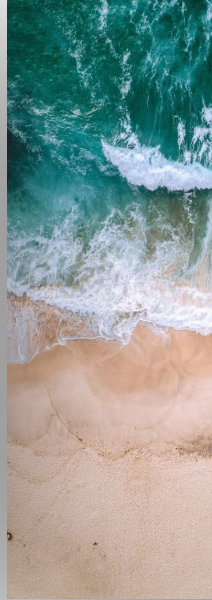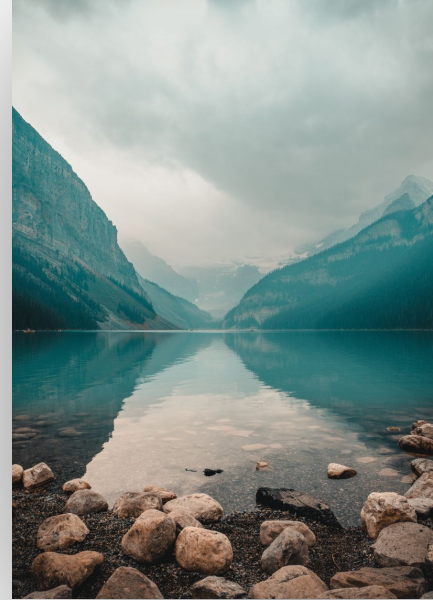# BELLESE

Support Page
Usability Report

HQR User
Research

2021

AGENDA

1. Overview
    a. Background
    b. Methodology
    c. Aggregate usability

2. Findings
    a. A/B test
    b. Revisions
3. Conclusion
4. Next Steps

Overview

BELLESE

Background

- Finding support in QualityNet's legacy system has historically been challenging for users

- The new modernized support pages are designed to help reduce the amount of time users spend struggling with QualityNet and allow them to focus more on improving quality.

- All of these pages come together to provide a clear, thoughtful support experience, and reliable information to help users throughout the year.
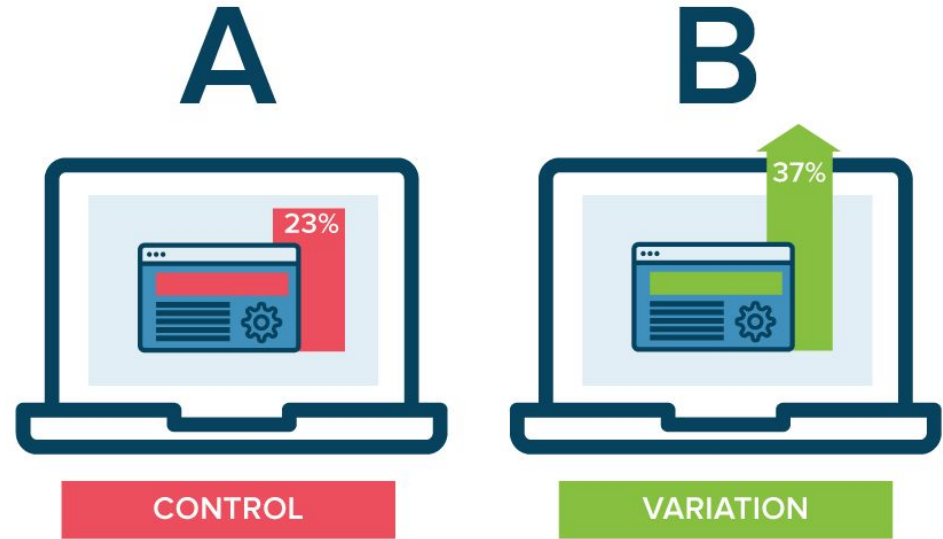
Users

Participants	User Role	Facility Type
A	Data Supervisor	Hospital
B	(Unknown)	HCS
C	(Unknown)	Hospital
D	IT	Vendor
E	(Unknown)	Hospital
F	Informational Developer	Vendor

BELLESE

Methods

Unmoderated Remote Usability Test (Maze)

- 3 users
  - Tasks Questions
  - Comprehension Questions
  - Rating Questions
  - A/B Content Test

Comparing two versions of the same product with subtle differences against each other to determine which one performs better or drives a desired interaction.

A

B

23%

37%

CONTROL

VARIATION

We wanted to know which way of organizing content users prefer on the new support page?

Version A

Top Articles

Submissions
* How to Check Submission Status
* How to Upload a File
* How to Upload Data
* How do I Turn Off Emails
* How to Drag'n'Drop a File
* How to submit DACA

Reports
* Where are FSN reports?
* Where is File Accuracy?
* How to check Reporting Requirements
* Where do I find Program Reporting
* How to find HBVP Reports?
* What is a Baseline Measure?

Access
* How to Request Access
* How to Check Permissions
* How to Request to Become SA/O
* How to add a Vendor
* How to remove a Vendor
* How to remove access after termination

Version B

What's Changed with the New HQR?

The biggest change is the way you submit data sets: On the old Quality Net Secure Portal, you would start at the Program level - **IQR, OQR, IPFQR, PCHQR or ASCQR**.

In the new HQR platform, first you select HOW you would like to submit your data sets (**eCQM, Chart Abstracted, Population & Sampling, Web-based measures**, or **HCAHPS**), THEN you select the program you wish to submit for - **IQR, OQR, IPFQR, PCHQR or ASCQR**. This reduces the number of steps involved and allows you to faster access to the data.

View More Examples ›

More specifically
- Does the messaging make sense?
- Does the messaging meet your expectations on the kinds of help you can expect to receive?
- 1 Prototype for usability testing
- Content pieces shown at the end of usability testing as open-ended questions
- Does not impact usability

BELLESE

8

Aggregate Usability

86.7%

3.67/5
"Easy" to use our prototype to complete tasks.

