

CHRISTOPHER KAI WONG, MS

**SENIOR UX DESIGNER, DESIGN WRITER, AND UX
RESEARCHER**



Who am I?

Curbside Product Company Sign in SCHEDULE A DEMO

Excellent care. Everywhere, every time.

Excellence should not only exist in specialized "centers", but everywhere healthcare is delivered. Imagine if everyone at your organization practiced world-class, high-value effective care everytime. Impossible? Let us show you how.

SCHEDULE A DEMO

Children's Hospital of Los Angeles Arkansas Children's Hospital EISENHOWER HEALTH Intermountain Healthcare American Academy of Pediatrics Kidsx DREAMIT Startx

Empower your team to make better clinical decisions, with support at every step

Curbside is modern decision-making support software, created by two physician leaders tired of one-off clinical logic resulting in sub-optimal care.

Discover and customize world-class shared clinical content from leading medical centers

Curbside is the world's largest, most active community of shared clinical logic.

Imagine having hundreds of the best pathways in the world for your organization to use and customize within minutes of signing up.

(Temp language)
See our clinical pathways that adhere to new Neonatal Fever guidelines:

SENIOR UX DESIGNER

Experienced in end-to-end UX Design, Research, and Strategy

Medium

GREAT WORK

Kai Wong, you're a top writer in the topic of Design.

Your writing is popular with readers — keep up the good work! The Design topic page and your profile will now highlight you as a top writer, as well.

Tweet Share

YOUR STORIES THAT MADE AN IMPACT

- How bullet charts taught me about the importance of layering
75 fans · 10K views
- How to quickly format presentation slides to tell a compelling story
51 fans · 1.91K views
- How to engage your team with the user story backlog
17 fans · 700 views

DESIGN WRITER

Top Design writer on Medium and author of Persuading with Data and Data-Informed UX Design

Tagged user research

Observations 3 of 104

Name this theme Add a description

Observation tags Frustration Navigation

Start a new theme

"This page feels a lot different to the login screen, feels like it was designed by [laughs]"

test1_Login test2_Navigation Frustration moderate_issue quote Add3

Area M1 Created Sep 21 2018 at 15:56:17 in Search - September 21 (Student, Miami, Fla) months to year: 21-28

Has always found the main in-app navigation confusing "There are too many fe relate to me"

test2_Navigation Frustration moderate_issue quote Add3

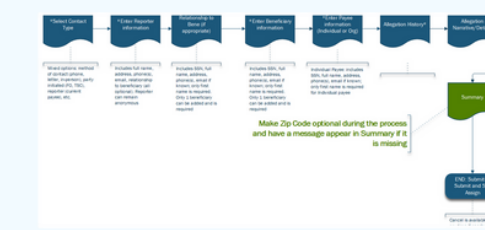
Area M1 Created Sep 27 2018 at 18:57:28 in UI - September 12 (Student, 20,30, Taipei)

"I've always found this screen to feel really bare. I wish it would tell me more us about my spending, rather than just having a whole bunch of links to other sect"

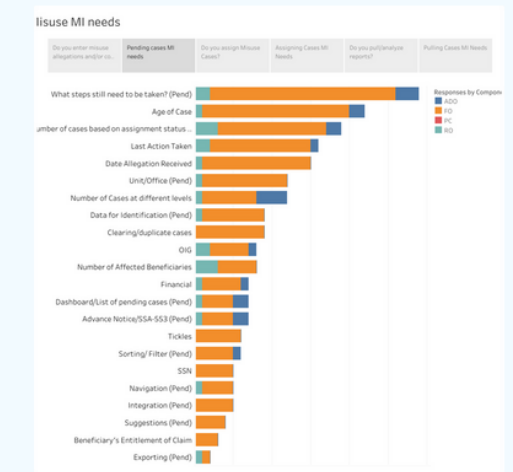
test2_Navigation Frustration quote Add3

Area M1 Created Sep 28 2018 at 15:18:28 in City - September 1 (Student, Ontario, More) days to year: 21-28

Workflow and journey maps



Data Visualizations



Conceptual modeling

Name _____ DOB _____

Address _____

Phone _____ Email _____

Select this user

UX RESEARCHER/DATA VISUALIZER

Experienced in working with Qualitative and Quantitative Research, along with analytics and metrics

