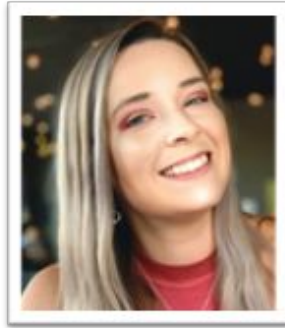# UMD iSchool – UWLES 2020-2021

Salisbury University

25th January 2021

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Team

AGENDA

01 **UWLES Introduction**
Brief overview of the client and their objective

02 **Needs & Pain Points**
Discovered needs, wants and pain points to address

03 **Proposed solution**
Platform that enhances the communication of health information

04 **Current status & progress**
Snapshot of our progress and plan moving forward

United Way of the Lower Eastern Shore

Mission: To ensure residents can enjoy quality and sustained health by improving access to health and wellness information and services.

UWLES

United Way of the Lower Eastern Shore

- Non-profit serves lower 4 counties in MD – *Worcester, Wicomico, Somerset, Dorchester*
- Works with **40 service providers**, with the largest being MAC (Maintaining Active Citizens)

GOAL: In partnership with UWLES and the School of Public Health, provide a solution to help improve health literacy among the community members UWLES serves under the organization's "Wellness Made Easy" program and enhance the work of service providers and community health workers

Problem Space

Resources are often difficult to locate & Resource sharing can be streamlined

Lack of access to information regarding other available providers

Platform should share patient medical history and recent communication

Build and develop a real partnership with community members

What are we going to build?

Web based responsive platform that ensures information is accessed and shared by service providers in a clear and understandable way.

Why web?
- 52% of community members said they are **NOT** likely to use an app on their phone to access health information.
- Web based means clients can access from anywhere including local library or family member's computer.

Primary user groups:

- **Service Providers**

- **Community Health Workers**

- **Clients/Patients**

- Registered Nurses

- Social Workers

Primary platform capabilities

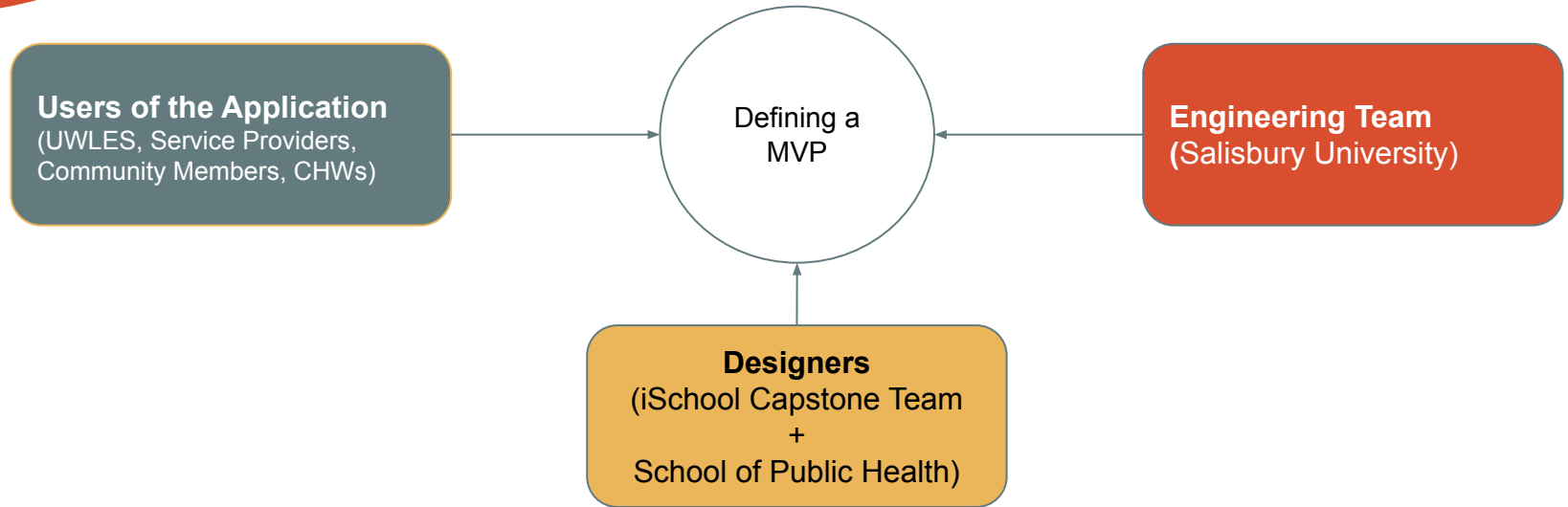|	
Customizable Dashboard	Personalized dashboard with widgets depending on role and daily task
Case creation & Team collaboration	Users can create new forms and share them with others in one convenient step
Community Member Profile	Client profile for Community Health Workers and non-profit partners to view
Resource Directory	Increase resource sharing amongst, CHWs, partner orgs and community members
Chat Window Cheatsheet	Constant visibility which makes for quick and easy access to create simplified communication

Looking towards Spring Semester

Users of the Application
(UWLES, Service Providers,
Community Members, CHWs)

Defining a MVP

Engineering Team
(Salisbury University)

Designers
(iSchool Capstone Team
+
School of Public Health)

Sprints 3, 4 and 5 will give us an opportunity to communicate the design not only to the users but also to a team of engineers and closely work with all the stakeholders to define a Minimum viable product.

MVP: Minimum Viable Product

Questions?