4.0/5
Much "easier" compared to the way they currently use QualityNet.

3.67/5
"Faster" to complete tasks on our prototype compared to the way they currently complete tasks in QualityNet.

BELLESE

Findings

BELLESE

The new interim support pages provides users with a great deal of comfort and confidence to find help and resolve issues on their own.

Well designed, easy to find programs, *instant* help, great feature.
-    Vendor

BELLESE

Key Findings

1   Finding additional support documents was a bit of a challenge for some users.

2   Organized support information provides deep value to users.

3   Explicit information in designs are very clear to users.

BELLESE

We asked users to access the HQR system

Task:
Access the HQR system.

Scenario:
Let's say you're back at work after a great weekend and you're ready to start the week. Show me how you would access the HQR system from this homepage.
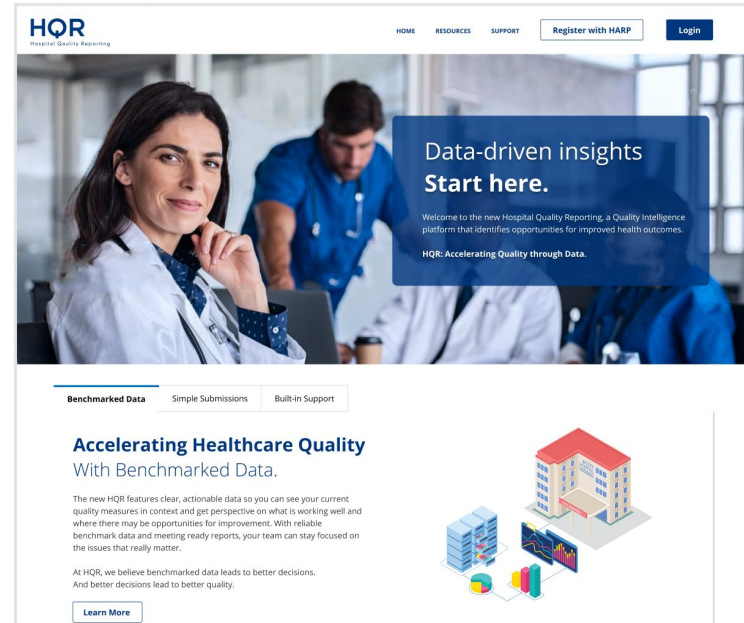
We asked users to access the HQR system
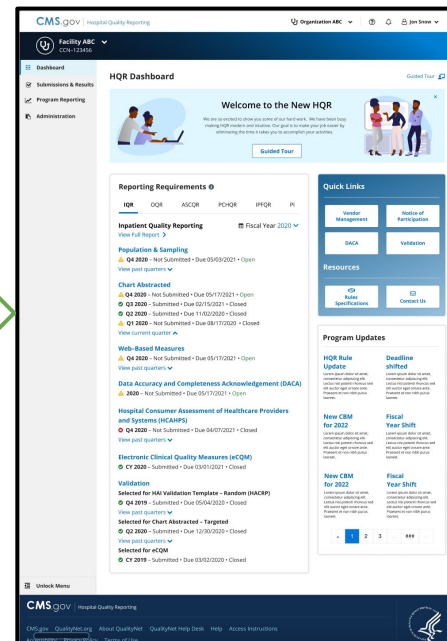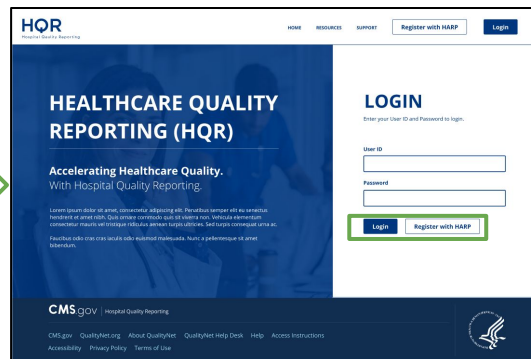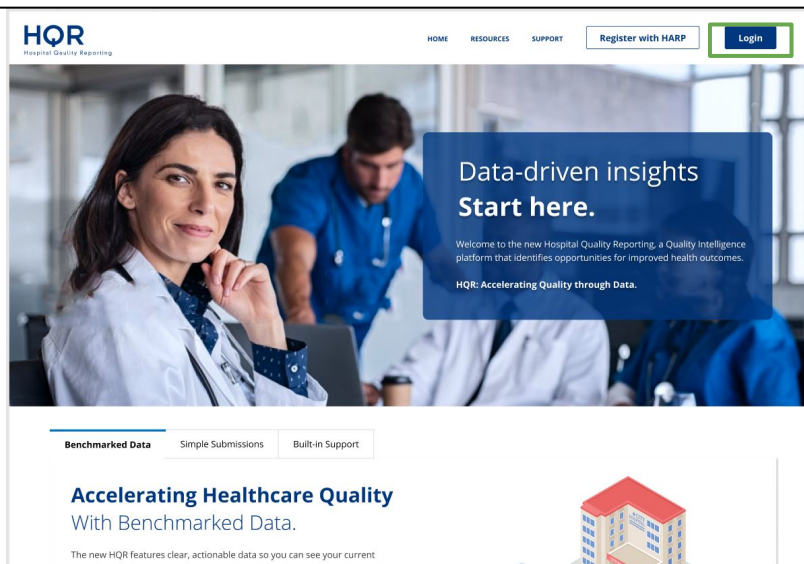
Aggregate Task Score

100%
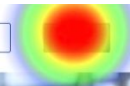
Then we asked follow up questions about the login experience