UX DESIGN, UX RESEARCH, AND DATA VISUALIZATION

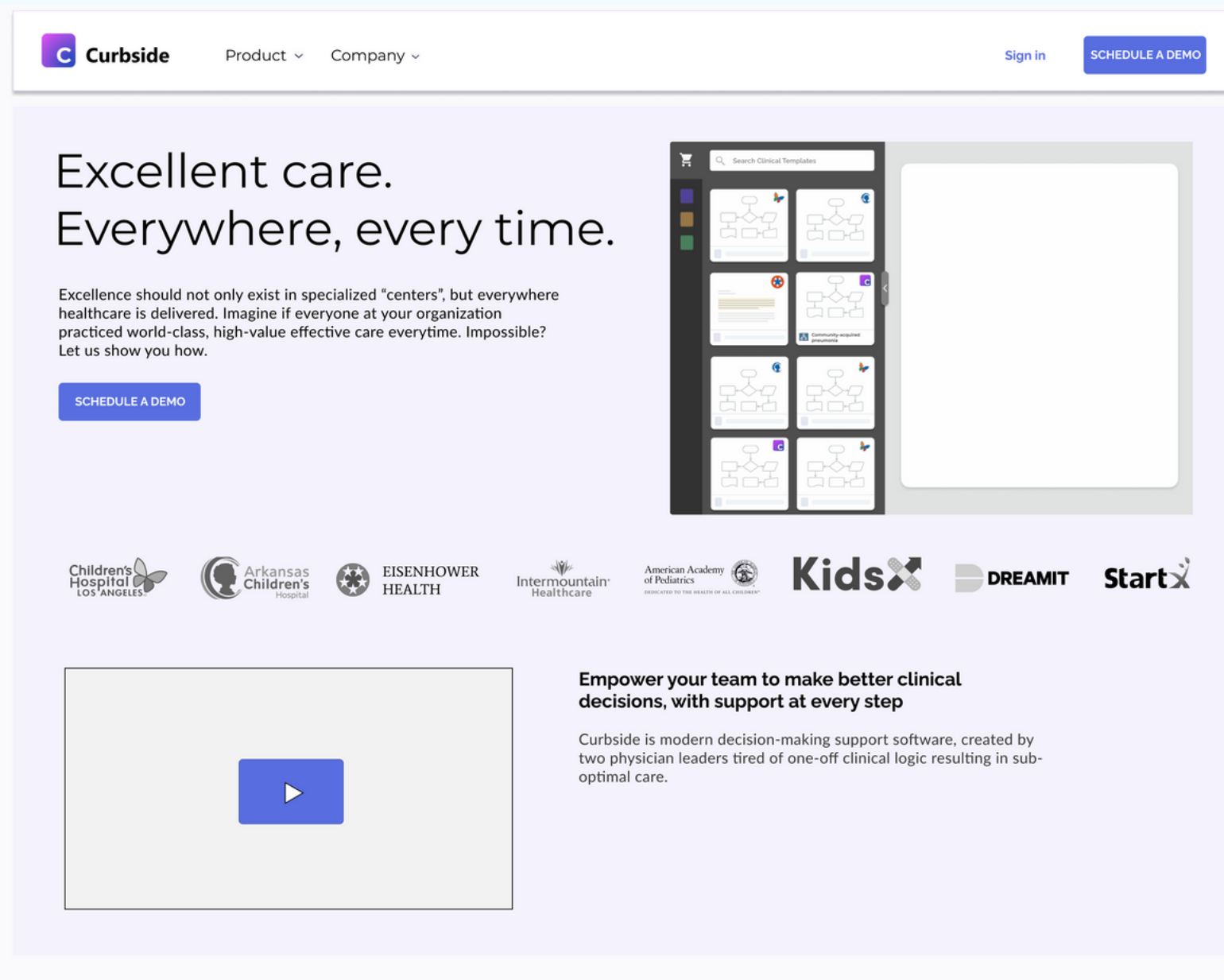
Experienced at every
stage of the Design
process

I am an end-to-end UX Specialist, with experience doing User Research, Design, and more. I am adept and understanding and utilizing UX KPIs and Metrics to incorporate business needs into UX-focused projects.

I know how to design mobile and web-based applications based on user needs, lead user testing efforts and interviews and communicate feedback to the larger team about the iterative design process.

I also have experience working with Data Visualization as part of the research projects to make research findings easier to digest for audiences.

