

<b>Introduction</b>	<ul style="list-style-type: none"><li>● <b>Title:</b> Medication Management Tool: Enhancing Patient Care</li><li>● <b>Author:</b> Christine, UX researcher, Email: christine@appdesign.net</li><li>● <b>Stakeholders:</b> Medication Reminder customers, CEO and CFO</li><li>● <b>Date:</b> 07/24/2023</li><li>● <b>Project background:</b> Personal experience with complex medication schedules led us to explore the need for a user-friendly tool that eases the burden of medication management and enhances patient well-being.</li><li>● <b>Research goals:</b> We seek to solve design problems related to simplifying medication management, ensuring timely adherence, promoting user independence, and enhancing caregiver support. The results will drive the development of a robust and user-centric medication management solution.</li></ul>
<b>Research questions</b>	<ul style="list-style-type: none"><li>● What are the main difficulties patients and caregivers face when managing multiple medications?</li><li>● What features do patients prefer in a medication management app, and how do they differ for web platform users?</li><li>● How can medication reminders be effectively delivered to ensure patients take their medications on time?</li><li>● What usability factors contribute to a better user experience with the medication management tool?</li><li>● How does using a user-friendly medication management tool impact patient outcomes and caregiver burden?</li></ul>
<b>Key Performance Indicators (KPIs)</b>	<ul style="list-style-type: none"><li>● <b>Task Completion Time:</b> Measure how quickly users can complete essential tasks like adding medications and setting reminders. Shorter completion times indicate a more efficient and user-friendly tool.</li><li>● <b>User Error Rates:</b> Track the frequency of errors users make while using the tool. Lower error rates mean the design is more intuitive and user-friendly.</li><li>● <b>Drop-off Rates:</b> Monitor the rate at which users abandon or discontinue using the medication management tool. Lower drop-off rates indicate improved user retention and long-term usage.</li><li>● <b>User Feedback and Ratings:</b> Gather feedback and ratings from users about their experience with the tool. Positive feedback and higher ratings indicate user satisfaction and acceptance of the design.</li></ul>



<p><b>Methodology</b></p>	<ul style="list-style-type: none"> <li>● <b>Unmoderated Usability study</b> because of its efficiency and flexibility and it allows participants to use the medication management tool in their own environments, providing more natural insights.</li> <li>● <b>Location:</b> Remote, United States</li> <li>● <b>Length:</b> approximately 30 mins to 1 hr</li> </ul>
<p><b>Participants</b></p>	<ul style="list-style-type: none"> <li>● Both patients and caregivers as participants. Patients will represent those who manage their own medication routines, while caregivers will represent those responsible for managing medications for others.</li> <li>● Age: Between 18 – 75 years old</li> <li>● Inclusion of those with disabilities and those who use assistive technology. This will allow us to gather insights into their unique needs and challenges.</li> </ul>
<p><b>Script</b></p>	<p><b>Task Completion Time:</b></p> <ul style="list-style-type: none"> <li>● <b>Prompt 1:</b> Please add a new medication to the tool and set a reminder for its dosage time. Take your time, and let us know when you have completed the task.</li> <li>● <b>Follow-up Prompt:</b> How did you find the process of adding a new medication and setting a reminder? Were there any steps that you found challenging or confusing?</li> </ul> <p><b>User Error Rates:</b></p> <ul style="list-style-type: none"> <li>● <b>Prompt 2:</b> Imagine you have missed a medication dose that was scheduled to be taken this morning. Please navigate through the tool and mark the missed dose as "taken late." Let us know once you have completed the task.</li> <li>● <b>Follow-up Prompt:</b> Did you encounter any difficulties while marking the missed dose? Were the options clear, and did you find it easy to handle the late dose?</li> </ul> <p><b>Drop-off Rates:</b></p> <ul style="list-style-type: none"> <li>● <b>Prompt 3:</b> We would like to understand your overall experience with the medication management tool. On a scale of 1 to 10, with 1 being the least and 10 being the most likely, how likely are you to continue using this tool in the future?</li> <li>● <b>Follow-up Prompt:</b> Can you please share your reasons for the given rating? If you rated it lower, what improvements do you think would encourage you to continue using the tool?</li> </ul> <p><b>User Feedback and Ratings:</b></p> <ul style="list-style-type: none"> <li>● <b>Prompt 4:</b> Please share your thoughts about the tool's overall design, usability, and features. Is there anything you particularly liked or disliked about it?</li> <li>● <b>Follow-up Prompt:</b> Were there any specific features or functionalities that stood out to you? Are there any improvements or additional features you would like to see implemented?</li> </ul> <p><b>General Feedback and Open-Ended Questions:</b></p> <ul style="list-style-type: none"> <li>● <b>Prompt 5:</b> Is there anything else you would like to share about your experience using the medication management tool?</li> <li>● <b>Follow-up Prompt:</b> Is there any other feedback or suggestions you have that could help us enhance the tool's usability and usefulness?</li> </ul>



