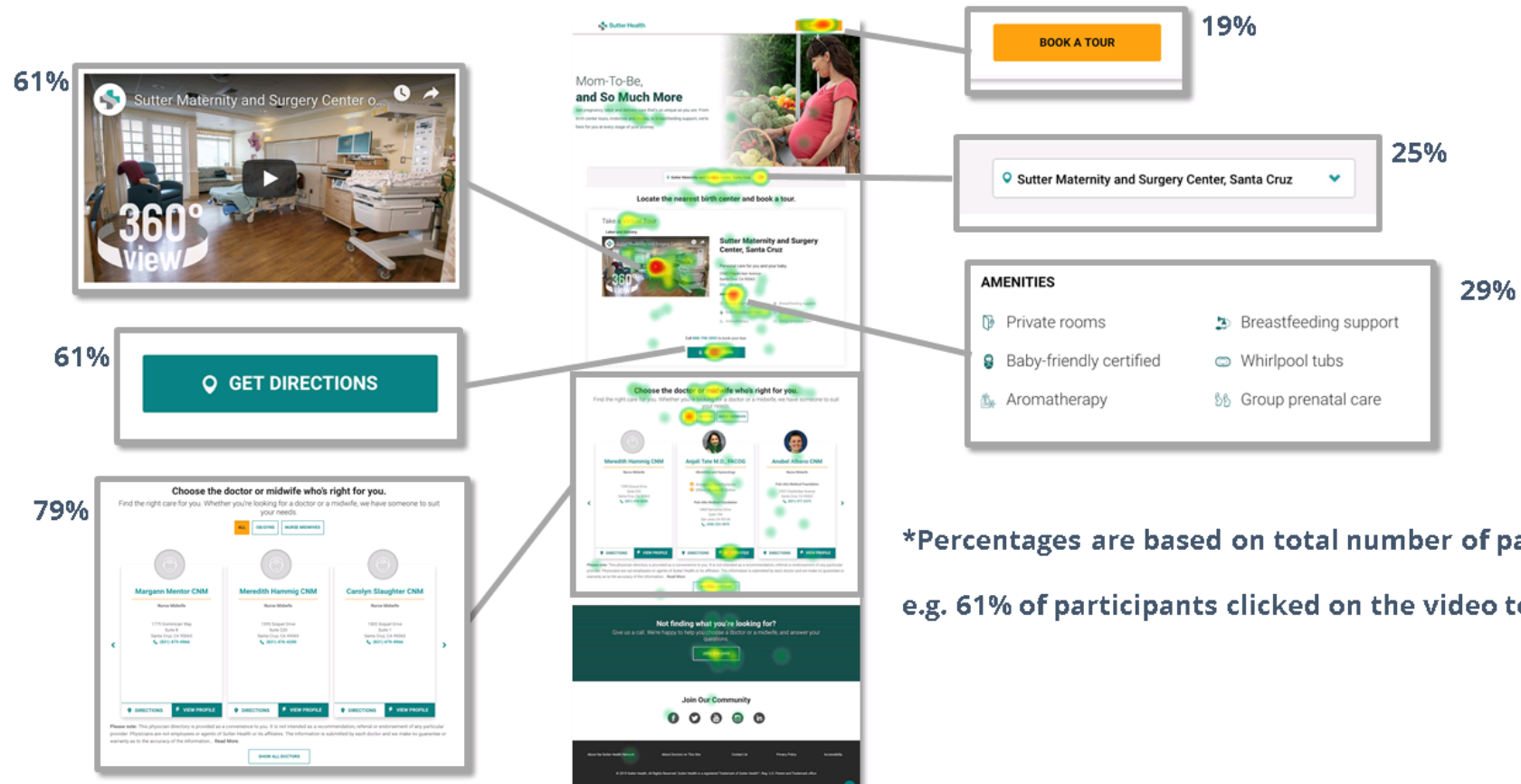


You indicated that you have little to no confidence in using Telehealth. Which of the following would you prefer to help you gain more confidence in Telehealth?



Heat Maps & Scroll Maps

Tools that help us determine where users put their attention and what areas they focus on most.



*Percentages are based on total number of participants
e.g. 61% of participants clicked on the video tour



Taxonomy Studies

Survey & Tree Test

[Back to Table of Contents](#)
L1

Pregnancy & Childbirth Services

Taxonomy

In your own words, what healthcare treatment or service provides prenatal care, prenatal education and support, and labor and delivery services?

29% referenced "OB/GYN"

61% answered correctly
30% answered incorrectly
9% were unsure

Which service would you visit to learn about **Family Planning**?

42% Pregnancy and Childbirth Services

26% Gynecology and Women's Health

Recommendations

Consider creating a Women's Health service category.

Navigation

You and your partner just found out that you're expecting your first child. Where would you go learn what to do next?

SERVICE	SELECTIONS
Pregnancy and Childbirth Services	43%
Gynecology and Women's Health	52%
Primary Care	5%

Comments

"Its for **women's health** since my partner is expecting."