UX @ CURBSIDE HEALTH



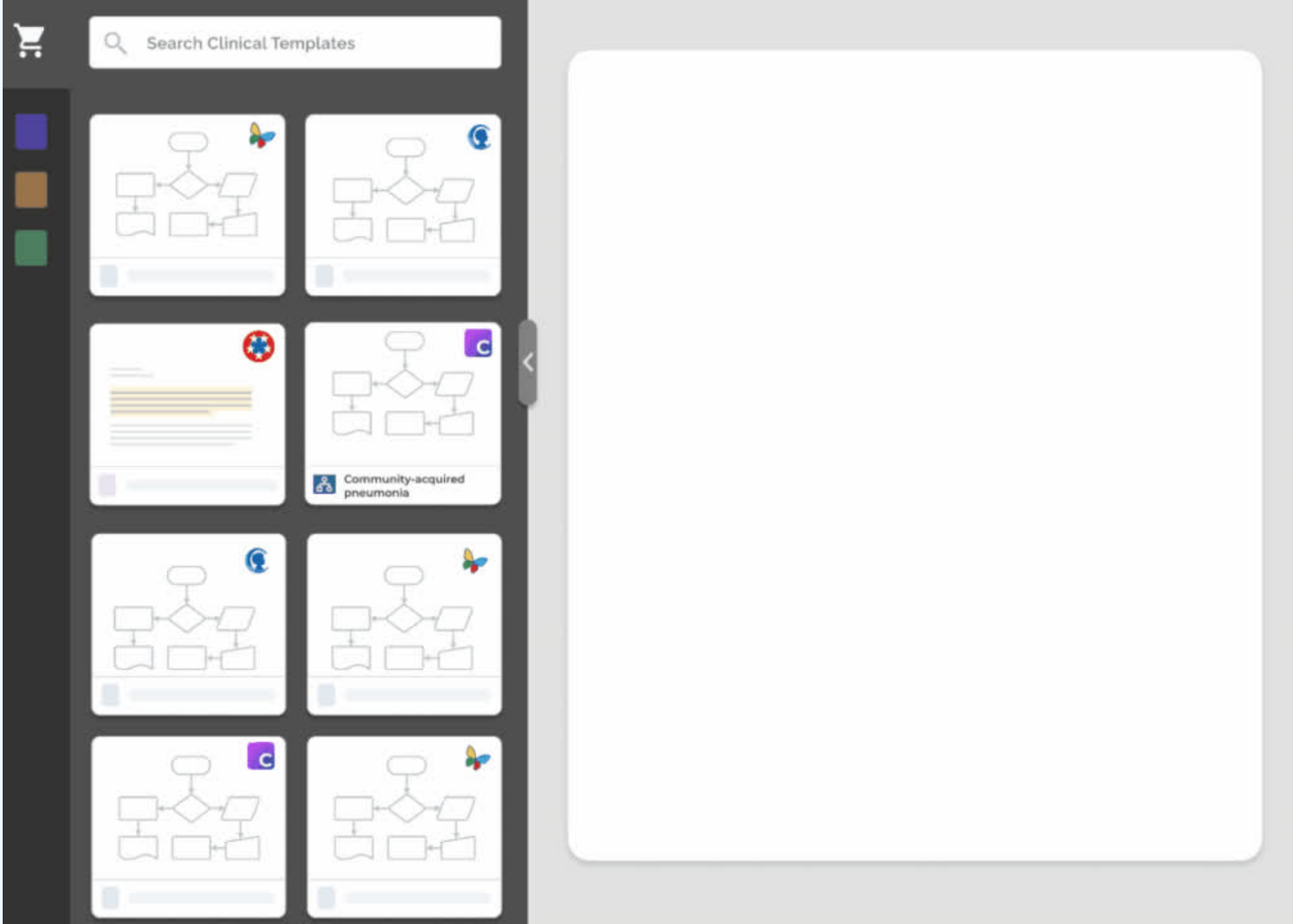
Goal: Creating a public website for a B2B website

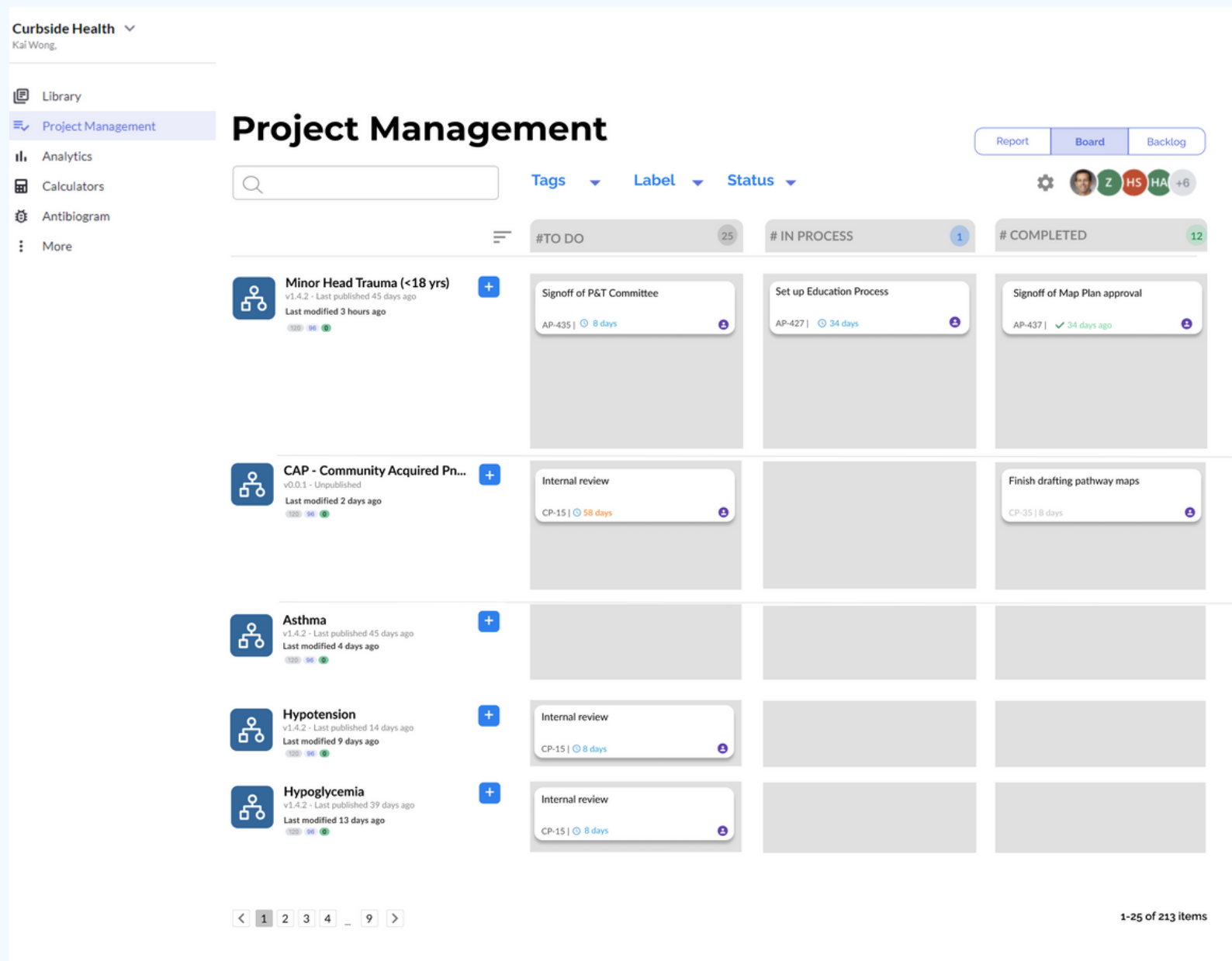
- Interviewed the CEOs to understand what were the business needs
- Co-ordinated content and brand strategy with Marketing and Sales
- Designed multiple iterations of several pages, including About Us, Featured Content, and landing pages
- Created animations to help explain the major selling points of Curbside