Ranking Question:
Was that login experience easier or more difficult than the current way you log in to HQR?
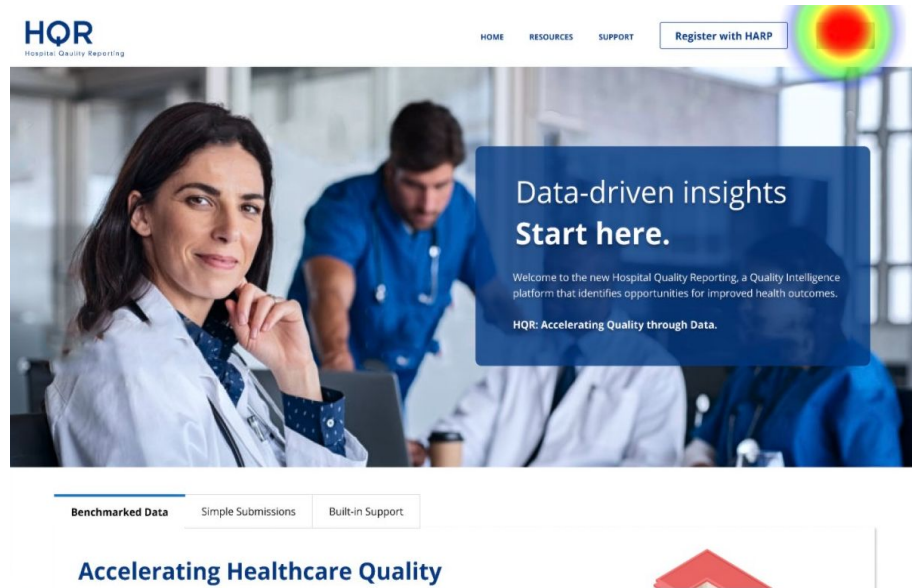
Overall, it seemed to be slightly easier

Average Score
4

		1	1	1
1	**2**	**3**	**4**	**5**
More difficult		About the same		Easier
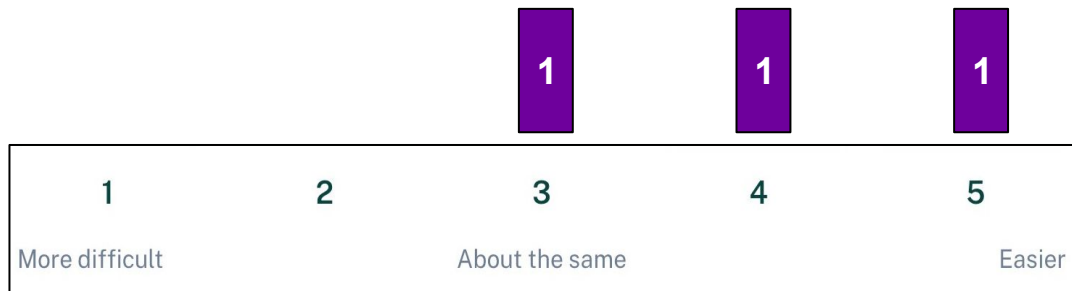
Next we asked users to find additional support documents

Task:
Find additional support documentation.
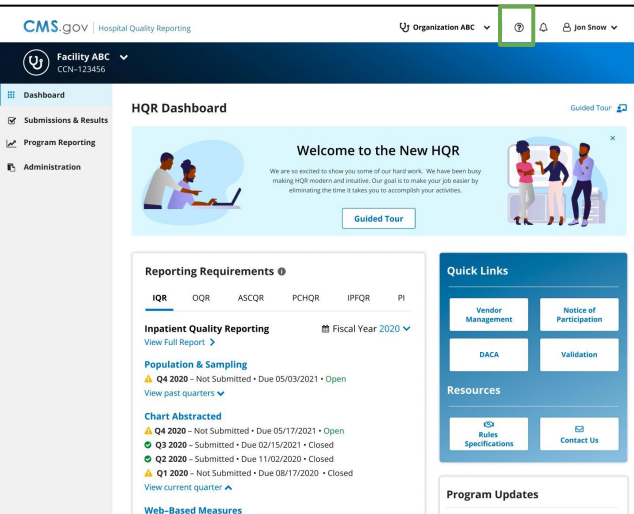
Scenario:
Let's say you were trying to learn more about how to upload files in HQR.
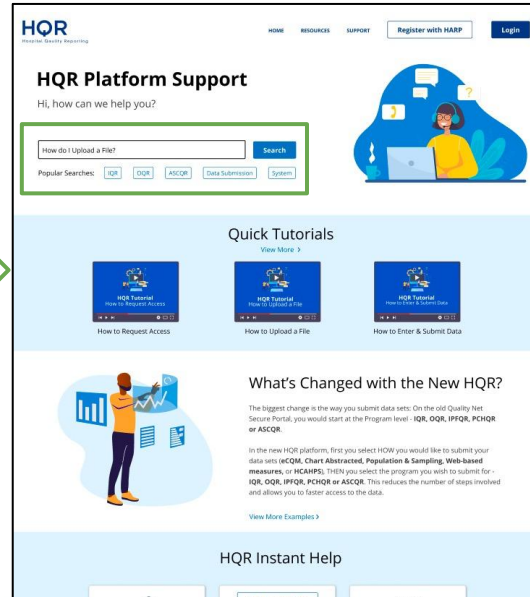
Show me how you could find support documentation to answer your questions.
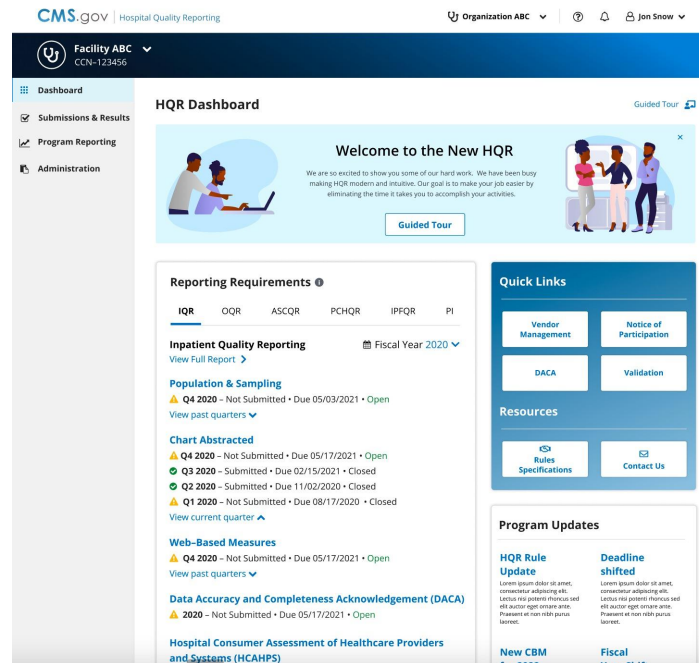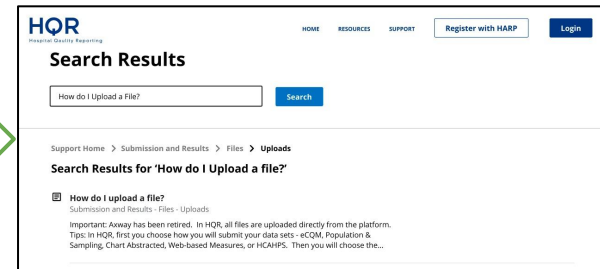
Intended pathway to navigate to the support documents