"A **gynecologist** is a doctor for **women's health** and you would want to see one throughout the pregnancy to ensure the overall health and well being of both baby and mom."

Card Sort

Open Card Sort Study

Top categories as defined by study participants


<p>#1 Special Treatments Treatments, Additional Services Departments, General Services</p>	<p>#2 Women's Health Women and Children's Health Pregnancy & Pediatrics</p>	<p>#3 Testing Testing & Exams Procedures</p>	<p>#4 Cancer Cancer Care, Cancer Services Cancer Treatments/Care</p>
<p>#5 Diseases & Conditions Diseases and ailments</p>	<p>#6 Clinic Options Urgent Convenient Care Immediate Medical Care Urgent Services</p>	<p>#7 Imaging Imaging & Lab Services Laboratory & Imaging</p>	<p>#8 Mental & Behavioral Health Mental Health Services Behavioral</p>

"Which items were unclear or difficult to sort?"

- Joint Pain - 33%
- Neuroscience - 33%
- Interventional Radiology - 22%
- Knee Replacement - 22%
- Physical Therapy - 22%

Support for COVID, Wildfires, Video Visits

COVID-19 Information Close
View our [COVID-19 resources](#) and learn more about [safety precautions](#) across the Sutter Health Network.



A couple of questions before you schedule your appointment

In the last 14 days, have you been diagnosed with and/or had a positive COVID-19 lab test?


In the last 7 days, have you experienced any of the following New or Worsening symptoms: Fever, cough, breathing problems, loss of taste or smell, chills, body aches, sore throat, diarrhea or vomiting?

In the last 14 days, have you had close contact with someone diagnosed with COVID-19?

Do you currently live in a Skilled Nursing Facility or are you currently incarcerated?

 Video Visits Find Doctors Find Locations Treatments & Services

[Home](#) / [Find Doctor](#) / [Ann K. Duncan, M.D.](#)




Ann K. Duncan, M.D.

2575 East Bidwell Street
Suite 100
Folsom, CA 95630
[View Map](#)
(916) 817-3700

SPECIALTIES:
Family Medicine
✗ Not accepting new patients

★ ★ ★ ★ ★ 4.8 / 5
232 surveys
[About These Ratings](#)

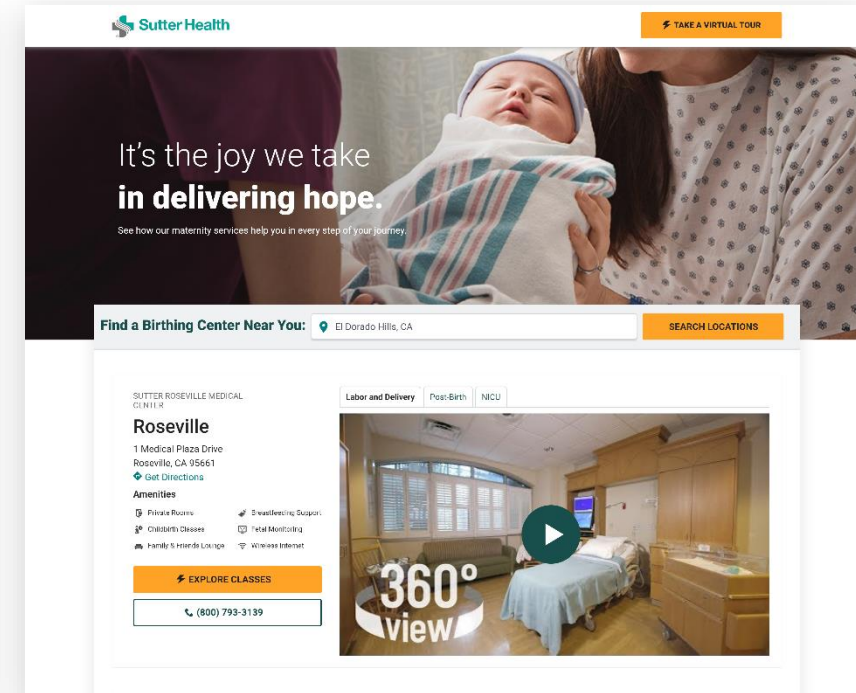
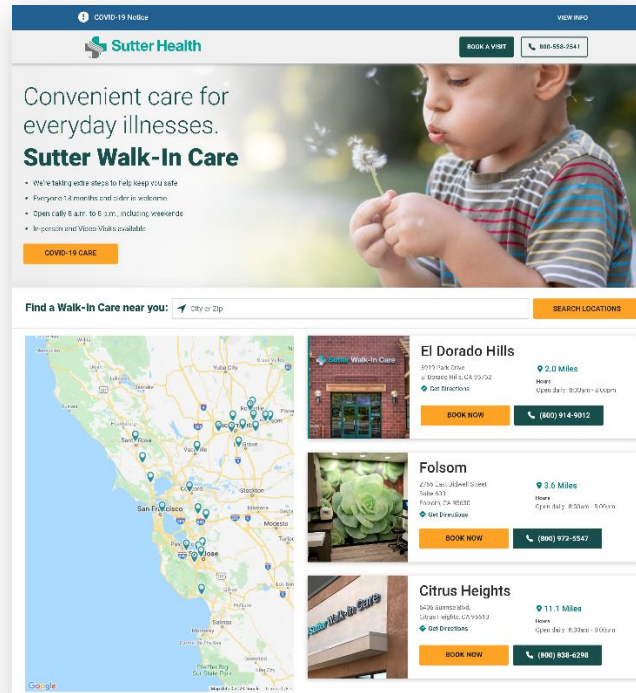
Offers MyHealth Online