B2B LANDING PAGE

Creating a public-facing website for a B2B model

B2B LANDING PAGE ANIMATION



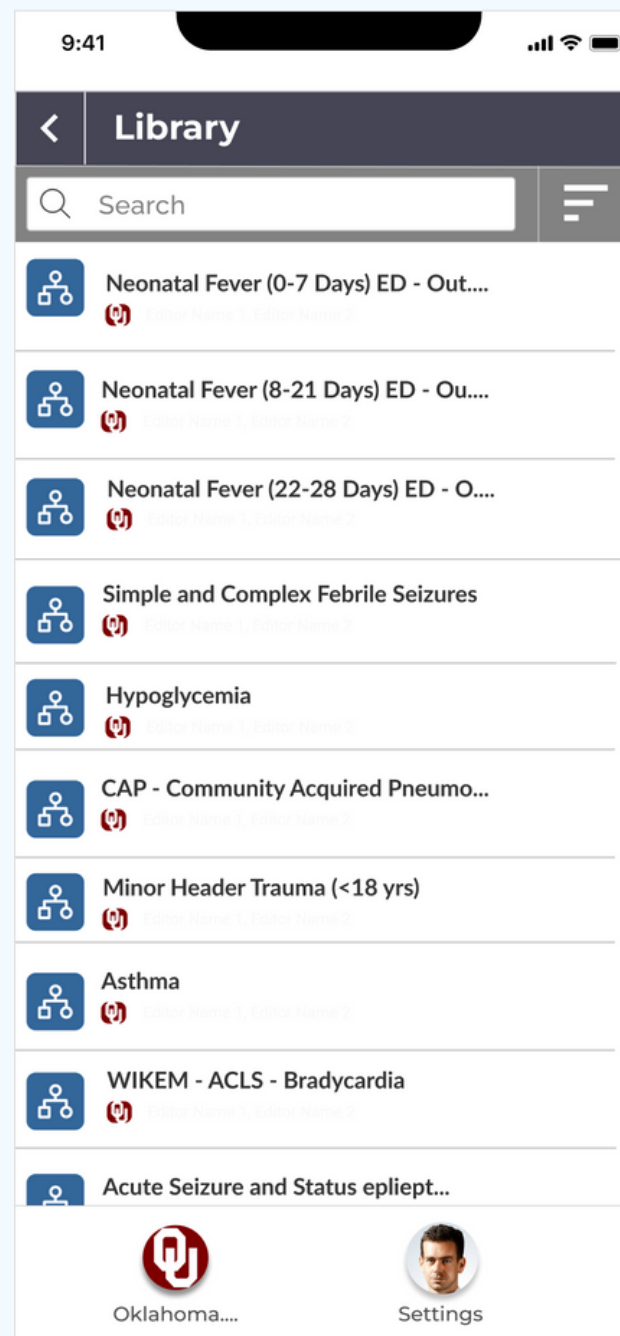


Goal: Creating a dashboard for managing tasks around clinical pathways

- Interviewed clients to understand their needs and what they do currently
- Iterated designs based on user and business needs
- Created interactivity to support multiple design views, including Data Visualizations and Backlogs
- Obtained user feedback from Project Managers and other Designers

