



Florida Hospital Training Center Website Redesign

Web Application

The Project

Our Client

The Florida Hospital Training Center (FHTC) administers courses for local Healthcare Providers to receive certifications required to do their job. Their website serves as a portal for students to enroll in these courses, and for FHTC admins to coordinate the multiple sessions.

Here's how we redesigned their site to better fit our client's workflows and the end-user's goals.

My Role

I collaborated alongside a project manager, a tech lead, and 2 developers.

My role was to understand the user's needs, document site requirements, organize the site's content, help prioritize the project backlog, perform user acceptance testing and train client's on system use.

The Challenges

1. CONFUSING & UNORGANIZED CONTENT

- Students didn't know how to sign up for classes
- Students don't bring required materials to class
- Students sign up for classes they not eligible for
- Students forget to renew their certifications

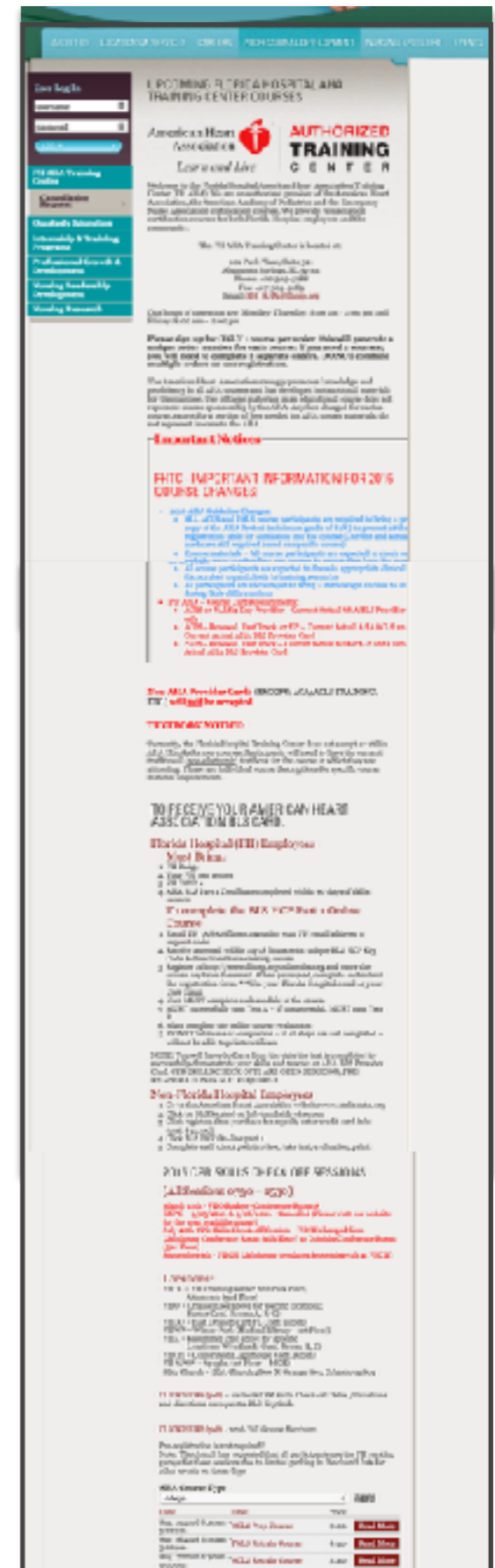
Specific Course / Session Page >
 Courses Descriptions and Class Times were not viewed as separate content, therefore duplicate and conflicting content existed across the site.



The "Home" Page >

This long scroll landing page housed too much content, with little to no hierarchy, and too much inconsistent formatting

Aside from Content, one of the biggest user pain points was that available classes were found at the very bottom of the page.



The Approach

Our Methods

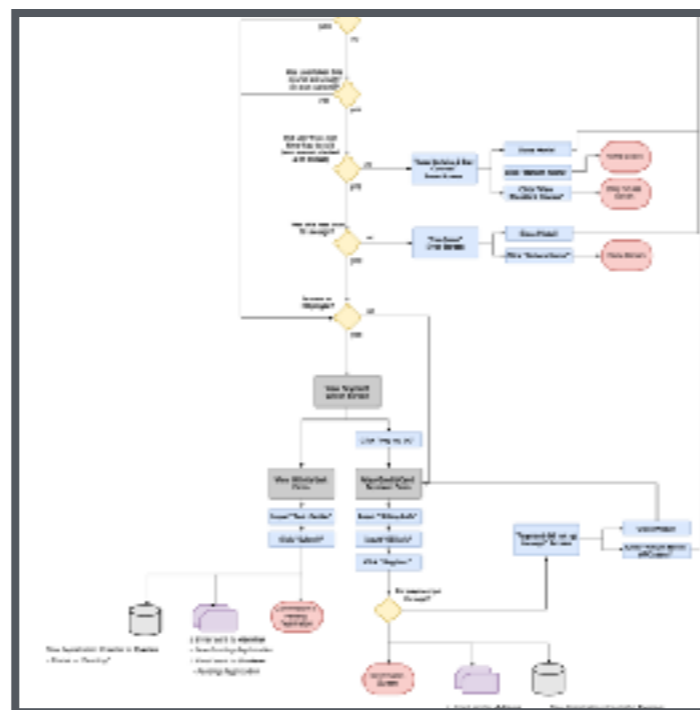
Through **Discovery & Stakeholder Interviews** we were started to understand why users were having issues with the current site and what was most important to the users.

