



THAYER SCHOOL OF
ENGINEERING
AT DARTMOUTH

ENGG.390-SU23 Final Report

on

**“Enhancing Healthcare Communication:
Integrated Messaging in Treatspace”**

by

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ABSTRACT

During my 10-week summer internship in Treatspace's Engineering & Product division, a prominent healthcare platform in Pittsburgh, I thrived as a Product Management Intern. My objective was to design an integrated messaging feature, uniting patients, healthcare providers, and service providers. I crafted wireframes and mockups, refined through iterative feedback. These designs enable conversations from practitioner webpages, appointment and referral interfaces, and a patient dashboard. My role also extended to shaping the company's design system. These finalized designs are currently in development and poised to go live in the next quarter, promising transformative enhancements to healthcare communication within Treatspace.

EXECUTIVE SUMMARY

Treatspace Inc., based in Pittsburgh, PA, is a healthcare technology company on a mission to enhance patient-provider relationships and healthcare communication.

The challenge at hand lies in the fragmented and inefficient communication among patients, healthcare providers, and service providers. This issue results in a range of problems, including missed appointments, treatment delays, redundant services, and patient discontent.

The solution is to introduce an integrated messaging feature into the existing Treatspace app. This feature will seamlessly connect patients and healthcare providers within a unified communication system, breaking down existing barriers.

In my role as Product Management Intern at Treatspace, I was responsible for designing and conceptualizing a robust messaging feature. This feature seamlessly integrated text messaging into the existing appointment and referral interfaces, enhancing communication across the platform. I also designed a web-to-text feature that allowed patients to directly communicate with healthcare providers through practitioner websites, improving accessibility and went ahead to design a standalone patient dashboard, giving them access to their medical history and the ability to manage dependent profiles and initiate conversations with practitioners for various purposes, such as appointment booking, rescheduling, billing inquiries, and more. Additionally, I added capabilities like adding patients and team members within the platform, facilitating group communication. To further streamline communication, I created built-in templates for common messages. Lastly, I played a crucial role in designing the overall design system for Treatspace. This effort was aimed at maintaining a consistent and cohesive visual identity throughout the platform. We wanted to ensure that our new messaging feature seamlessly integrated with the existing platform's design, creating a unified and user-friendly experience for all users.

All the newly designed features underwent a thorough review process with the design lead and engineering team. Through iterative feedback and revisions, I fine-tuned the features to ensure they complied with HIPAA regulations. I'm pleased to report that these designs were approved, and they are currently in the development phase. We anticipate these enhancements will go live in the upcoming quarter, marking a significant step forward in enhancing healthcare communication and accessibility within the Treatspace platform.

CONTENT

ABSTRACT.....	i
EXECUTIVE SUMMARY.....	ii
LIST OF FIGURES.....	iii
CHAPTER I INTRODUCTION.....	[1-2]
I.I About the company.....	1
I.II Team and Role.....	1
I.III Responsibilities.....	2
CHAPTER II PROJECT DEFINITION.....	[3-5]
II.I Project Scope	3
II.II The Problem and New Capabilities	3
II.III Project Objectives	4
II.IV Project Deliverables.....	4
CHAPTER III PLAN & ANALYSIS.....	[6-8]
III.I Plan of Execution	6
III.II Analysis Conducted	7
III.III Execution Decisions	7
CHAPTER IV PROJECT EXECUTION.....	[9-13]
IV.I Project Timeline.....	9
IV.II Obstacle Conquerors	13
IV.III Unanticipated Events & Resolutions.....	13
CHAPTER V RESULTS.....	[14-18]
V.I Design Components & Deliverables.....	9
V.II Secondary Financial Impact	17
V.III Project Success and Milestones	18
CHAPTER VI OVERALL PROJECT EVALUATIONS.....	[19-20]
VI.I Reception.....	19
VI.II Next Steps.....	19
VI.III Conclusion.....	20
REFERENCES.....	21

LIST OF FIGURES

Figure Number	Description	Page Number
Figure 1	Chapter I: Treatspace's Functionality Overview	01
Figure 2	Chapter IV: Gantt chart for project	12
Figure 3	Chapter V: Patient Dashboard	14
Figure 4	Chapter V: Login Wireframe	15
Figure 5	Chapter V: Chat Interface	15
Figure 6	Chapter V: Templates	15
Figure 7	Chapter V: Web-to-Text	16
Figure 8	Chapter V: Settings Interface	17
Figure 9	Chapter VI: Next Steps	19

INTRODUCTION

I.I About the Company

Treatspace, an acclaimed healthcare platform, is at the forefront of revolutionizing critical healthcare processes to thrive in a rapidly evolving regulatory and reimbursement landscape. Since its inception in 2012, Treatspace has been a driving force in empowering high-performance referral management, enhancing online patient engagement, and facilitating seamless clinical collaboration¹. With a data-driven approach and strong backing from principal investors, their innovations in interoperability, analytical measurement, and clinical data transfer have surpassed traditional Electronic Health Record (EHR) and other applications. Most notably, Treatspace transforms the way primary care, specialty care, and hospital-based systems collaborate through closed loop referral management and care coordination.

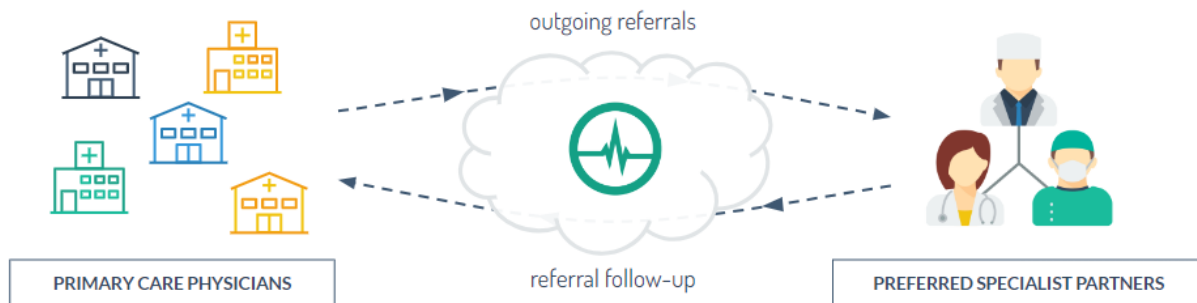


Figure 1: Treatspace's Functionality Overview

Distinguished by its unique selling and business model, Treatspace addresses inefficiencies in physician referral patterns and processes, ensuring consistent and well managed referrals. Beyond being an application, Treatspace embodies a cohesive team of experts dedicated to establishing and fostering a network of top-performing specialist referral partners. Located in Pittsburgh, PA, Treatspace has gained national recognition for its unwavering commitment to eliminate paper referrals, integrate primary and specialty care, and shape the future of referral relationships².

I.II Team and Role

During the summer, I interned as a Product Management Intern in the Engineering & Product division at Treatspace. This dynamic department was led by Treatspace's VP, Mr. Naveen Kumar, who also served as my supervisor. The team was driven by passionate engineers, designers, and product experts dedicated to excellence and committed to revolutionizing critical healthcare processes. They were data-driven and backed by principal investors, specializing in creating interoperability, analytical measurement, and seamless transfer of clinical data, which paved the way for more efficient and effective healthcare practices. With their expertise and passion for innovation, this team played a crucial role in Treatspace's mission to transform healthcare

communication, elevate patient engagement, and foster clinical collaboration.