Landing you on the Support Article Page

Support articles are:

- **Informative**

- **Instructional**

Aggregate Task Score

66.6%

* 1 Failure *
* 1 Partial success *

Looking deeper into participant misclicks

Misclicks
- **Side navigation menu**
- **Organization name**
- **Guided tour**
- **QualityNet Help Desk**

Partial success (Participant F)
- **7 Misclicks**
- **213.7 Seconds**
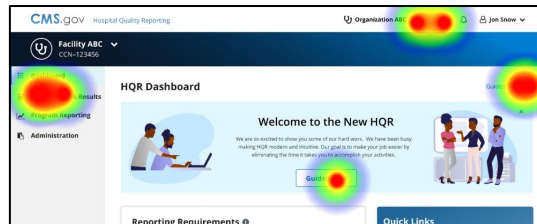
Failure (Participant D)
- **4 Misclicks**
- **0.0 Seconds**
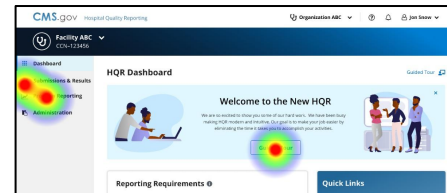
Getting past the dashboard was challenging.

Only 1 way to access support page articles.

Next, we asked participants to find more support documents

Scenario:

Let's say you wanted to browse through our help documentation on other topics. Where would you go to find that information?

Intended pathway to navigate back to the support page

BELLESE

Aggregate Task Score

89%

* 1 Partial success *
- 10 Misclicks
- 23.25 Total seconds
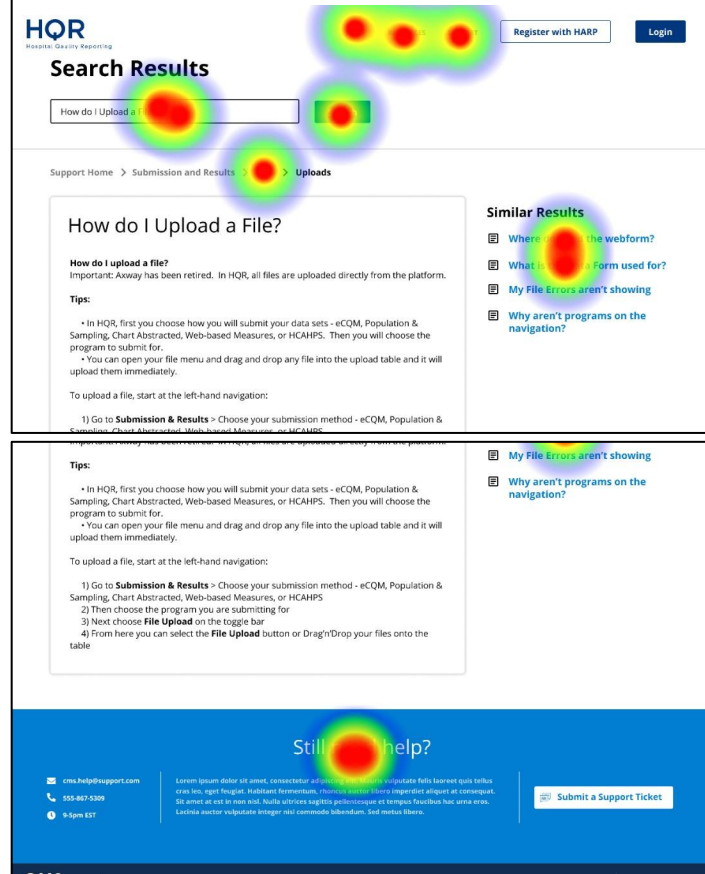
Then we asked participants to view walkthroughs of how to gain access to HQR

Scenario:

Let's say you wanted to browse through our help documentation on other topics. Where would you go to find that information?