With the insights from interviews and relevant **Landscape Research**, we began **User Story Mapping** to visualize the architecture of the application. The more complex user stories were further supported with more in-depth **System Process Flows**.

The 'Content Problem' was addressed with a through **Content Audit** and **Organization in Airtable**. The same Airtable doubled as the Content Deck, later being used to seed the data into the actual system database.



User Story Mapping



System Process Flows

	UserCertifications	Certifications	Programs	Courses	Classes	Registrations
Workbooks						
124						
CPR and First Aid Student Workbook						1411559-010-7
BLS Advanced Cardiovascular Life Support Provider Manual						1411559-010-9
BLS Handbook of Emergency Cardiovascular Care for Healthcare Providers						1411559-017-5
BLS Advanced Cardiovascular Life Support Instructor Manual						1411559-018-3
CALS Experienced Provider (EP) Manual & Resource Text						1411559-013-4
CALS Experienced Provider (EP) Instructor Package						047559-015-5
Basic Life Support for Healthcare Providers Manual						1411559-017-6
Basic Life Support Instructor Manual						1411559-018-7
Lean Server First Aid / CPR / AED Student Workbook (2015)						1411559-017-8
Lean Server CPR / AED Student Workbook (2015)						1411559-019-1
Lean Server First Aid Workbook (2015)						1411559-020-2
Lean Server First Aid/CPR/AED Instructor Manual						1411559-015-1
Essential Resuscitation Textbook, 6th Edition						139113-018-7
Adult Nurse Core Course Provider Manual, 7th Edition						04755901-04-6
Emergency Nurse Pediatric Course Provider Manual, 6th Edition						04755901-04-5
EMRS Provider Manual						1411559-017-2
DIPALS Provider Manual						1411559-112-3

Content Organization in Airtable

The Solution

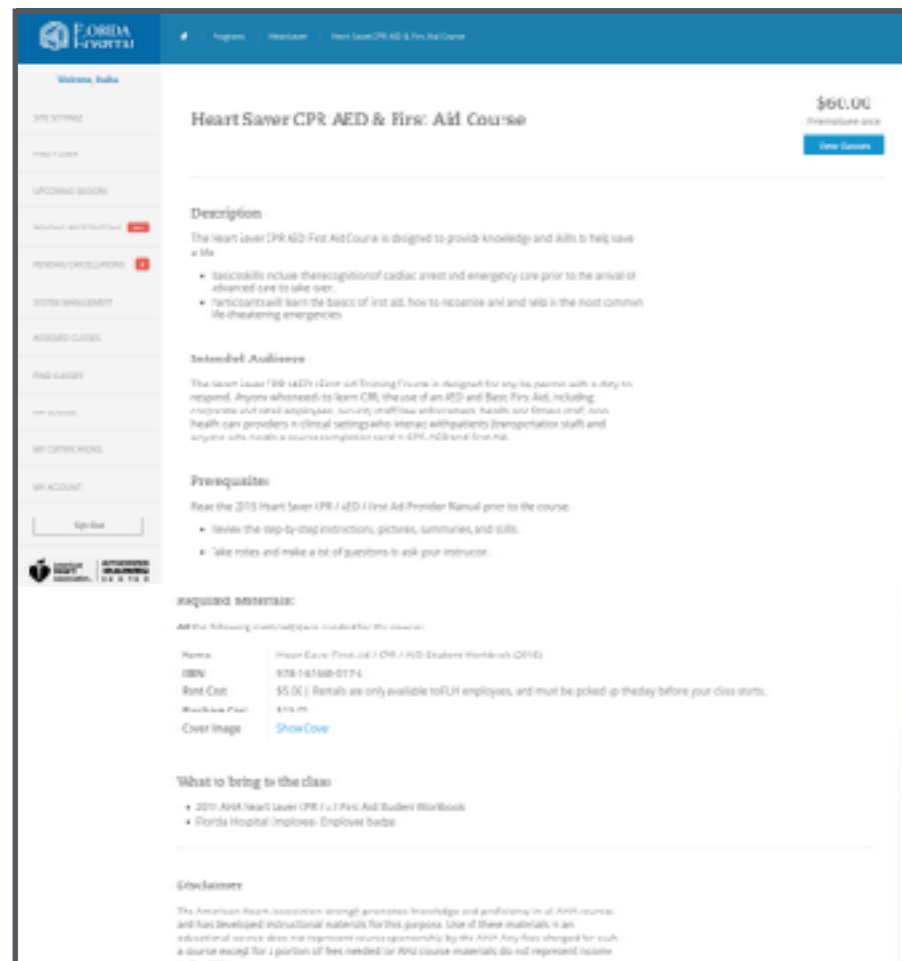
For the Students....