PROJECT MANAGEMENT

Creating a dashboard to manage clinical content tasks



Goal: Creating a mobile application to help reduce variations in clinical outcomes for patients

- Created Personas of Clinicians seeking answers (and when they would rely on Clinical pathways)
- Created Information Hierarchies based on Global, Institution, and Pathway settings
- Created Responsive Mobile Designs to fit a wide range of mobile devices
- Interviewed CEO regarding the Mobile use case and features supported

MOBILE APPLICATION

Adopting clinical pathway and community features to mobile devices

UX @ PERATON/NORTHOP GRUMMAN

Contact Designees for Vincent Lee

	Name	Phone Number	Relationship	Last Contacted
1	Vera Svoboda	(202) 443-1009	Child	04/12/2019
2	Tara Marjorie Lee	(410) 413-5033	Spouse	Not Contacted
3	Anton F Bukwa	(301) 937-0112	Social Worker	Not Contacted

Document Contact Update Designee Information

Contact History

Date	Time	Contacted	Comments
04/12/2019	1:56 PM		

Back to Review Page New Search

Goal: Researching, testing, designing, and creating an application over the course of 2 2-week sprints

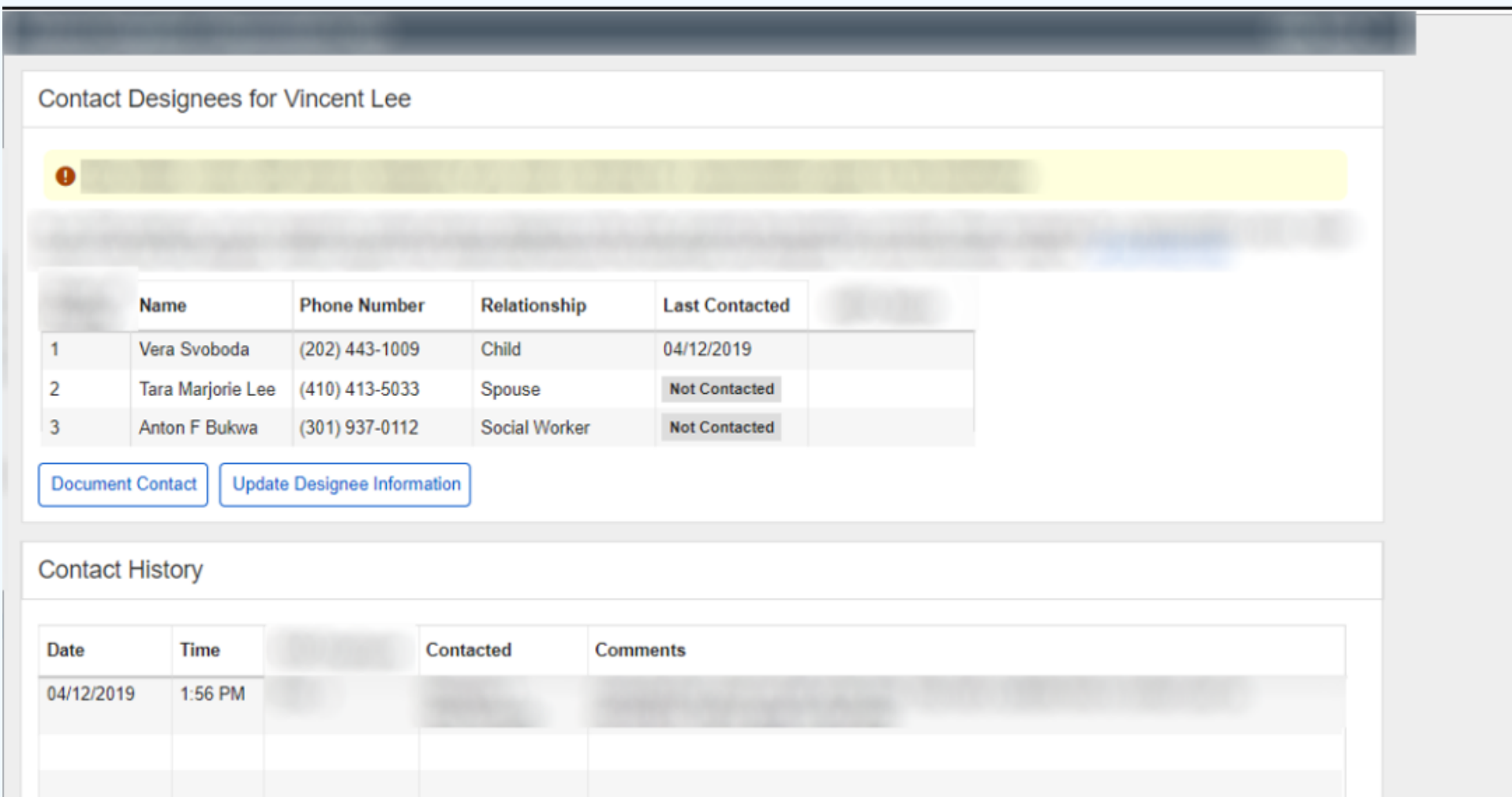
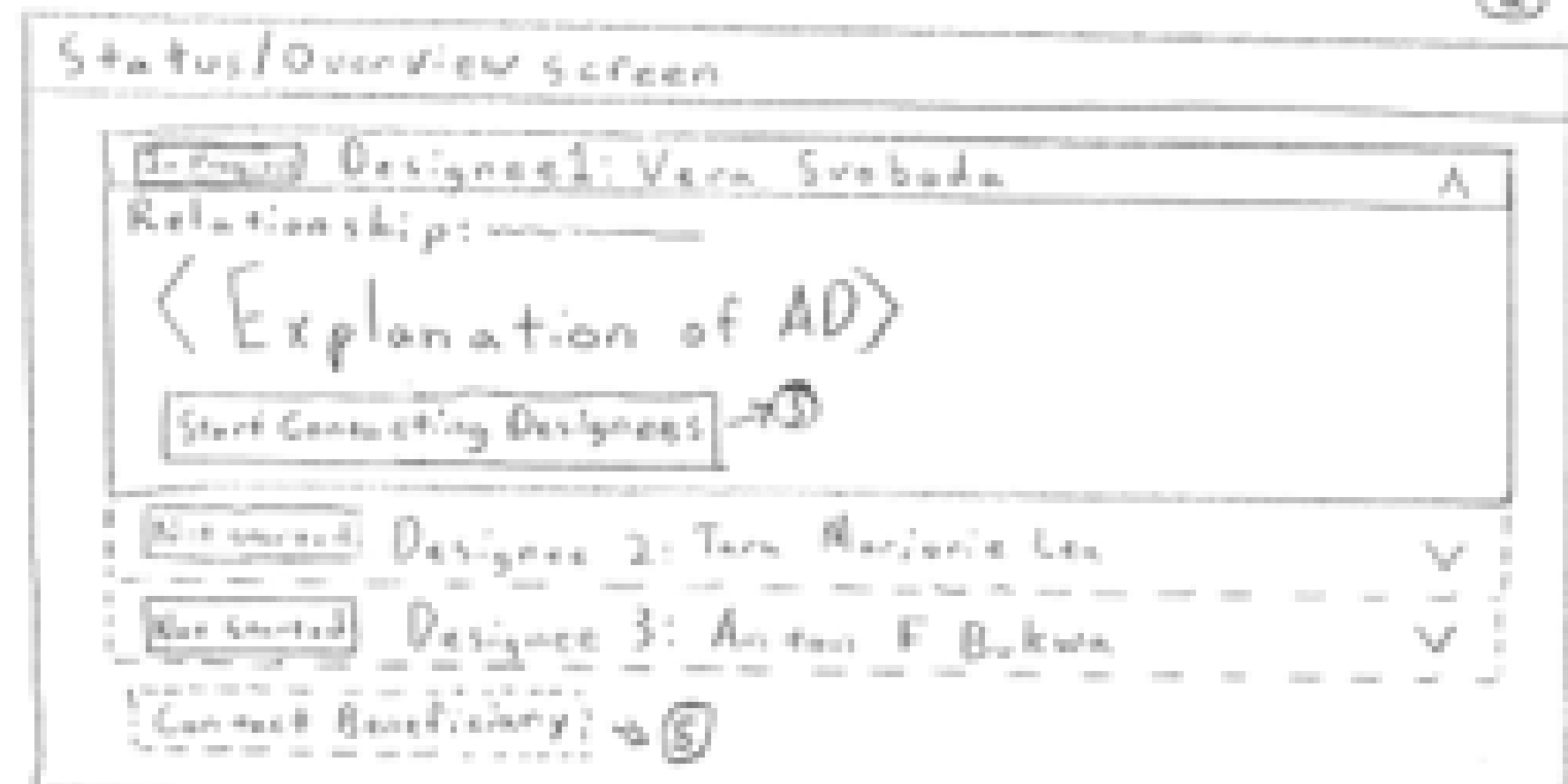
- Iterated at paper prototype and mockup level, for user testing and business discussions
- Rapid prototyped with users through paper prototyping
 - Real-time data analysis and tagging for quick insights
- Created running lists of outstanding requirements that were updated based on meeting notes
- Mediated design decisions and discussion
 - Showcasing how business decisions can affect the prototype in real-time through sketches

ADVANCE DESIGNATION

Design and user test an application for a Federal organization in a month

PAPER PROTOTYPE...

Testing paper prototypes with users to gain quick iterative feedback.



...TO MOCKUP

Creating mockups to fit user and business needs on a short timeline.