BELLESE

Aggregate Task Score

89%
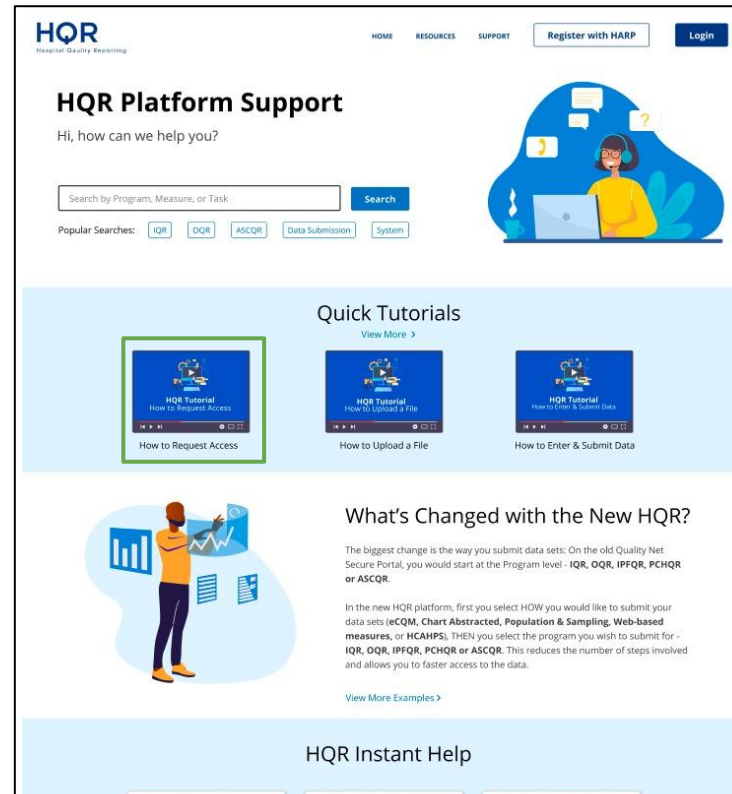
* 1 Partial success *
- 6 Misclicks
- 22.94 Seconds
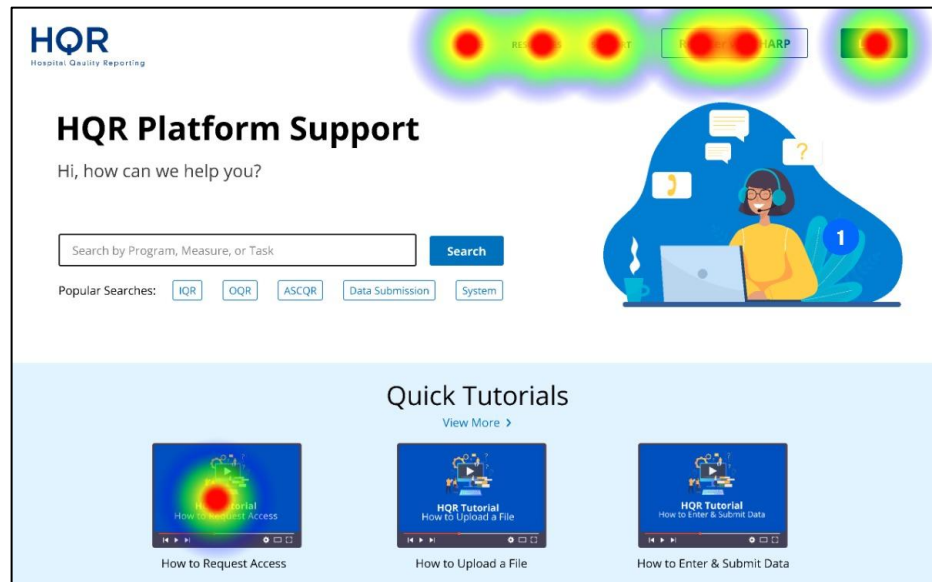
Lastly, we asked users to find PI material from the support page

Scenario:

Let's say you just started working for the Promoting Interoperability program. If you wanted to find additional documentation about it, where would you go?
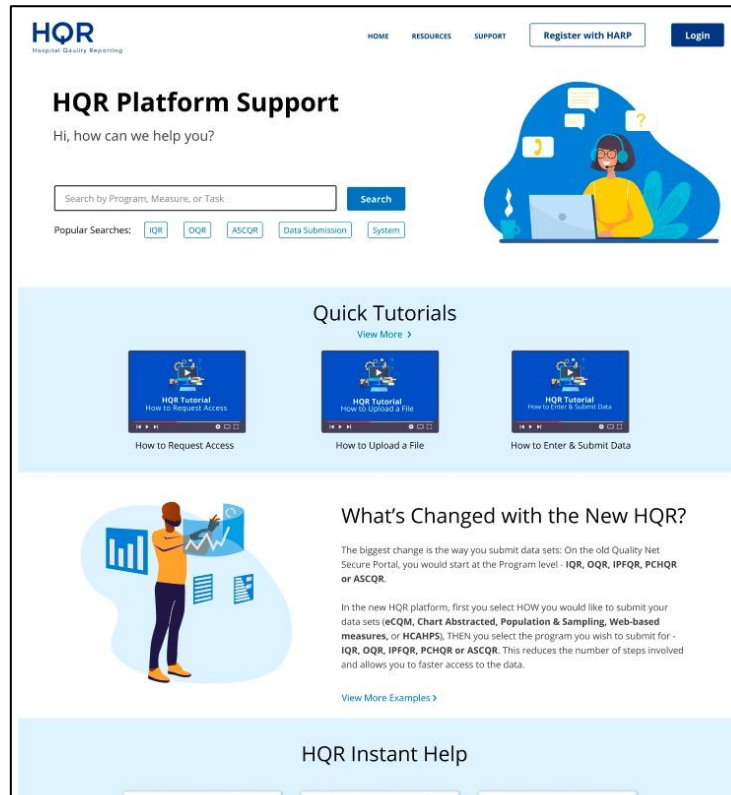
Intended pathway to find PI material