Streamlined User Funnels

Consistent Content Organization

Student Portal to Manage Classes / Certifications

Automatic Class Reminder Emails

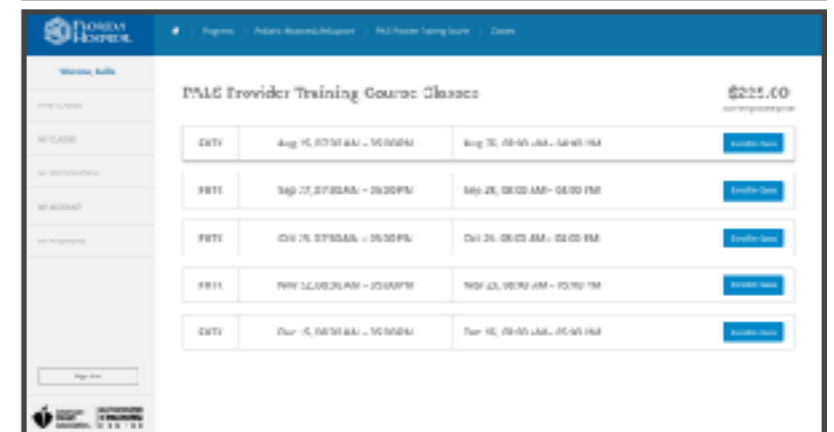
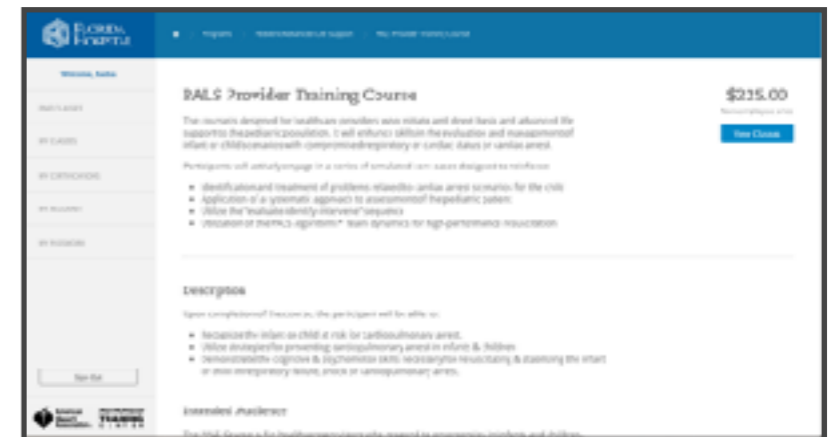
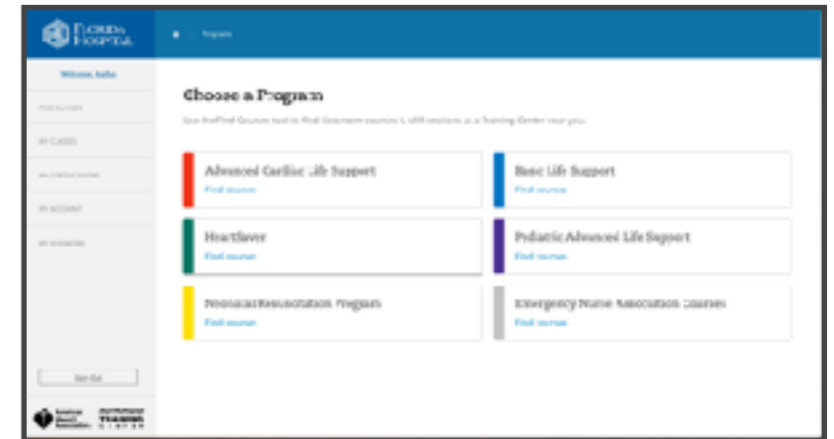


< Course Content Organization
Course content was given hierarchy and consistent formatting across the site.

Information is now easier to parse and allows the user to find what they are looking for.

Registration User Funnel >

Students can narrow down classes by Program, then Course, then Class times. Having a succinct funnel allows them to quickly find what they need without sifting through tons the content.



The Solution

For the Admins....