 **Schedule a Video Visit**
Sign in to My Health Online to schedule a Video Visit with your provider.

Landing Pages

In 2019 UX/Dev team delivered 17 landing pages for campaigns and service lines. (13 so far in 2020) . Our pages create personalized experiences based on geolocation and our custom APIs for data to improve patient acquisition.

1. CMPC Maternity LP
2. D&I: Rev LP (new)
3. D&I: TeraPractice redesign (D&I)
4. HP3: SHP Brokers LP (redesign)
5. HP3: SHP Membership LP (redesign)
6. HP3: SHP Employer LP (redesign)
7. HP3: SHP TeraPractice LP(new)
8. HP3: SHP Alto Pharmacy LP (new)
9. Entry Points: Gynecology LP (new)
10. Entry Points: Pediatrics LP (new)
11. Entry Points: Primary Care LP (redesign)
12. Entry Points: Walk-In Care LP (redesign)
13. Maternity: Birthing Tour LP (redesign)
14. Oncology: Mammography LP (redesign)
15. CV: Mitral Valve Therapies (new)
16. CV: Left Atrial Appendage Occlusion (new)
17. CV: Adults with Congenital Heart Disease (new)



Open Enrollment / Same Day Care

We partnered with the Brand and Employer teams to create a page that serves CalPERS members and anyone else making a choice during open enrollment.

Knowing that patients were confused when to choose walk-in care vs. urgent care, we created a widget that takes the guesswork out of choosing the right location for same day care.

The screenshot shows the Sutter Health website interface. At the top, there is a navigation menu with options like 'Video Visits', 'Same Day Care', 'Primary Care', and 'Specialty Care'. Below this is a section titled 'Going Through Open Enrollment? Start Here.' which contains four numbered steps: 1. Find your health plan, 2. Choose your location, 3. Find a doctor, and 4. Complete your enrollment. Each step includes a brief description and a 'Find a doctor' button.

The screenshot shows a search widget on the Sutter Health website. The widget asks 'What's your primary symptom?' and 'Your Location'. The user has entered 'Back or neck pain' and 'El Dorado Hills, CA'. The widget displays a dropdown menu for 'GENERAL MEDICINE' with 'Back or neck pain' selected. Below this, it shows 'Best' results for 'El Dorado Hills Walk-In Care' with details like address, distance, and hours. There are also 'Other Care Options' including 'Sutter Urgent Care' and 'Video Visit' with buttons for 'FIND URGENT CARE' and 'BOOK NOW'.

Primary Care/SHP/Tera Practice

COVID-19 Notice VIEW INFO

Sutter Health

It's knowing your health is vital.

Find a doctor

Oakland, CA

VIEW OUR COVID-19 RESOURCES

Your primary care physician is your connection to health.

What is Primary Care?
A primary care doctor gets to know you and your health. The right doctor can help guide your health journey throughout your life.

WHY PRIMARY CARE MATTERS

How to Choose Your Doctor
Start with the basics—training, experience and areas of focus. Then, asking a few key questions can help you find the right primary care physician.

WHAT TO ASK

Top Screenings You Need
Be sure to stay up-to-date on these important health screenings. Ask your primary care doctor which tests are right for you.

KNOW THE TESTS

Alan Cohen M.D.
Primary Care
1.4 miles
Accepting New Patients
Offers My Health Online
Sutter East Bay Medical Foundation
3100 30th Street
Suite 100
Oakland, CA 94612
(510) 204-6299

Espanise Loresca M.D.
Primary Care
1.4 miles
Accepting New Patients
Offers My Health Online
Sutter East Bay Medical Foundation
3100 30th Street
Suite 100
Oakland, CA 94612
(510) 204-6299

Melanie Manaku M.D.
Primary Care
1.8 miles
Accepting New Patients
Offers My Health Online
Sutter East Bay Medical Foundation
2500 Milvia Street
Suite 200
Berkeley, CA 94704
(510) 204-5889

Sutter Walk-In Care
Book same-day visits for acute health needs. Open daily 8 a.m. to 8 p.m.

BOOK A VISIT

Sutter Urgent Care
High-priority care for serious illnesses or injuries. No appointment needed.

FIND URGENT CARE

You have many options when you need care.

Whether it's a stuffy nose or something more serious, choose the care that's right for you.

Sutter Health Plus
Your Health Plus CALL US

It's a plan that works harder for the people who work for you.