I.III Responsibilities

During the 10-week internship, my main responsibility involved active collaboration with the engineering, product, and design teams. Together, we worked towards the development of innovative features and tools tailored for use by medical practices across the country. These new additions to the platform fostered seamless connections, collaboration, and communication between patients and healthcare providers, creating a transformative impact in the healthcare space.

One of my key responsibilities was creating wireframes and prototypes of these features, ensuring that the design aligned with the product's objectives and user needs. Furthermore, my role encompassed conducting extensive market research, both primary and secondary, to gain valuable insights into industry trends and user preferences.

Additionally, I actively contributed to the product design and development process, lending my expertise and creativity to shape these cutting-edge solutions. I also had the opportunity to work on the entire design system of Treatspace, ensuring consistency throughout the platform. Moreover, the analysis of user feedback, both internal and external, was a crucial aspect of my responsibilities. By closely evaluating user experiences and suggestions, I played a pivotal role in refining and improving the product's functionality to extend the overall product strategy, contributing to the company's long-term vision and success.

----End of Chapter I----

PROJECT DEFINITION

II.I Project Scope

Treatspace aims to become the leaders in patient access. They aim to revolutionize communication within the healthcare space, providing a comprehensive, integrated, and user-friendly solution for all stakeholders in the Treatspace application, from small clinics to large integrated health networks.

The project's main goal was to design and build an integrated messaging feature within the existing Treatspace application. This new feature connected patients, healthcare providers, and service providers within a single communication system, eliminating existing silos and barriers. The development encompassed creating a user-friendly, HIPAA-compliant messaging interface, backend support for real-time message exchanges, integration with existing patient and provider databases, and the creation of robust security protocols to protect sensitive information. Furthermore, the design system of the company was also developed to maintain consistency throughout the platform, ensuring a seamless user experience. Treatspace, an acclaimed healthcare platform, is at the forefront of revolutionizing critical.

II.II The Problem and New Capabilities

Current communication between patients, healthcare providers, and service providers is fragmented and inefficient, leading to missed appointments, delayed treatment, unnecessary duplication of services, and patient dissatisfaction. This disjointed communication further hinders coordinated care, which is especially crucial for patients with chronic illnesses or complex health conditions. The new messaging feature will enable medical practices to transition from mere patient interaction to proactive involvement. Consolidate various communication methods, enhance cooperation among providers, and streamline outreach processes. All of this is designed to let you concentrate on improving patient outcomes.

New capabilities:

- **Real-time Communication:** Patients, healthcare providers, and service providers can engage in real-time conversation, streamlining the decision-making process.
- **Secure Messaging:** Ensuring all communication is HIPAA compliant, maintaining patient confidentiality and data protection
- **Group Conversations:** The ability to create group chats, allowing for coordinated care discussions involving multiple parties.
- **Attachment Support:** Users will be able to securely share documents, images, and possibly even video clips pertinent to healthcare management

- **Message Notifications:** Alerts for new messages, helping users stay aware of ongoing discussions and any critical information.
- **Search Functionality:** A feature to search through past conversations for relevant data and information.

II.III Project Objectives

The project objectives include improving coordination, enhancing efficiency, increase patient satisfaction, ensure data security & support coordinated care.



Improve Coordination: By providing a unified communication platform, the project aims to improve coordination among patients, healthcare providers, and service providers.



Enhance Efficiency: The streamlined communication will help reduce delays, improving the overall efficiency of healthcare delivery.



Increase Patient Satisfaction: With better communication and coordination, patients are likely to have an improved healthcare experience, leading to increased satisfaction.



Support Coordinated Care: This feature will particularly benefit patients with complex healthcare needs who require close coordination among their care team.



Ensure Data Security: All communication will adhere to HIPAA guidelines, ensuring patient data is always secure.

II.IV Project Deliverables

The eight major project deliverables were as listed below:

- Thorough market research on healthcare in the country.
- Research on common texting apps to understand user preferences.
- Design of a dedicated text dashboard.

-
- Incorporation of texting capabilities within the already existing appointment and referral tabs.
 - Design of the complete workflow and prototype for the web-to-text feature.
 - Wireframe of the patient dashboard.
 - Creation of messaging templates for easier and quicker messages.
 - Addition of functionalities within the settings tab for setting chat preferences.

Notably, as the project progressed, the development of a comprehensive design system became an integral addition, ensuring consistency and a unified user experience across the platform.

----End of Chapter II----

PLAN & ANALYSIS

III.I Plan of Execution

I decided to approach the problem at Treatspace by dividing it into five distinct phases, each contributing to the successful development of the integrated messaging feature:

PHASE 1: Research and Insights

- Extensive research into the current state of healthcare communication, industry competitors, and prevailing standards.
- Compilation of valuable insights that formed the foundation for understanding existing healthcare communication dynamics and identifying areas for improvement.

PHASE 2: Ideation and Conceptualization

- Brainstorming and ideation sessions based on the research findings.
- Determination of the components, features, workflows, and strategies to ensure HIPAA compliance and alignment with user behaviors.

PHASE 3: Implementation and Design

- Execution of the design phase, involving the creation of wireframes and prototypes for each feature.
- Detailed design work to translate ideation into tangible visual concepts and user interfaces.

PHASE 4: Feedback and Testing

- Presentation of the proposed ideas and workflows to internal stakeholders for evaluation.
- Collaboration with design and engineering teams to gather feedback and insights. Feedback from design teams focused on achieving consistency and alignment with existing features, while development teams provided suggestions to optimize implementation.
- Conducting open-ended interviews with current Treatspace users to observe navigation and identify pain points.

PHASE 5: Final Prototyping and Presentation

- Integration of feedback and suggestions into the final prototype.
- Presentation of the refined and comprehensive prototype of all components within the main feature to the entire team, including the CEO and department heads.
- Highlighting the improvements made based on user feedback, design considerations, and development optimizations, ensuring a polished and user-centric final product.

This structured five-phase approach allowed for a comprehensive exploration of the problem statement, creative brainstorming, iterative design and development, and the incorporation of valuable feedback. The end result is a robust and well-informed integrated messaging feature within Treatspace that promises to enhance healthcare communication and collaboration for all stakeholders.

III.II Analysis Conducted

Following the initial creation of wireframes and prototypes, a thorough analysis was conducted, encompassing feedback from both the design and development teams, as well as open interviews with Treatspace users.

Treatspace users participated in open interviews, engaging with the messaging app prototype on Figma. These interviews provided an opportunity for users to candidly share their experiences, thoughts, and suggestions regarding the app's functionality and design. The insights gathered from these user-centric interviews played a pivotal role in evaluating and prioritizing specific components within the app's features, guiding its refinement and enhancement.