BELLESE
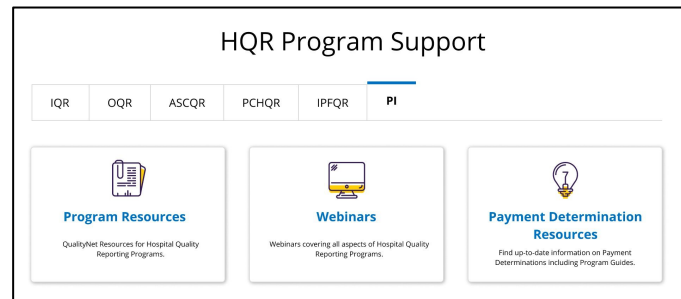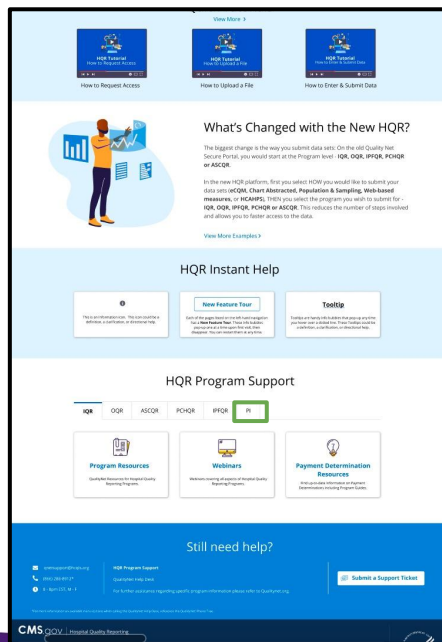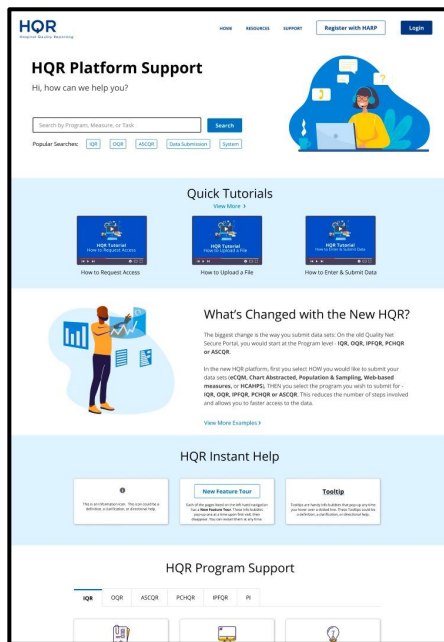
Aggregate Task Score

77.6%

*** 1 Partial success ***
- 62 Misclicks
- 433.58 Seconds
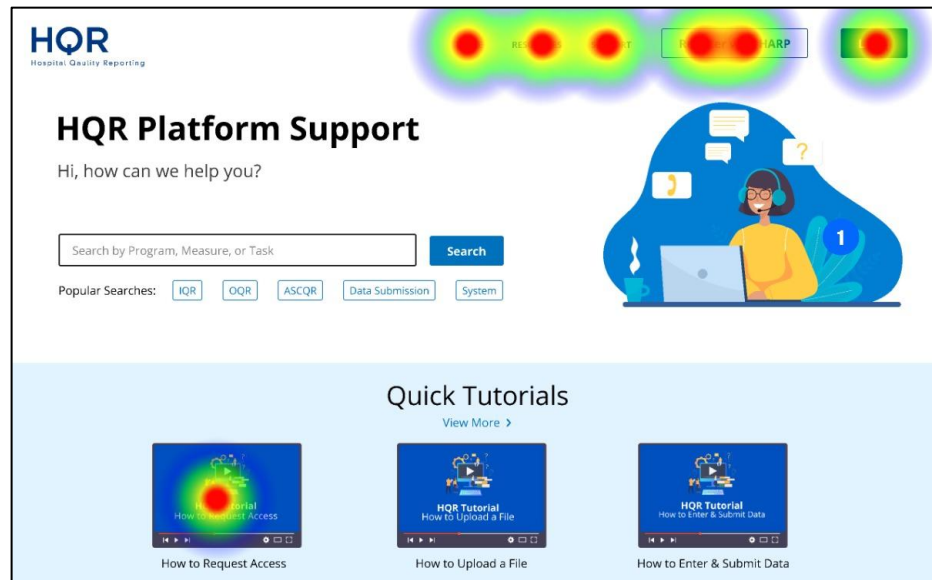
We asked users what they like most about the design

"well designed,easy to find programs. instant help great feature"

TESTER #29401962   February 22nd 2021, 8:01:26 pm

"HQR Program Support section"

TESTER #18799495   February 22nd 2021, 1:10:59 pm

"large font, bright screens/colors"