We understand the balancing act between offering your employees comprehensive coverage while controlling the cost of healthcare for your business. With Sutter Health Plus you get the best of both worlds—affordable health plans for you and your employees, comprehensive coverage, and access to the Sutter network. It's the plan your employees would choose for themselves.

Sutter Health Plus Service Area
The Sutter Health Plus provider network is the greater Sacramento, Central Valley and Bay Area including 30 hospitals and campuses, more than 6,000 providers, dozens of urgent care locations, Sutter Walk-In Care clinics, and more. Check to see if you're in the Sutter Health Plus service area.

Convenience and Quality for Your Employees
Your employees can do more with one call
Sutter Health Plus Member Services is available to answer questions about coverage, and can schedule appointments directly with many Sutter Health-affiliated providers.

My Health Online
Members can schedule appointments, book video visits, email doctors, view test results and more.

Video Visits
To support our members during this time, members will have a \$5 cost-share for video visits for covered services through the end of December 2020.

Sutter Walk-In Care
Members have access to quick and convenient Sutter Walk-In Care clinics for everyday illnesses and health needs.

Nurse Advice Line
Members can call registered nurses 24/7 to help determine the right level of care for their health needs.

Pharmacy Benefits
Members have prescription drug benefits that include retail, mail order and specialty prescriptions. Many network pharmacies offer free prescription delivery.

Behavioral Health
Members have access to mental health, behavioral health and substance use disorder treatment services through U.S. Behavioral Health Plan, California.

2020 Product Portfolio

Large Group Plans | Small Group Plans | Optional Benefit Plans

2021 Product Portfolio

Large Group Plans | Small Group Plans | Optional Benefit Plans

Among the Nation's Finest Awards and Recognition

Sutter Health Plus | Sutter Health

Sutter Health Get started now Contact us

Primary care, designed to be modern.

Introducing Tera practice, a virtual medical team focused on helping you live your healthiest life. Your team includes a Doctor, Nurse & registered dietitian who'll provide in-person or virtual care whenever and wherever you need it.

Just a few of the many benefits that come with Tera

Virtual care from wherever you are

Convenient messaging via My Health Online

A smart care team to your 24/7 team

Health services with a registered dietitian

A dedicated care team that gets to know you

A holistic approach—caring for the whole you

Support counseling after your mental health needs

Access to Sutter Health specialists

What's unique about Tera

Primary Care Doctor | Health Coach | Nurse

Our care teams are available wherever you are.

Take a virtual or in-person appointment which means we do our best to resolve issues over the phone or by video visit before scheduling an in-person appointment (when appropriate). Healthcare should fit into your life — not the other way around.

Convenient care at no extra cost

No copay for messaging or phone calls and standard rates for telemedicine

Free health support through health coaching

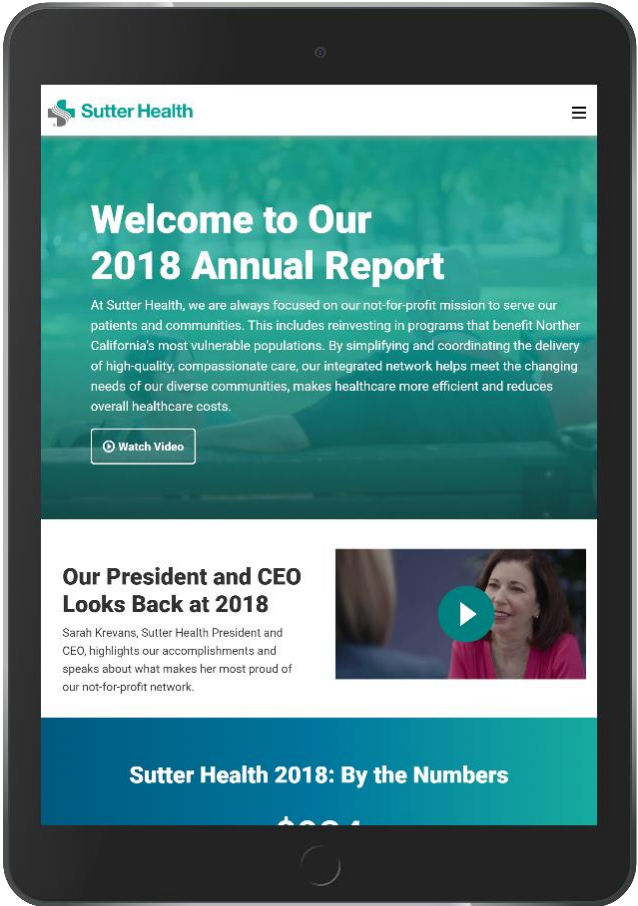
Free one-on-one guidance delivered to your doorstep

Ready to get started?

1 | 2 | 3

Annual Report

For several years, the UX/Dev team has partnered with communications to deliver this highly visible report from leadership.



2019 Report to our Communities

We are privileged to provide safe, high-quality, affordable care to 3.5 million Northern Californians each year in one of the most diverse regions in the country. No matter your illness or income, your background or beliefs, our integrated network is here for you. We invite you to take a look below at some of the 2019 milestones we achieved in service of our patients and communities. Sharing best practices, knowledge and results like these across our system helped us prepare to deliver compassionate, coordinated, and mission-driven care during the unprecedented COVID-19 pandemic of 2020.