III.III Execution Decisions

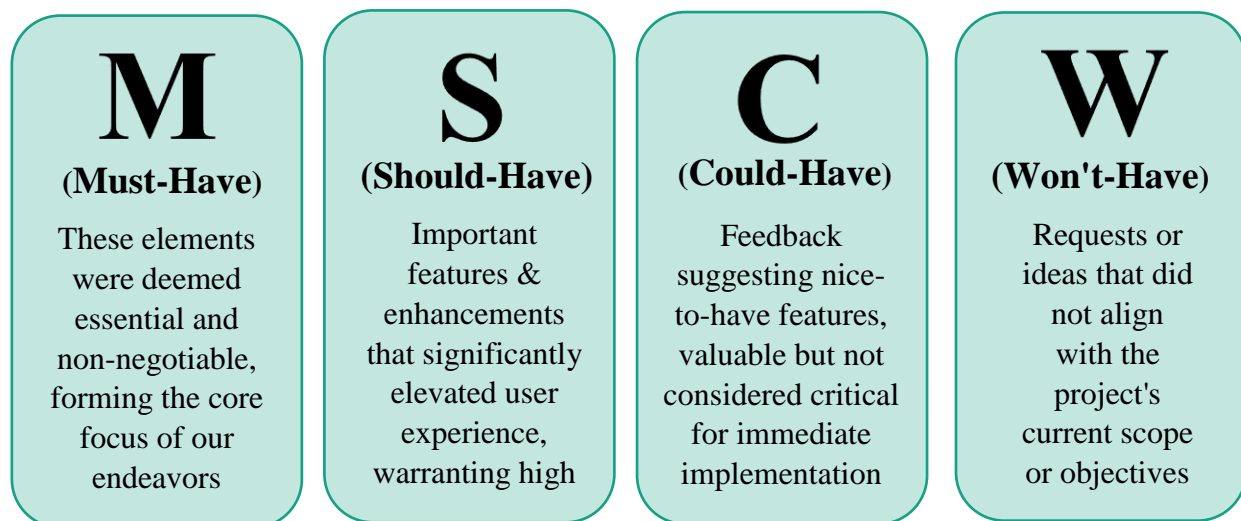
In making vital execution decisions for the components within the features based on user feedback, I implemented a systematic approach, relying on the MoSCoW method for effective prioritization. The process unfolded as follows:

Step 1: Gathering User Feedback

Conducting open interviews with a diverse user group was the initial step. This allowed for an in-depth understanding of their needs, pain points, and preferences related to the feature under evaluation. Users were encouraged to provide candid and unfiltered feedback.

Step 2: Categorizing Feedback

User insights and feedback were meticulously categorized into four distinct groups, closely aligned with the MoSCoW method:



Step 3: Ranking Priorities

Each piece of user feedback and feature request was assigned a priority label (M, S, C, or W) based on its alignment with the MoSCoW categories. This prioritization was a collaborative effort involving team members and stakeholders.

Step 4: Creating a MoSCoW List

A comprehensive MoSCoW list was meticulously compiled. This list provided a clear and concise definition of features and improvements categorized as Must-Have, Should-Have, Could-Have, and Won't-Have. It served as a fundamental reference for decision-making and transparent communication.

Step 5: Validation with Stakeholders

The MoSCoW list was shared with relevant stakeholders, including designers and developers. Their valuable input and validation ensured alignment between user priorities and project objectives.

Consideration of Alternative Methods (Kano Model)³:

While deliberating on prioritization methods, the Kano model was explored but ultimately not adopted due to the following considerations:

- **Predominantly Quantitative:** The Kano model primarily yields quantitative results, potentially lacking in-depth understanding of the underlying 'why' behind the data. This could necessitate additional research for deeper insights.
- **Requires Analysis:** Results from the Kano model questionnaire necessitate analysis and interpretation, which can be resource-intensive and time-consuming.

In summary, the MoSCoW method emerged as a pragmatic and efficient approach for prioritizing user feedback, guiding execution decisions, and ensuring the addressing of critical user needs while maintaining project efficacy.

----End of Chapter III----

PROJECT EXECUTION

IV.I Project Timeline

The project timeline was divided into five phases, each further broken down into specific weekly tasks, as outlined below:

PHASE 1: Research and Insights

The initial weeks(**Week 1-2**) involved familiarizing myself with the company's products and their market presence. This included:

- Gaining insights into the company's products & their respective market positioning.
- Exploring features & benefits of each product to understand their value proposition.
- Conducted comprehensive research to understand the current healthcare communication landscape, including existing systems, industry competitors, and prevailing standards.
- Analyzed gathered insights to establish a foundational understanding of the industry's challenges and potential areas for enhancement.
- Utilized the research findings to identify key opportunities for improvement within the healthcare communication domain.

These activities paved the way for a deeper understanding of the company's offerings and their significance within the industry.

PHASE 2: Ideation and Conceptualization

During **week 3**, the focus was on defining the scope of the integrated messaging feature. This step was shaped by research insights and collaborative brainstorming sessions. The 5 primary objectives were to:

- Enable practitioners to send texts from the appointment dashboard.
- Implement text capability on the referral page.
- Develop a web-to-text feature for practitioner websites.
- Create a patient dashboard for communication with various practices. It would have chat history, allowed preference settings, record of all dependents and facilitated interaction.
- Design text templates for various communication scenarios.

PHASE 3: Implementation and Design

During **weeks 4 and 5**, the focus shifted to developing wireframes and user flow diagrams, leading to the creation of various wireframes, including:

- **Web-to-Text Feature Flow:** Comprehensive wireframes were developed for the entire

web-to-text feature flow, outlining its functionality and user interactions.

- **Patient Dashboard:** Wireframes for the patient dashboard were crafted, incorporating the necessary functionalities. Additionally, optional components were designed to offer users flexibility.
- **Setting Interface:** A setting interface was created, allowing users to customize their chat preferences.
- **Healthcare Provider Perspective:** From the healthcare provider's perspective, wireframes were designed for setting availability hours for chat.
- **Template Design:** Wireframes were also developed to provide healthcare providers with a platform to design and save templates for quick responses to frequently asked questions.
- **Login Page:** A login page for both the healthcare providers and the patients was designed

These wireframes played a crucial role in shaping the integrated messaging feature, ensuring a well-thought-out and user-friendly design.

PHASE 4: Feedback and Testing

During **Week 6 and 7**, I initiated the feedback and testing phase, which involved the following key activities:

- **Initial Feedback Collection:** Began by gathering initial feedback from both the project team and a selected group of Treatspace users. This feedback was crucial in pinpointing potential areas of improvement and fine-tuning the feature to align it with user expectations and needs.
- **Stakeholder Meetings:** Within the company, stakeholder meetings were organized where I presented the wireframes I had developed. These meetings provided an opportunity for stakeholders to provide valuable insights and feedback on the wireframes' usability and design.
- **Open Interviews with Treatspace Users:** Open interviews were conducted with Treatspace users, allowing them to interact with the prototype wireframes created in Figma. During these interviews, close observation was maintained to understand user responses at each stage. Any difficulties, concerns, or questions raised by users were meticulously noted.
- **MoSCoW Prioritization:** Subsequently, I employed the MoSCoW method to evaluate the features and their components based on the feedback received. Features were categorized into four groups: Must-Have, Should-Have, Could-Have, and Won't-Have, considering common user feedback.
- **Team Collaboration:** We collaborated closely with the team to discuss the feedback and prioritize feature components based on user interactions with the prototypes. This collaborative effort ensured that the final changes and adjustments were well-informed and aligned with user preferences.