DATA VIZ AND USER RESEARCH

Turning user research into design artifacts to promote understanding

Tagged user research

Observations 3 of 104

Name this theme
Add a description

Observation tags: frustration, Task2_Navigation

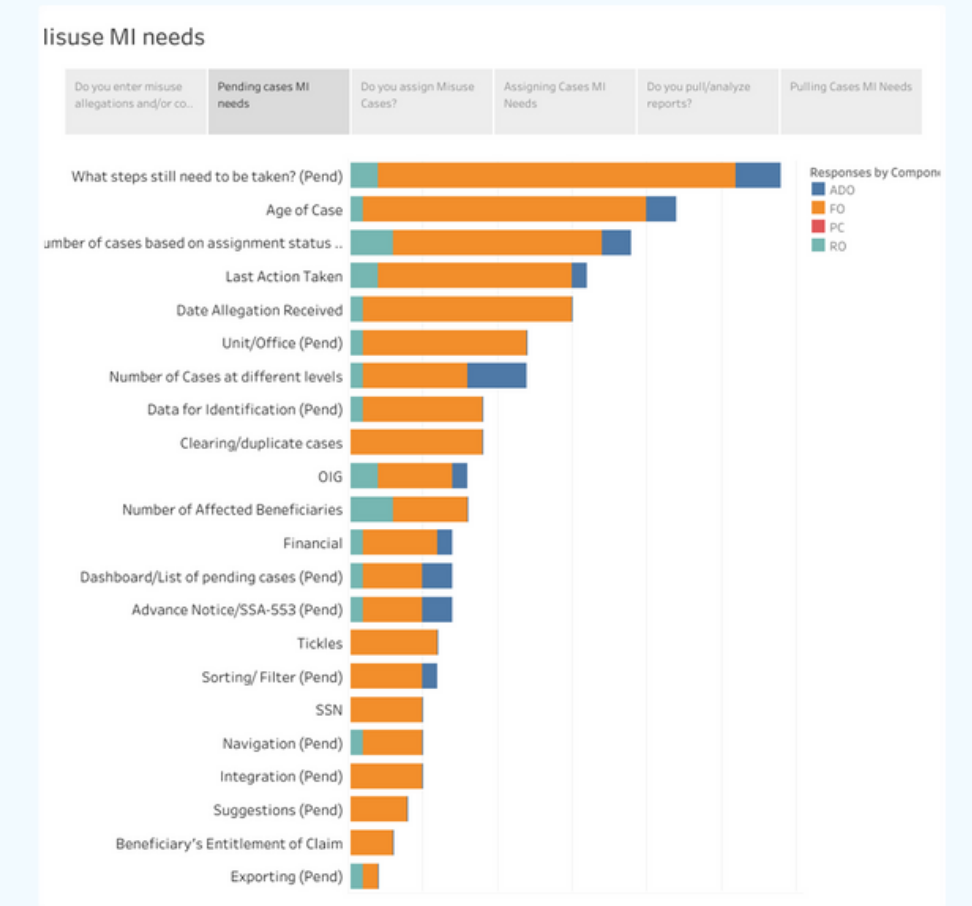
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*This page feels a lot different to the login screen, feels like it was designed by (laughs)
Task1_Login, Task2_Navigation, frustration, moderate_issue, quote

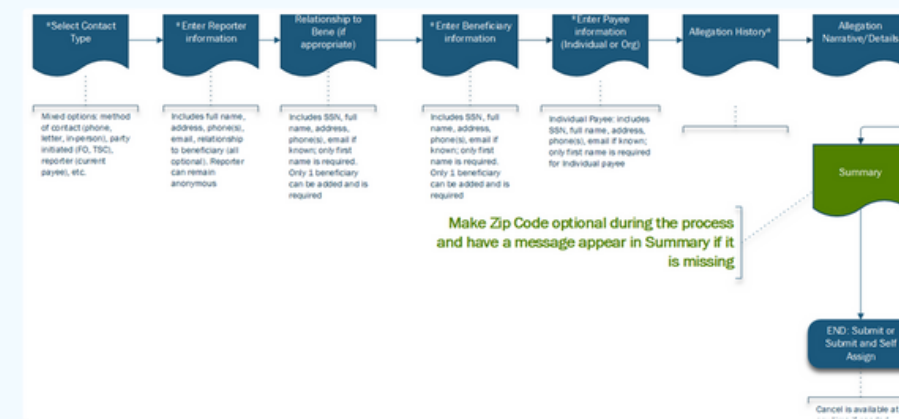
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Task2_Navigation, frustration, quote

Data Visualizations



Workflow and journey maps



Conceptual modeling

Name: _____ DOB: _____

Address: _____

Phone: _____ Email: _____

Select this user

LEADING USER RESEARCH EFFORTS

- Recruiting participants
- Preparing test plans
- Facilitating User tests/Interviews
- Leading debriefs

Facilitator Guide

User Observations 1/11/2021-etc.