January 2019



Coordinated Care Saves Mom, Baby After Stroke

Two days away from delivering her child, Vivian Dos Santos suffered a major stroke. Thanks to the coordinated care she received at **Sutter facilities across our network** in Davis, Sacramento and Roseville, Vivian and her daughter are happy and healthy today. Whether it's easier navigation between providers, personalized attention or shared information, the coordination made possible through **Sutter Health's award-winning integrated network** results in high-quality patient care.

March 2019

New Sutter CPMC Van Ness Campus Opens in the Heart of San Francisco

Every detail of our state-of-the-art \$2.1 billion California Pacific Medical Center Van Ness Campus hospital, **which we opened in March**, is geared toward creating an inclusive, healing environment. Representing another milestone investment by Sutter to serve the diverse needs of San Francisco, the hospital is an example of the ways we connect health and communities to deliver accessible, coordinated, patient-centered quality care.



April 2019

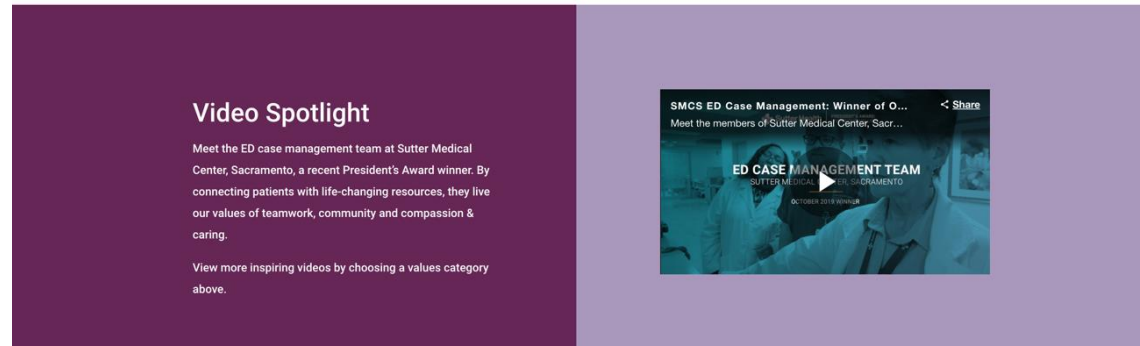
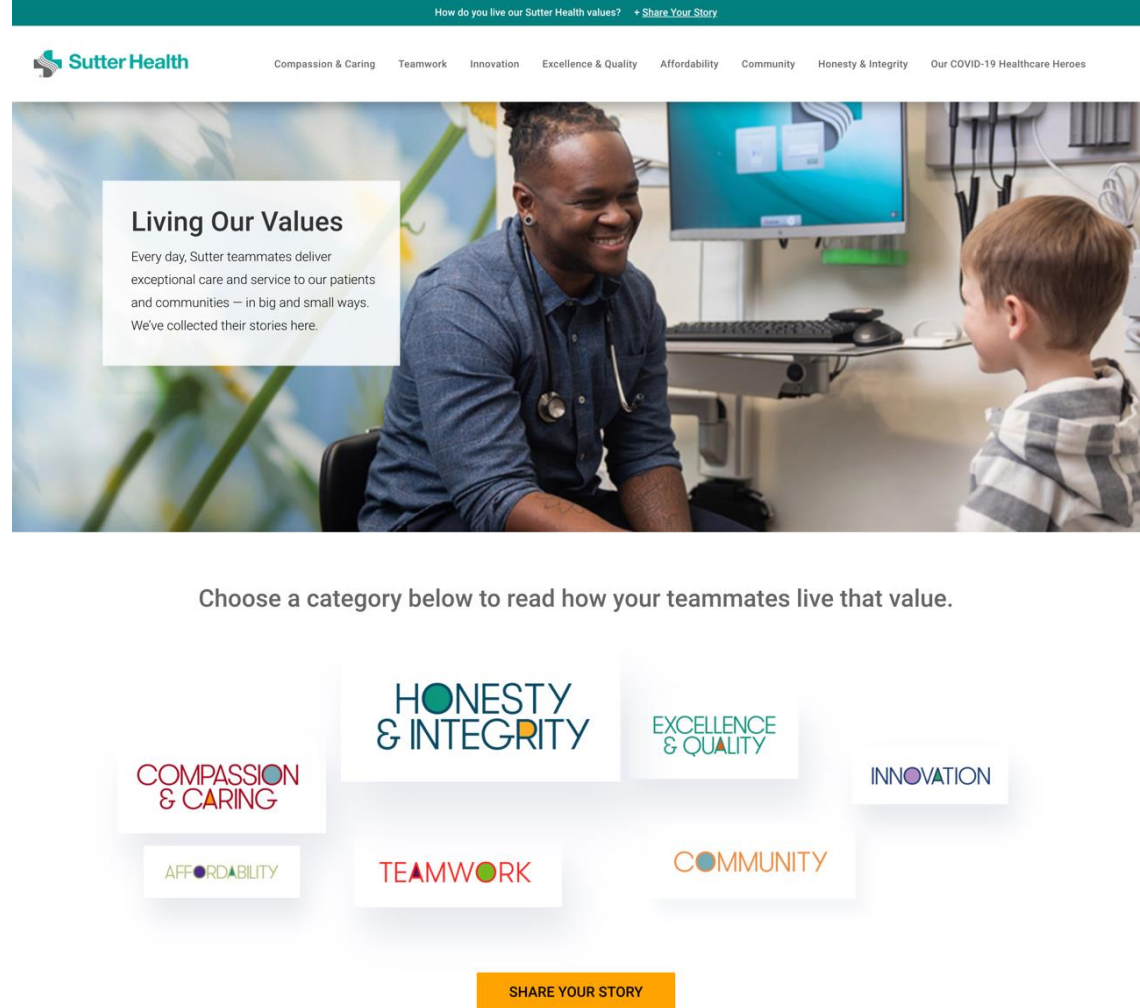
Our Values