This phase was pivotal in refining the integrated messaging feature, ensuring that it met user expectations and offered an optimal user experience. During our project's progression, it became evident that design inconsistencies, such as varying button positions, fonts, and typography styles, were prevalent. These discrepancies were attributed to the existing design system within the company.

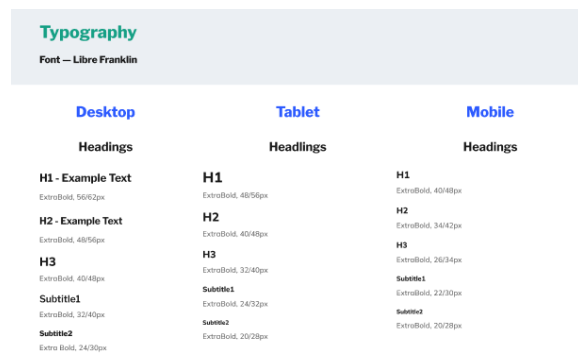
In response to this realization, we collectively made a strategic decision to address this challenge directly. The responsibility of refining and aligning the company's design systems was entrusted to me. Week 7 marked a pivotal turning point, propelling us towards comprehensive design refinement and underscoring the paramount importance of a cohesive design system to uphold consistently high-quality standards.

PHASE 5: Final Prototyping and Presentation + Design Systems

Week 8 was pivotal, focusing on design systems, the foundation for a cohesive design language across the company. Extensive meetings with the design lead provided insights into the company's design system files and resources to acquaint me with design methodologies. We captured snapshots of the entire Treatspace platform, creating a reference for future work. Identifying necessary components missing in the design system, I began crafting it from the ground up.

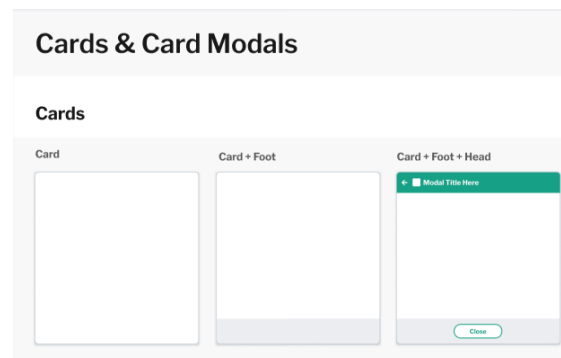
1. Typography Standardization:

I worked diligently on establishing standard fonts for various headings, subheadings, and general text. This standardization aimed to ensure consistency and coherence in typography across the platform.



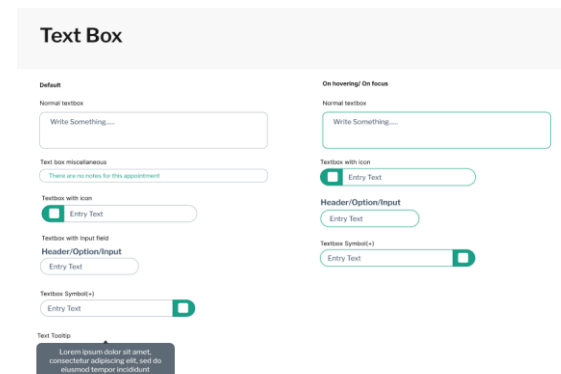
2. Defining Layout Elements:

I determined modal, table, scroll bar, card, and page heights and widths. These determinations were essential to create a harmonious and visually pleasing layout across the platform.



3. UI Components:

I focused on designing fundamental user interface components, including buttons, checkboxes, radio buttons, and tab features. These components are the building blocks of user interactions within the platform and needed to be meticulously designed for optimal.



4. Other components in the design system:

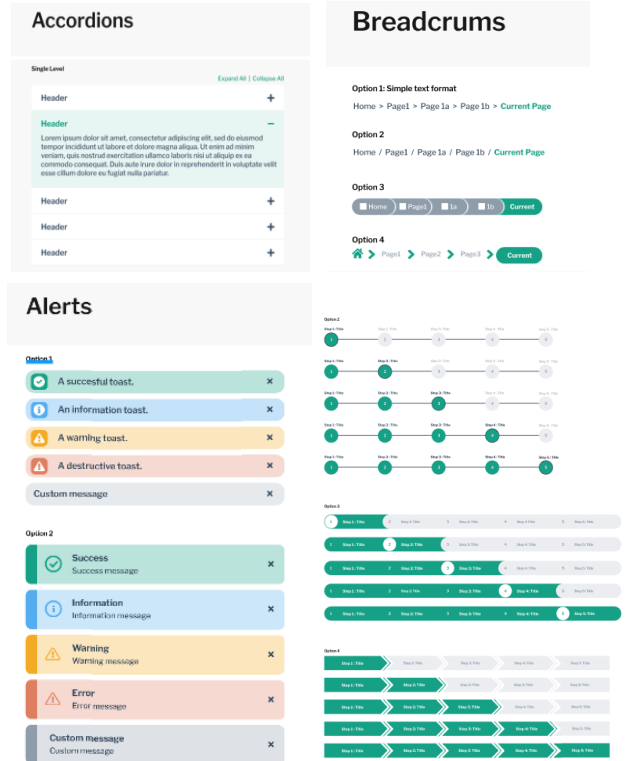
Accordions were crafted to facilitate content organization and user interaction, ensuring a seamless experience while navigating through information.

Breadcrumbs: Designed for improved navigation, breadcrumbs provide users with clear paths and context within the platform, enhancing overall usability.

Alerts: Attention-grabbing alert components were created to effectively communicate critical information and updates to users.

Badges: Badges were designed to highlight and visually distinguish various elements or user achievements, contributing to a more engaging user experience.

Progress Infographics: I designed three distinct options for progress infographics. These visual elements play a crucial role in conveying information effectively and engaging users.