TESTER #29495802   February 23rd 2021, 1:12:50 pm

BELLESE
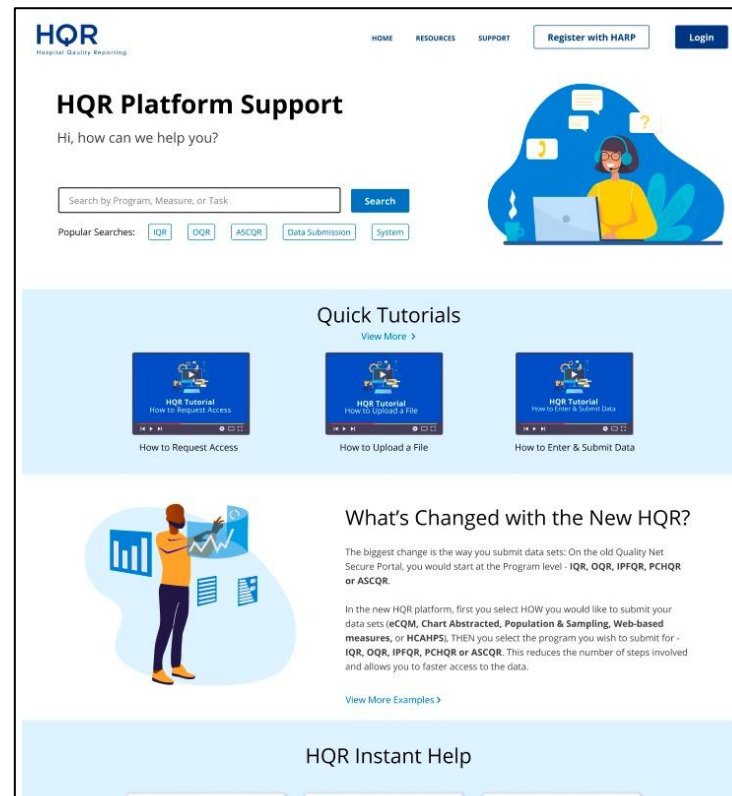
We also asked users what kind of support content would be the most valuable

"Program support,resources, tutorials!"

TESTER #29401962   February 22nd 2021, 8:02:26 pm

"What can be found under each menu topic"

TESTER #18799495   February 22nd 2021, 1:15:48 pm

"ability to speak to a real human"

TESTER #29495802   February 23rd 2021, 1:13:17 pm
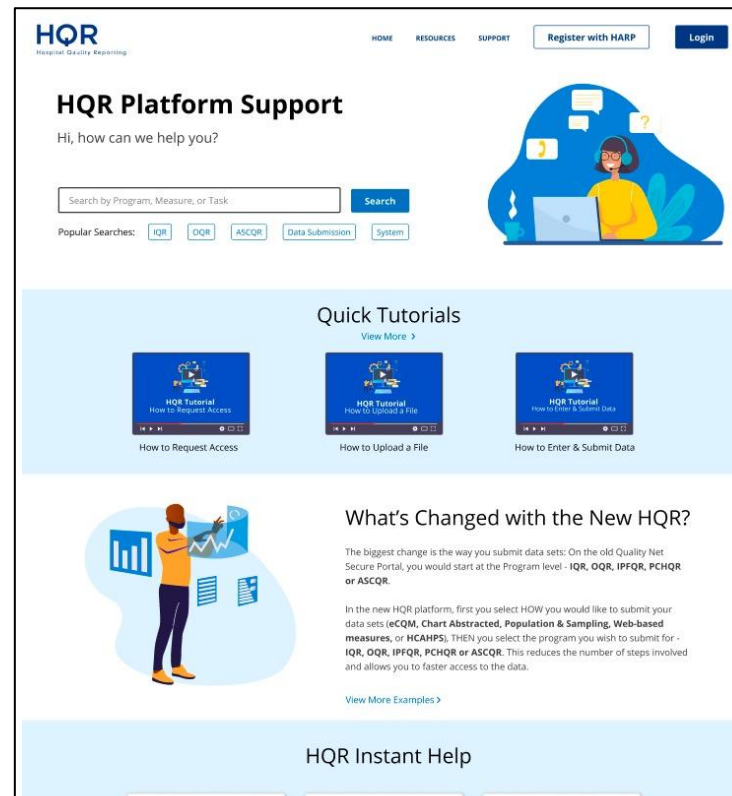
Content users thought would be least valuable

"program support if difficult to navigate content"

TESTER #29401962   February 22nd 2021, 8:02:44 pm

"Unable to answer until I can see what's beneath each thing that I can click on."

TESTER #18799495   February 22nd 2021, 1:17:43 pm

"Videos. If I have to watch a video, I think it's probably too complex."

TESTER #29495802   February 23rd 2021, 1:13:40 pm

BELLESE

33
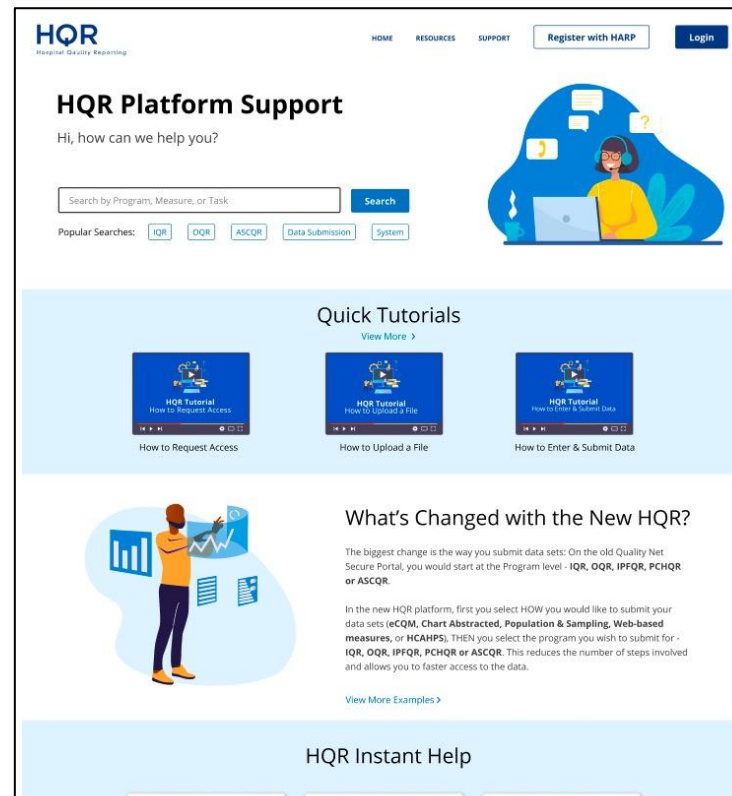
Content Testing: ⅔ users think version B is more helpful for communicating support users can find on the support page

Version A

Top Articles

Submissions
* How to Check Submission Status
* How to Upload a File
* How to Upload Data
* How do I Turn Off Emails
* How to Drag'n'Drop a File
* How to submit DACA

Reports
* Where are FSN reports?
* Where is File Accuracy?
* How to check Reporting Requirements
* Where do I find Program Reporting
* How to find HBVP Reports?
* What is a Baseline Measure?