1000 Things – Site Re-Design

We partnered with Communications to re-design and develop the Living Our Values website.

Delivered:

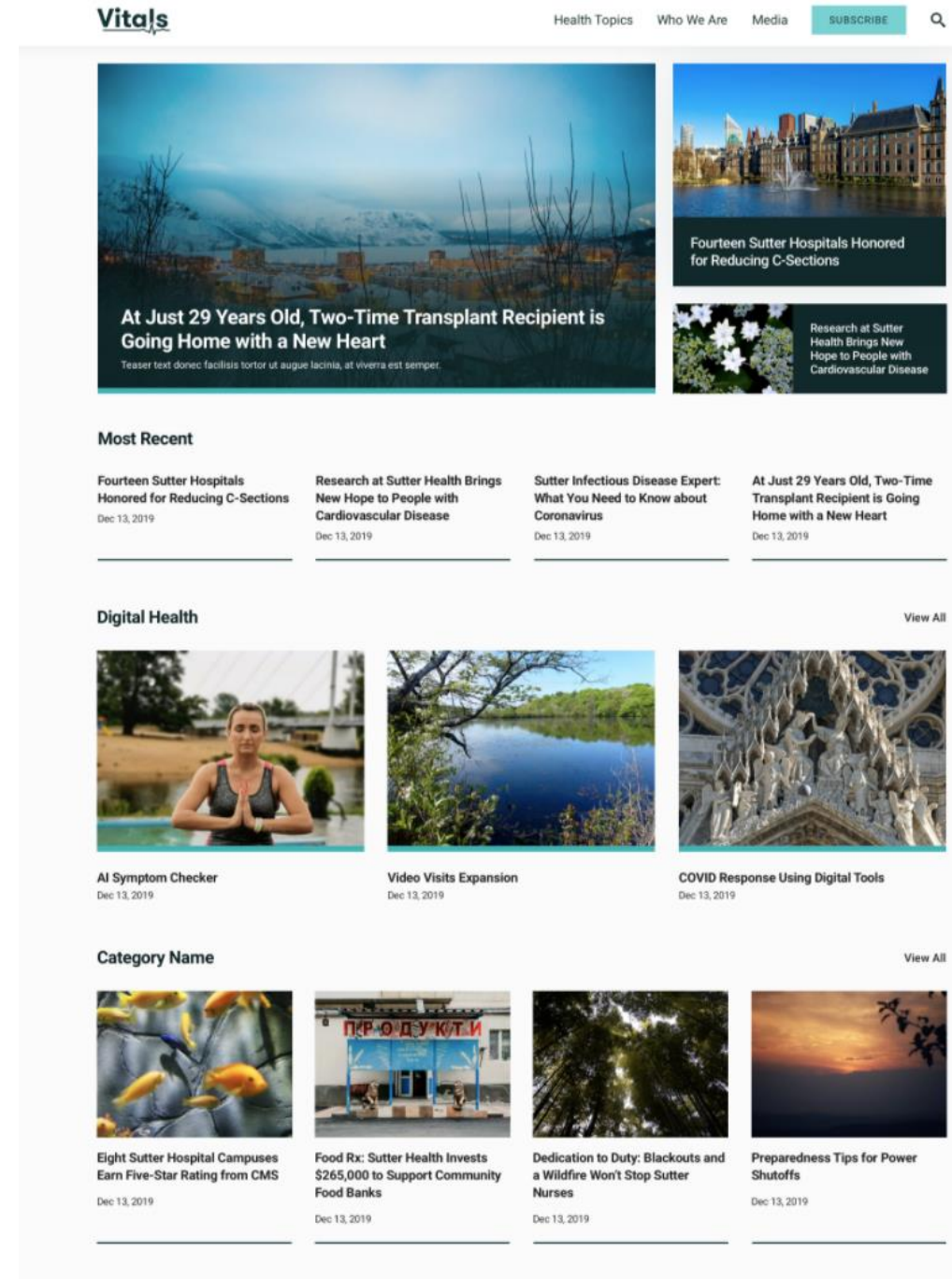
Design, Development, Testing, Consultation



Vitals

We partnered with Communications to create the next gen news portal for Sutter Health. The site will feature specialty sections for Digital Health, Mental Health, and Health Equity.