In **Week 9**, my primary focus was on finalizing the refined designs and design systems that I had been diligently working on. **Week 10**, during this week, I presented the final design results. This presentation not only showcased the progress I had made throughout the internship but also outlined the future development steps for my project. The Gantt chart, which serves as a visual representation of the project timeline:

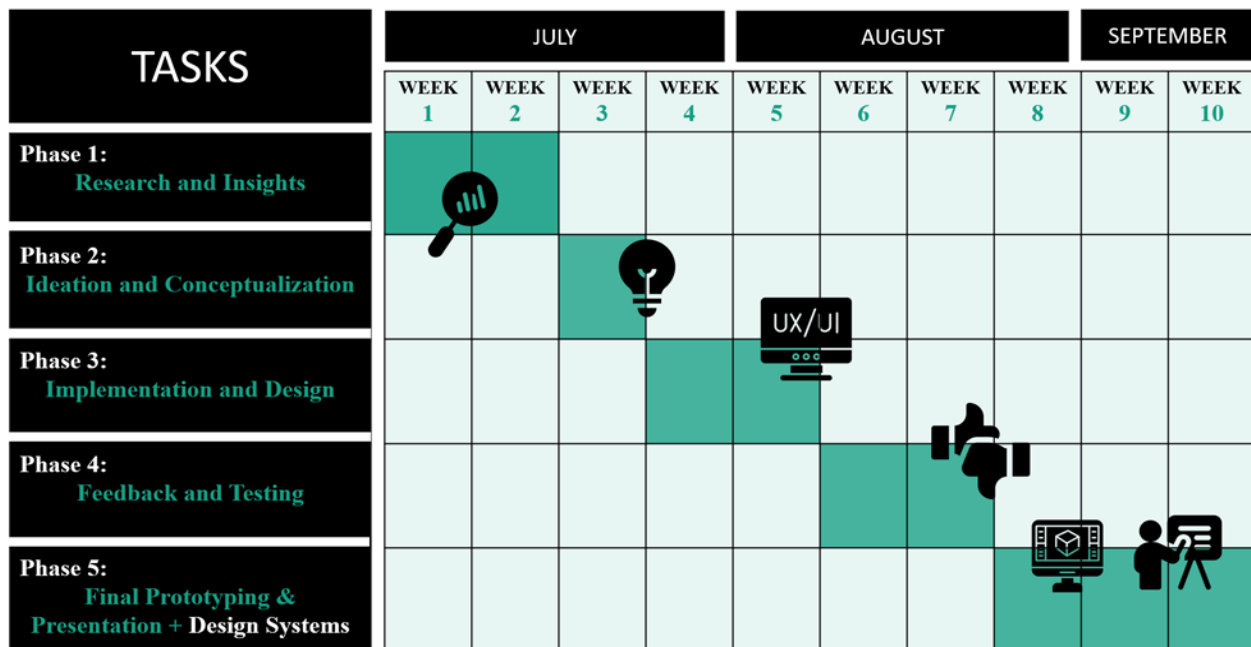


Figure 2: Gantt chart for project

IV.II Obstacle Conquerors

During the early stages of the project, I encountered a significant obstacle in my lack of familiarity with the U.S. healthcare system, as I was an international student. To bridge this knowledge gap, I embarked on an intensive self-education journey, devouring online resources, articles, videos, and delving into the intricacies of healthcare laws and regulations. Furthermore, I proactively scheduled meetings with my supervisor to gain deeper insights into the healthcare sector's nuances. This dedicated effort to familiarize myself with the healthcare landscape allowed me to swiftly overcome this challenge, enabling me to contribute effectively to the project.

Another major hurdle I faced was transitioning from my previous role as a developer to that of a product manager at Treatspace. Initially, my instinct was to approach challenges with a developer's mindset, generating ideas that seemed technically feasible for implementation. However, I recognized the importance of adopting a product manager's perspective and focusing on what would truly benefit the users and the project's objectives. This transition required continuous improvement and a shift in mindset. By embracing this change and refining my product management skills, I successfully navigated this obstacle, ultimately enhancing the project's outcomes and aligning them with broader product goals.

IV.III Unanticipated Events & Resolutions

The project progressed smoothly, with a diligent adherence to the established timeline and phased approach. Simultaneously, I worked on addressing my personal challenges, notably the transition from a developer's role and a limited understanding of the U.S. healthcare system. However, as we approached the end of the sixth week, a significant concern emerged, demanding immediate attention.

This concern revolved around the refinement of the company's design system. The existing design system had been created years ago, remained incomplete, and had not received updates over time. This lack of maintenance manifested as inconsistencies in the designs and wireframes, causing a misalignment with both the main platform system and the new feature.

In response to this unanticipated event, prompt action was taken to rectify the situation. A crucial step involved assigning a new supervisor, the company's design head, who would guide and oversee the improvement of the design system. Subsequently, I embarked on the task of filling the gaps within the design system. This endeavor involved the creation of comprehensive design standards covering various aspects such as buttons, switches, breadcrumbs, paginations, modal views, and other design elements essential for maintaining consistency across the platform. These unforeseen challenges were met with a proactive approach, ensuring that the project remained on course for success and aligning design standards with the company's long-term vision.

----End of Chapter IV----

RESULTS

V.I Design Components and Deliverables

The various wireframes of the design components are listed and shown below-

- Patient Dashboard:** It is a comprehensive hub housing health-related information for patients and their dependents. Within this dashboard, users can access their previous chat history and initiate new conversations with healthcare practitioners. Additionally, they have the option to invite non-Treatspace users to join the platform.

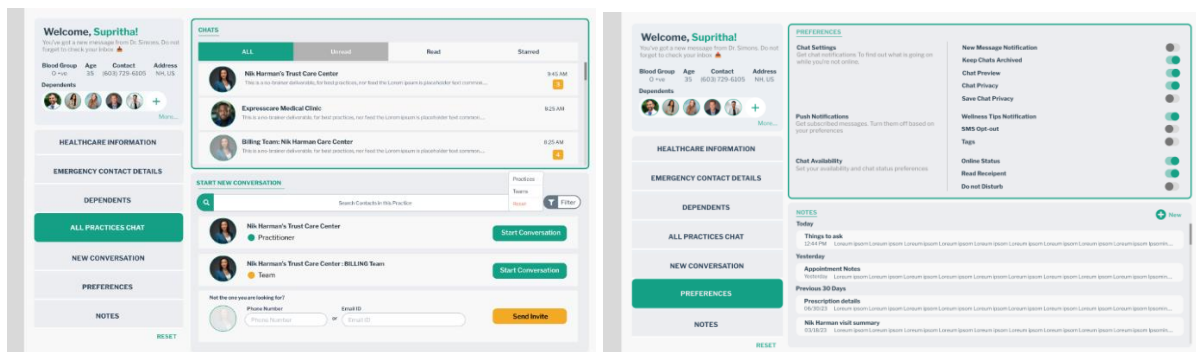
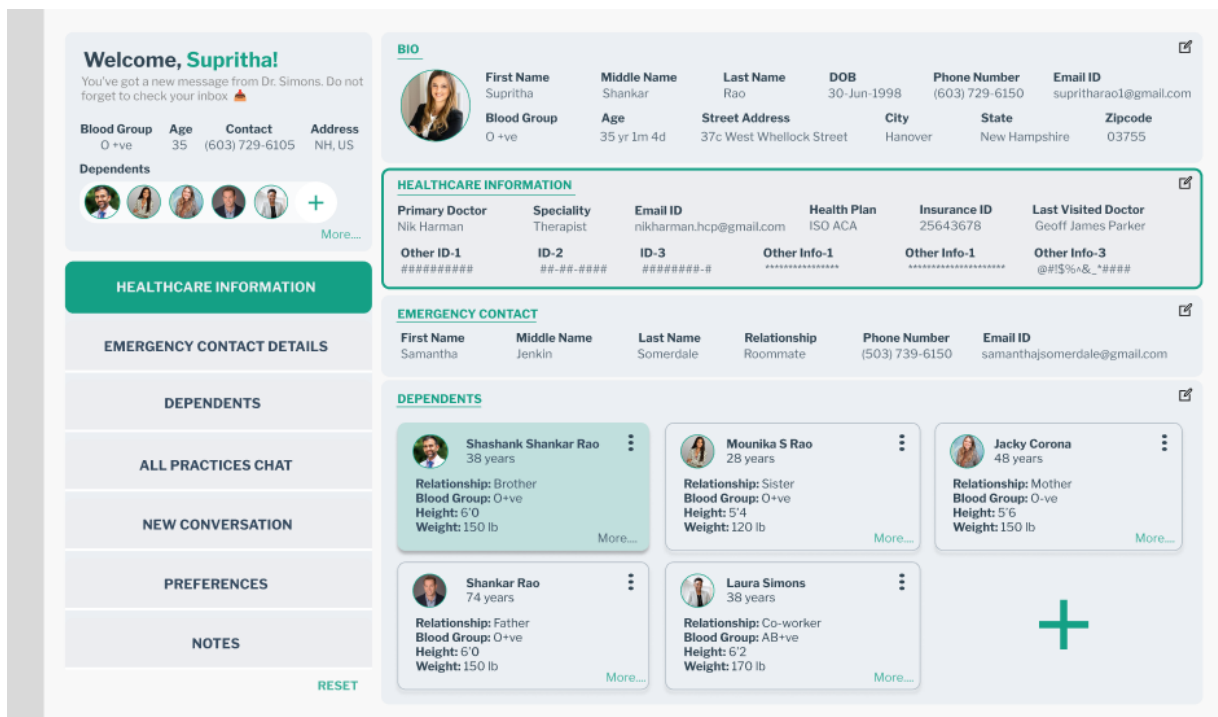