Access
* How to Request Access
* How to Check Permissions
* How to Request to Become SA/O
* How to add a Vendor
* How to remove a Vendor
* How to remove access after termination

Version B

What's Changed with the New HQR?

The biggest change is the way you submit data sets: On the old Quality Net Secure Portal, you would start at the Program level - **IQR, OQR, IPFQR, PCHQR or ASCQR**.

In the new HQR platform, first you select HOW you would like to submit your data sets (**eCQM, Chart Abstracted, Population & Sampling, Web-based measures**, or **HCAHPS**), THEN you select the program you wish to submit for - **IQR, OQR, IPFQR, PCHQR or ASCQR**. This reduces the number of steps involved and allows you to faster access to the data.

View More Examples >

BELLESE

But 3/3 Prefer to see content version A on the support page

Version A

Top Articles

Submissions
* How to Check Submission Status
* How to Upload a File
* How to Upload Data
* How do I Turn Off Emails
* How to Drag'n'Drop a File
* How to submit DACA

Reports
* Where are FSN reports?
* Where is File Accuracy?
* How to check Reporting Requirements
* Where do I find Program Reporting
* How to find HBVP Reports?
* What is a Baseline Measure?

Access
* How to Request Access
* How to Check Permissions
* How to Request to Become SA/O
* How to add a Vendor
* How to remove a Vendor
* How to remove access after termination

Version B

What's Changed with the New HQR?

The biggest change is the way you submit data sets: On the old Quality Net Secure Portal, you would start at the Program level - **IQR, OQR, IPFQR, PCHQR or ASCQR**.

In the new HQR platform, first you select HOW you would like to submit your data sets (**eCQM, Chart Abstracted, Population & Sampling, Web-based measures,** or **HCAHPS**), THEN you select the program you wish to submit for - **IQR, OQR, IPFQR, PCHQR or ASCQR**. This reduces the number of steps involved and allows you to faster access to the data.

View More Examples >

Explicit   **Descriptive**

At the end, we asked users if there's anything else they'd like to share
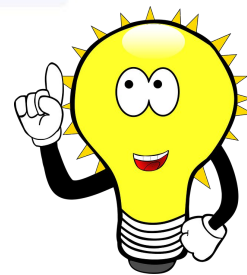
"It would be good to have the Known Issues as a link on the page."

TESTER #18799495   February 22nd 2021, 1:21:29 pm

* Very interesting comment *
- **Will require high level conversations around feasibility**

Revisions

BELLESE

We designed the interim support page with content from version A

Version A

Top Articles

Submissions
* How to Check Submission Status
* How to Upload a File
* How to Upload Data
* How do I Turn Off Emails
* How to Drag'n'Drop a File
* How to submit DACA

Reports
* Where are FSN reports?
* Where is File Accuracy?
* How to check Reporting Requirements
* Where do I find Program Reporting
* How to find HBVP Reports?
* What is a Baseline Measure?

Access
* How to Request Access
* How to Check Permissions
* How to Request to Become SA/O
* How to add a Vendor
* How to remove a Vendor
* How to remove access after termination

We made accessing the support page more accessible
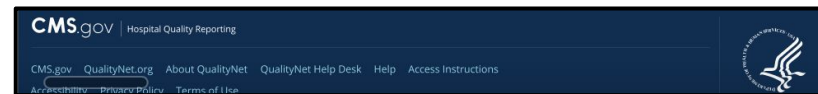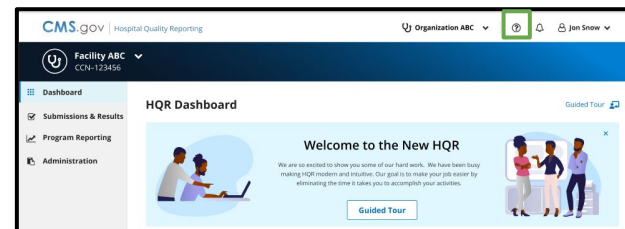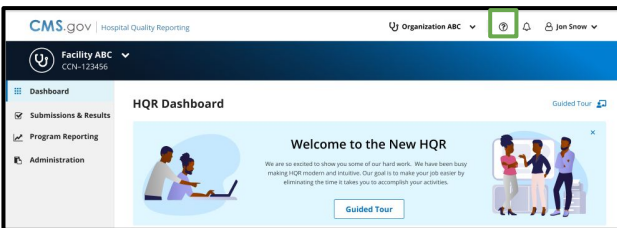
Conclusion

Overall, the new support page will not only be essential for users to independently resolve issues, but will also save the help desk with less tickets

BELLESE

Triage for next steps

Recommendations	Impact	Cost
Discussions around enhancement for "known issues" in the support page	Low	Low
Adding additional linkage on the footers of our designs that takes users to the interim support page	Low	Low

BELLESE

To Find Documented Deliverables

1. Research Plan
2. Prototype Requirements Guide
3. Usability Test Conversation Guide
4. Usability Analysis
5. Usability Report
6. Journey Map

More on Confluence

BELLESE

bellese.io

@bellesetech