Delivered:
Design, Development, Testing, Consultation



MySutter

Intranet Re-design

We partnered with intranet team for Design/UX to support planned migration to the new SharePoint platform.

The goal was to keep content in familiar places yet update the design and create a more user-friendly workspace.

Delivered:
Design & Consultation

The screenshot displays the MySutter intranet homepage for Sutter Delta Medical Center. The page is structured as follows:

- Top Navigation:** Includes a search bar, utility icons, and a main menu with links for Home, Clinical, HR, Policies, and About SDMC.
- Left Column:**
 - Forms & Tools:** A section with links to various forms and tools.
 - From Our Leaders:** A featured article by Sheree Hickman, CEO of SDMC, discussing the impact of the COVID-19 pandemic on healthcare providers and the organization's commitment to patient care.
 - Team Sutter App:** A promotional section for a mobile app that provides updates on Sutter Health network news and photos.
 - Our Mission, Vision and Values:** A section encouraging employees to visit the Living Our Values website and share their stories.
- Center Column:**
 - News:** A section for news articles, including "SDMC's Picture Walls: Helping Lift Each Other's Spirits" and "COVID-19 Resources & News".
 - Frequently Viewed Links:** A comprehensive list of links categorized into Top Links, Clinical, Collaboration Sites, Departments/Directories, Education & Training, Employee Safety, Employee Services, and Healthstream.
- Right Column:**
 - COVID-19 Updates:** A purple banner with a list of COVID-19 related resources and updates.
 - Reminder for Our Front-Line Teammates:** A message encouraging employees to stay home if they are not feeling well.
 - MySutter Connection Login:** A login section for MySutter Connection with a "MYsutTER CONNECTION" button.
 - Sutter EHR Resources:** A section for EHR resources with a dropdown menu.
 - Introducing the Sutter Safe Care Site:** A section for the Safe Care Site with a "Safety Starts With Me." logo and a list of resources.

HR/Jobs

HR needed Design, UX, testing and consulting work to launch and maintain jobs.sutterhealth.org

The screenshot displays the Sutter Health careers website. At the top left is the Sutter Health logo. To the right are links for "SUTTER EMPLOYEES" and "CANDIDATE LOGIN". A "CLOSE MENU" button with an 'X' icon is in the top right. The main banner features a group of diverse employees in a modern office setting with the text "SUTTER HEALTH CAREERS" and "Our Employees are Shaping the Future of Health Care". A "FRAUD ALERT" banner is on the left. Below the banner is a search section with the text "Search and Apply" and "Match jobs with your LinkedIn profile". It includes input fields for "Keyword Search" (containing "Keyword"), "Location" (containing "Fair Oaks, CA"), and "Radius" (containing "50 miles"), followed by a "SEARCH CAREERS" button. On the right side, there is a vertical navigation menu with categories: "Career Opportunities" (with sub-items: Nursing & Advanced Practice, Allied Health, Business Professionals, Leadership, Administrative Services, Support Services & Facilities, Temporary/Contract), "Events", "Diversity and Inclusion" (with sub-items: Ability, Military & Veterans), "Benefits", and "Learning Opportunities".

HR/Taleo

HR wanted a fresh look for Taleo to make it easier to use and navigate.

Delivered:
Design, Development, Testing, Consultation

The screenshot shows the Sutter Health HR/Taleo job search interface. At the top, the Sutter Health logo is on the left, and user account options (My Account Options, My Job Cart (0 Items), Sign Out) are on the right. Below the logo, it says "Michael Stahl, you are signed in." and there are tabs for "JOB SEARCH" and "MY JOB FOLDER". A navigation bar includes "Basic Search" (highlighted), "Advanced Search", "Jobs Matching My Profile", and "All Jobs".

The main content area starts with a welcome message: "Welcome! You are in the right place if you are looking for a rewarding career opportunity at Sutter Health. Search by keyword, affiliate or job number to find the right job for you." This is followed by a "Find Your Job" section with a magnifying glass icon. Below this, there are instructions: "Customize your job search using the fields below, then select the Search for Jobs button." There are also links for "Need help? Find answers in our Help Guide" and "Already applied? Select the My Job Folder tab above to view your draft and completed applications". A note mentions creating or updating a "General Profile".