Figure 3: Patient Dashboard

- **Login Wireframe:** features a single page catering to both healthcare providers and patients.



Figure 4: Login Wireframe

- **Chat Interface:** This texting area wireframe provides a visual representation of the chat interface's design. It includes sections for patient appointment information, notes, tags, and a dedicated space for storing important files and media related to the patient's healthcare journey.

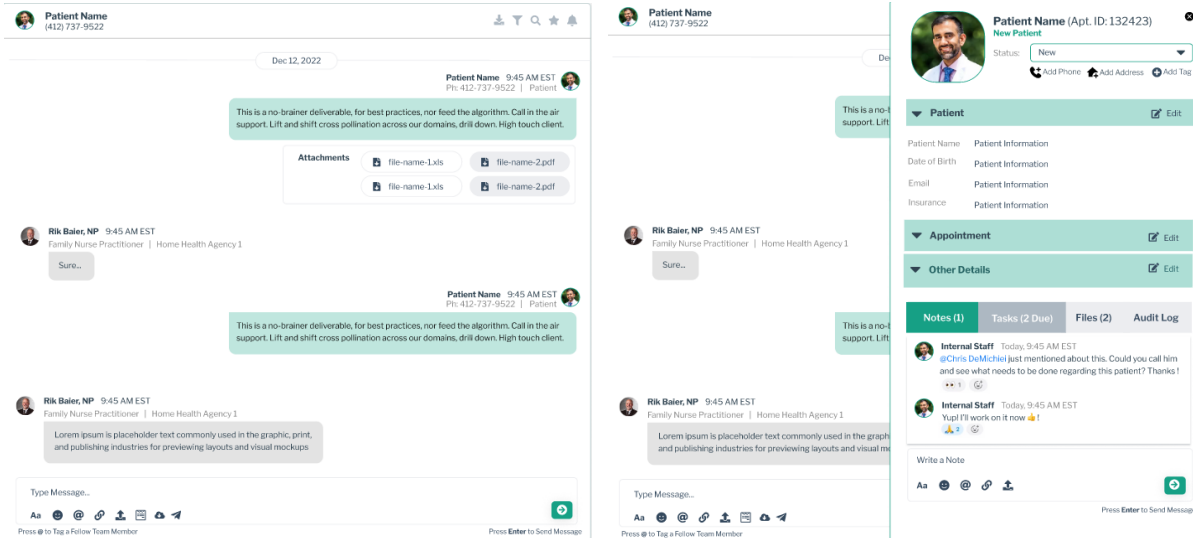


Figure 5: Chat Interface

- **Templates:** The user wants to send a message to the patient, when an interaction happens. Rather than typing things out, we are templating the messages to be populated on a click.

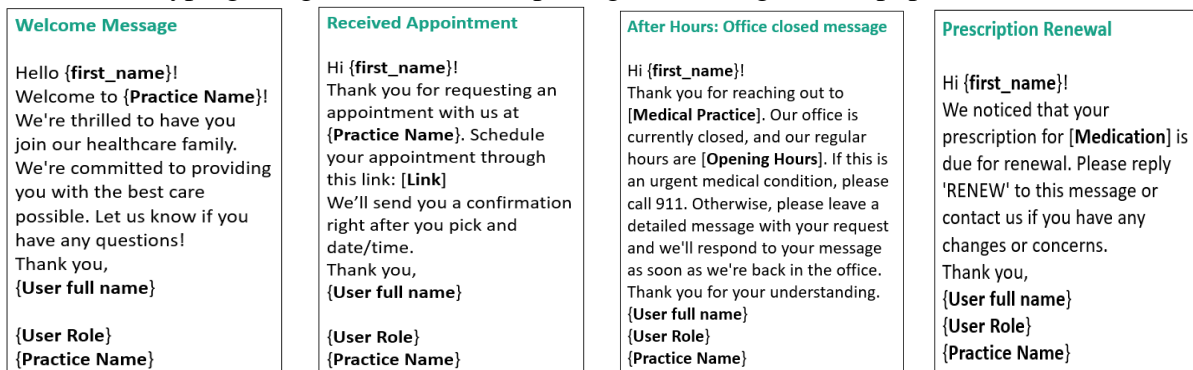


Figure 6: Templates

- Web-to-Text:** The web-to-text wireframe presents a user-friendly, step-by-step interface that follows the principle of Progressive Disclosure. It guides users through a sequence of screens to minimize information overload and ensure a smooth and intuitive experience.