Intuitive Session Administration

Easily Manage Pending Enrollments & Cancellations

Scalable Instructor Scheduling Feature

All Data only needs to be updated in one place

Admin Navigation >

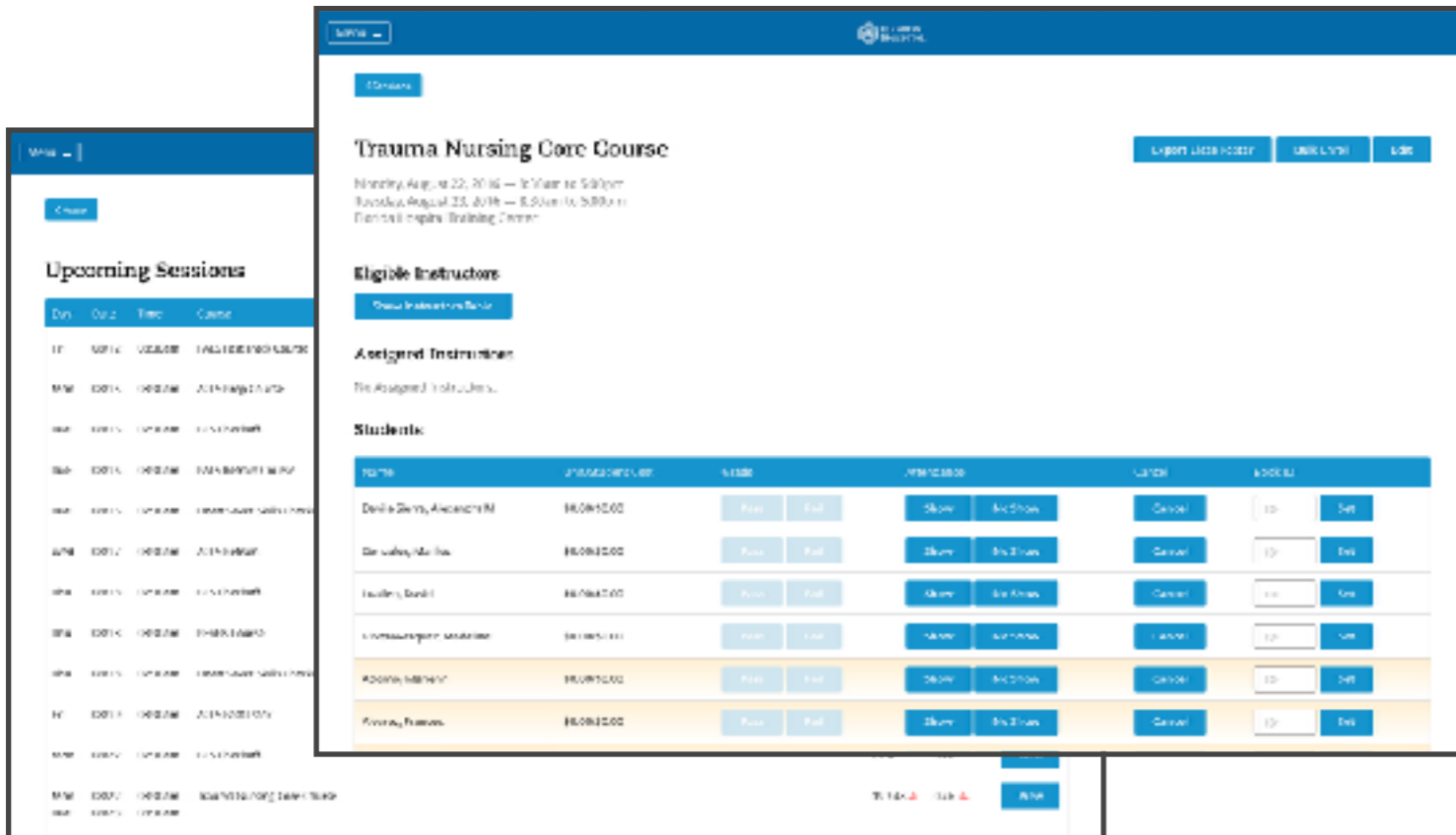
Admin can easily navigate to sections of the site to manage Site Content, Pending Registrations, & Pending Cancellations



< Session Administration

Admins can easily see most upcoming sessions when they sign in.

They are able to easily assign instructors and mark student attendance / grades from a Session Overview Page



CONCLUSION

Further Improvements

Upon final group review, the FH Admins were excited for the new system. With a soft launch, they've completed their final user acceptance testing to verify that it compliments their workflows.

Additionally, the training session was attended by a variety of users that will be interacting with the system. Similar to an informal focus group, we were able to collect additional feedback for further improvements to the system. This allowed us to create a list of backlog features for future improvements to the site.

The latest version of the site can be found here: <https://www.floridahospitaltrainingcenter.com/>