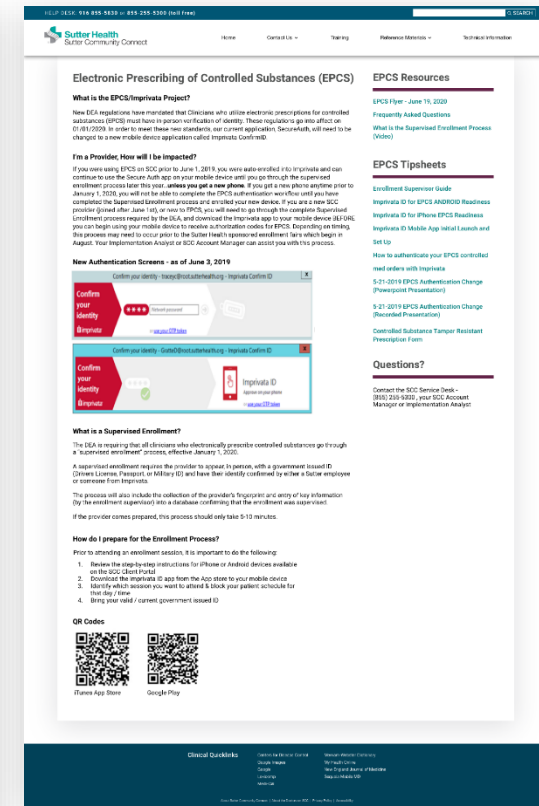
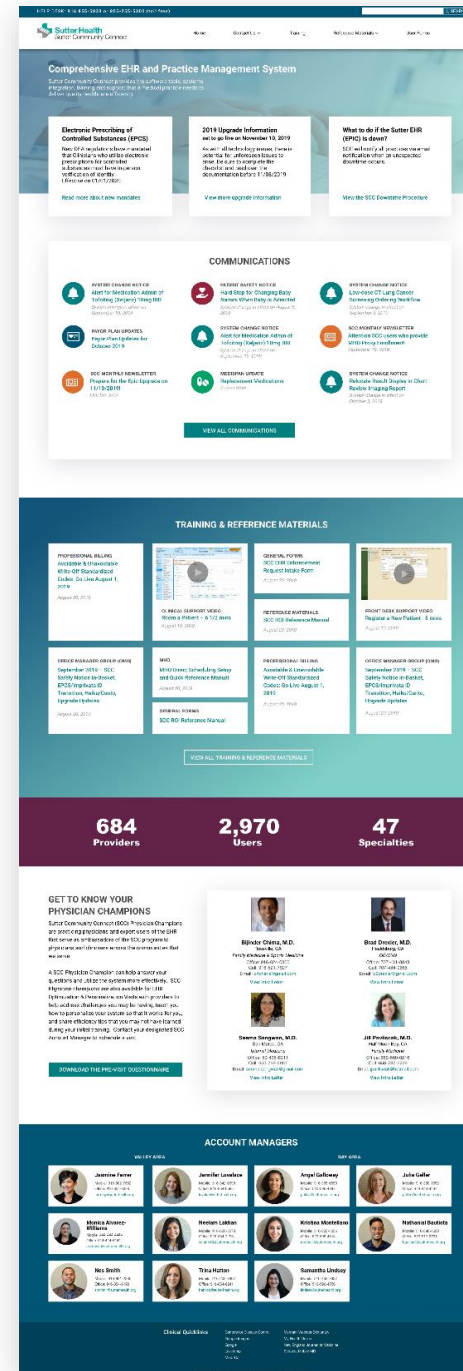
The search criteria form includes fields for "Job Number", "Keywords", "Job Field" (with a dropdown menu set to "All" and an "Add Job Field" link), "Location" (with a dropdown menu set to "All" and an "Add Location" link), and "Organization" (with a dropdown menu set to "All" and an "Add Organization" link). At the bottom of the form are buttons for "Search For Jobs" (orange), "Show Criteria" (teal), and "Clear" (grey).

Below the form, it displays "Search Results (1064 jobs found)". There are controls for "Results per page" (set to 25) and "Sort by" (set to "Posting Date (Descending Order)"). The first job listing is "Customer Service Agent - Work From Home (Utah Only)" with details: "Organization: Sutter Shared Services", "Utah-Salt Lake City-Salt Lake City, Utah-Cedar City-Cedar City", "Job Posting: Aug 13, 2020 Schedule: Full Time", and "All Applications Accepted". At the bottom of the listing are buttons for "Apply" (orange), "Add To My Job Cart" (teal), and social media icons for SHRC, Facebook, and Email.

SCC - Site Re-Design

We partnered with Sutter Community Connect on new Design and development for the EHR Informational Portal. (Planned launch December 2020)

Delivered:
Design, Development, Testing, Consultation



User Experience Innovation Delivers

We partner across the enterprise to deliver data-backed solutions improving interactions and experiences for employees, patients, and prospects.

Sutter has invested in UX by providing access to tools and resources needed to do this important work. This investment pays long-term dividends.

Sutter
empowers
our team to:

- LISTEN
- PARTNER
- DELIVER

FOR PATIENTS

What's Next?

We focus on incremental and iterative progress not boiling the ocean.

Here's what we are working on and find vitally important for the future:

- Service Line improvements
- SH.org Navigation improvements
- Enhanced mobile experiences
- Improved location search
- MHO homepage
- MHO – testing and improving major flows within MHO



**CONTINUOUS
IMPROVEMENT
IS BETTER THAN
DELAYED
PERFECTION**

-Mark Twain

Words We Live By