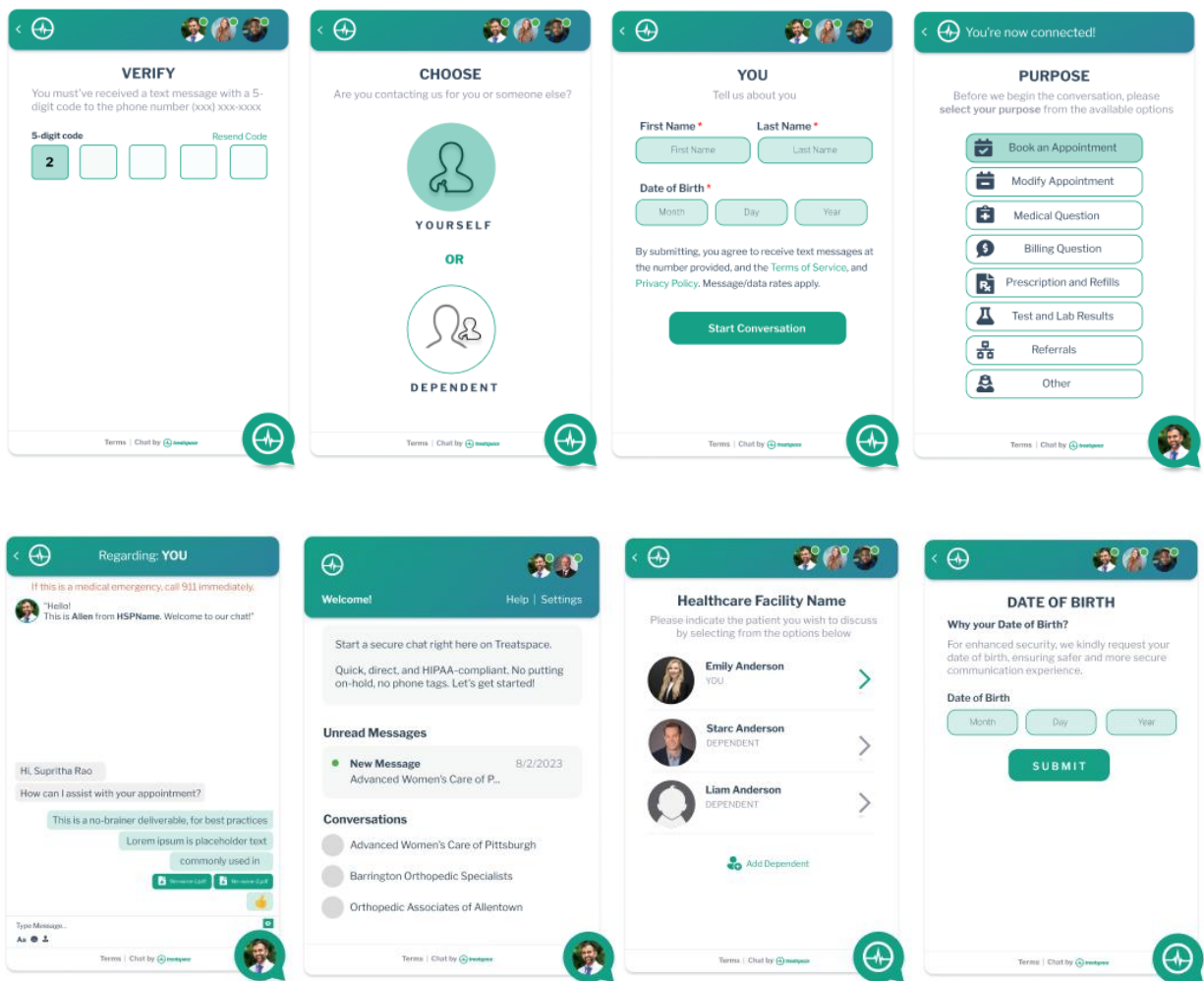
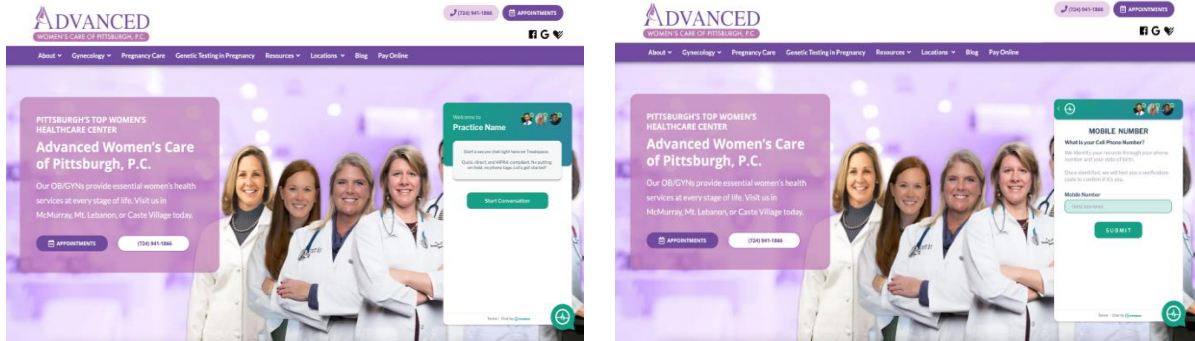


Figure 7: Web-to-Text

- **Settings Interface:** The settings interface wireframe encompasses various functionalities, including the ability to set office hours for text availability, upload patient details, and create templates for streamlined texting processes.

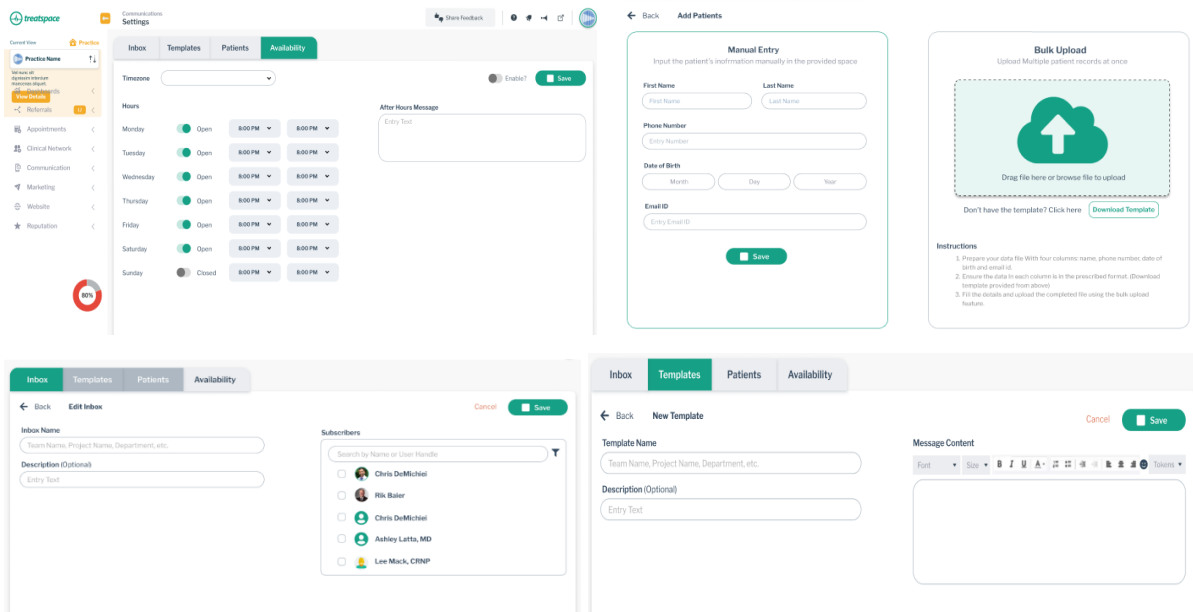


Figure 8: Settings Interface

V.II Secondary Financial Impact

The internship project undertaken holds the promise of delivering not only primary objectives but also secondary or ancillary financial impacts to the company. These secondary financial effects encompass a range of potential benefits that may not be immediately apparent but can significantly influence the financial well-being of healthcare practices. Let's delve into these ancillary financial impacts in detail:

- **Cost Savings:** One of the primary ancillary financial benefits of the project is cost savings. By streamlining communication processes and reducing the time spent on manual coordination tasks, healthcare practices can allocate resources more efficiently. This improved efficiency minimizes operational costs, allowing staff to focus on their core responsibilities. Additionally, the project has the potential to decrease reliance on costly third-party communication tools, contributing to substantial financial savings.
- **Revenue Increase:** Beyond the primary project objectives, a more efficient and user-friendly messaging system can enhance customer satisfaction. Satisfied patients are more likely to remain loyal, contributing to client retention. Furthermore, an improved patient experience can attract new patients, ultimately boosting revenue.
- **Operational Efficiency:** The project's automation of communication processes fosters operational efficiency, which is another ancillary financial benefit. By automating routine tasks, healthcare practices can reduce labor costs and mitigate the risk of human errors. This enhanced operational efficiency enhances cost-effectiveness and supports streamlined workflow management.

In summary, while the primary objectives of the project focus on improving healthcare communication, these ancillary financial impacts underscore the broader financial benefits it can bring to the healthcare industry. These impacts not only streamline operations but also positively influence patient satisfaction and revenue generation.

V.III Project Success and Milestones

The initial problem statement that catalyzed this internship has now found a robust solution, achieving all the prescribed deadlines and milestones along the way. While our journey encountered a minor hiccup in the form of design system inconsistencies, this challenge was met head-on and resolved successfully. The culmination of our efforts is reflected in the creation of final design wireframes and prototypes, meticulously crafted through iterative feedback processes. It is with great satisfaction that we can affirm that all the final expectations set forth at the project's outset have been met, reaffirming the project's success in addressing the identified healthcare communication challenges.

----End of Chapter V----

OVERALL PROJECT EVALUATION

VI.I Reception

The project's solutions and wireframes received a highly positive reception during the presentation from various stakeholders. I garnered enthusiastic feedback for my creative approach to design and my astute observation skills, which played a pivotal role in addressing a major issue – the design system. The project effectively fulfilled all the initial business requirements, and as a result of iterative feedback, additional capabilities were seamlessly incorporated. This project holds the potential to bridge the vital gap between patients and healthcare providers, fulfilling a crucial need in the healthcare industry.

VI.II Next Steps

With the successful culmination of the initial phase of the project, the next steps involve a coordinated effort from various teams within the organization. The project will now transition to the hands of the design team, who will meticulously review and fine-tune the newly designed feature to ensure its seamless integration and consistency with the existing platform features.

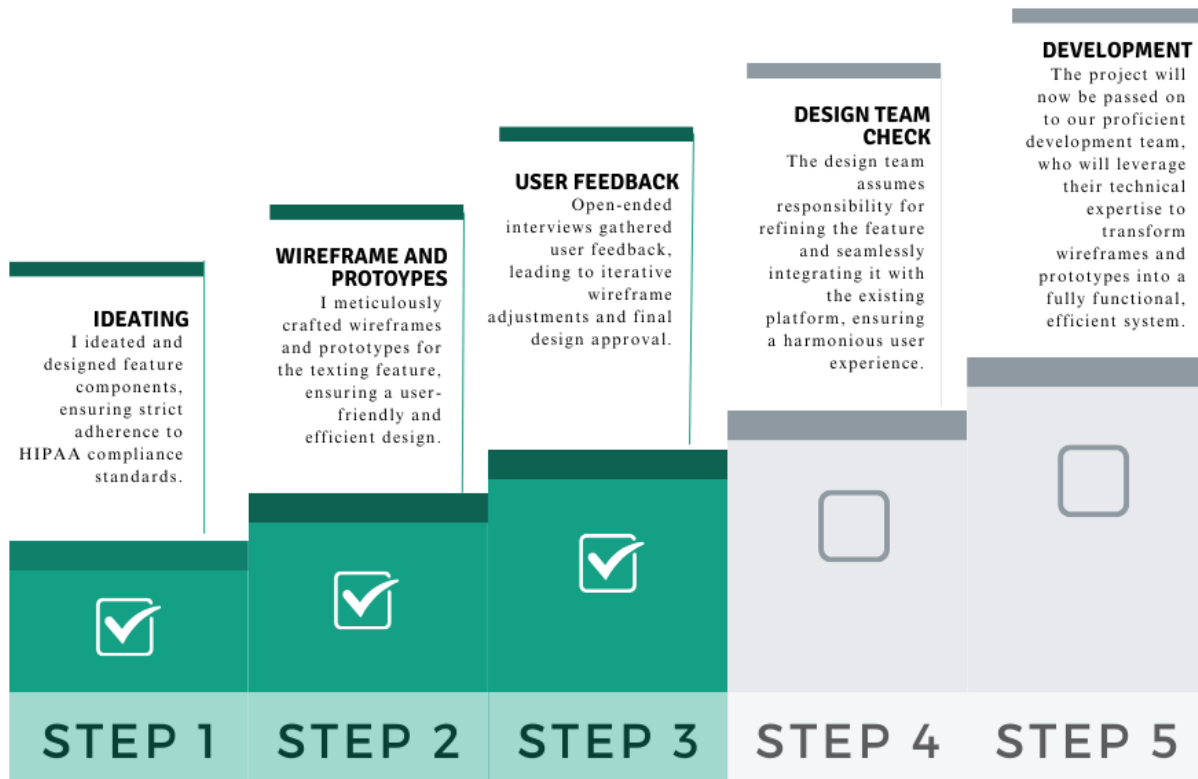


Figure 9: Next Steps

Following the design team's comprehensive assessment, the project will be handed over to the developers, who will take on the task of bringing the envisioned functionality to life. Their expertise and technical prowess will be pivotal in translating the wireframes and prototypes into a fully functional and efficient system.

Looking ahead, the project's anticipated go-live date, is scheduled for the next quarter. This timeline will deliver the project promptly, ensuring that the benefits of enhanced healthcare communication that can be realized by both patients and healthcare providers in the near future.

VI.III Conclusion

In conclusion, this internship project has been a remarkable journey filled with learning, growth, and meaningful contributions to Treatspace's mission of enhancing healthcare communication. The successful development of an integrated messaging feature, from the inception of the problem statement to the creation of wireframes and prototypes, marks a significant achievement.

Throughout this endeavor, I had the privilege of working closely with various department heads, designers, developers, and stakeholders, each of whom contributed their expertise and insights to shape the project's success. Their guidance and collaboration were invaluable, and I am deeply grateful for the opportunity to learn from their experiences. This project not only addressed the initial problem statement but also presented opportunities for innovative solutions.

As I reflect on this journey, I am excited about the project's next phase and its potential to make a positive impact on healthcare communication. It has been an incredible learning experience, and I look forward to leveraging the knowledge and skills gained here in my future endeavors. This internship has reinforced my passion for product management and design, and I am eager to continue contributing to meaningful projects that drive positive change.

----End of Chapter VI----

REFERENCES

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