Participant #: _____

Date: _____ Time: _____

Facilitator Name: _____ Note-taker Name: _____

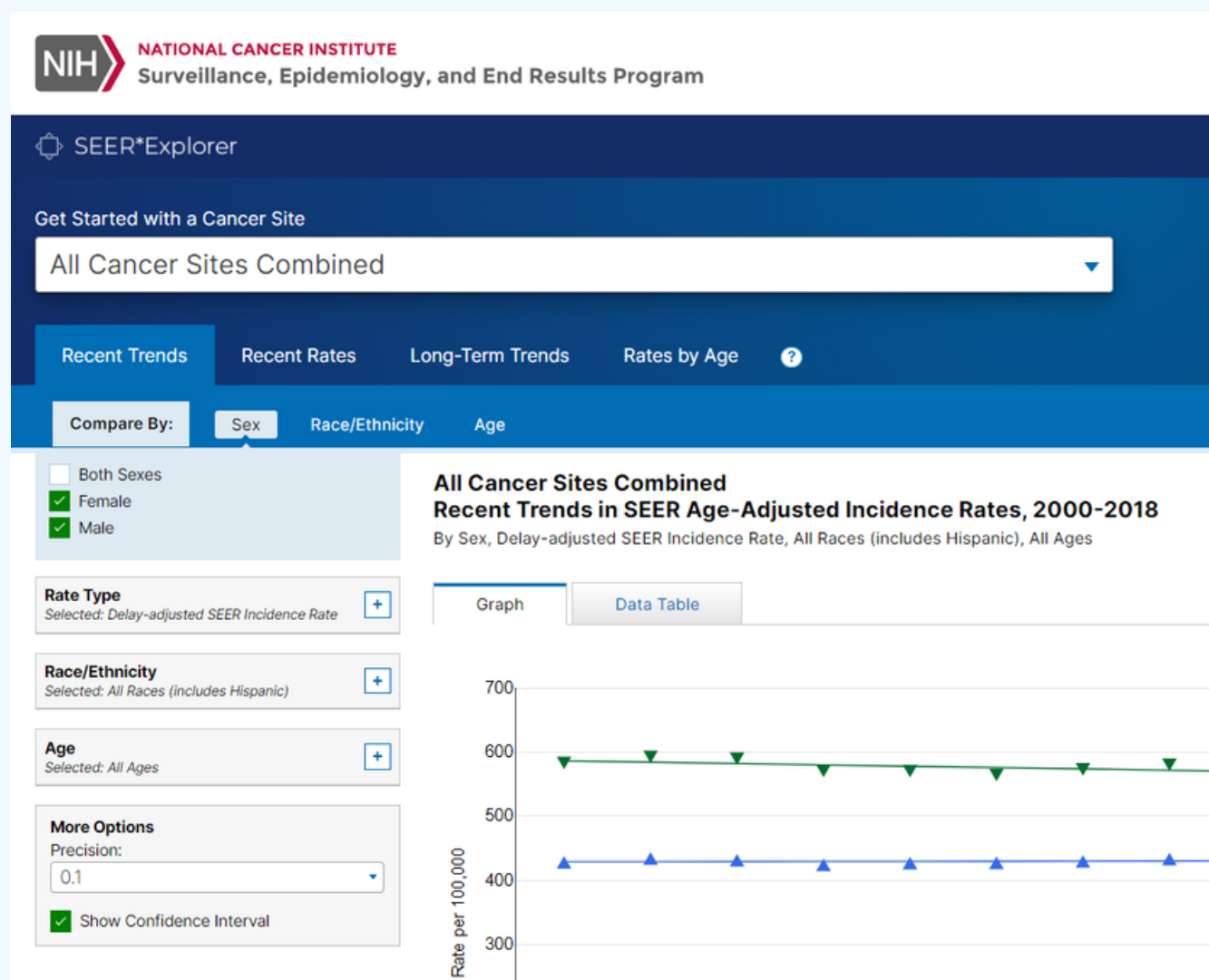
Greet and Set Expectations

"My name is _____, and I work with the User Experience Group at SSA. We help product and project teams across SSA create applications that are useful and usable. In order to do that, we work with people like you – employees who actually use the tools being developed – to tell us your experiences and give us your impressions about the applications we're working on. Our job is to watch and listen, to observe what works and what doesn't, and what we can do to make our products better.

- **There are a few other people observing your evaluation.** At least one other person will be taking notes to help me make sure that I'm not missing any of the important feedback you'll be providing.
- **Always say what you are thinking.** If you are looking for a link, a word, or a button, please say so. If something surprises you, tell me. When things go right, say that, too. Thinking out loud may not seem natural, but it will help me to understand your experience as we work through the observation. I may remind you at times throughout our session.
- **All feedback is good feedback – even if it's hard to hear.** It's important that you are open and honest about what doesn't work for you and why, because we can only fix things that we are aware of. I am not a developer of this tool, so you won't hurt my feelings by being truthful.
- **We are evaluating the design of the application; we are not in any way testing you or your job knowledge.** If the interface we share with you today does not work for you, then the development team still has the opportunity to improve the functional software built for you and others like you.

We would like to record what you say and do on the screen. This allows us to go back and review your session at a later time. Only the UXG will have access to this recording and your name is in no way associated with it. Is it OK with you that we record our session today? ____ Yes ____ No

UX @ NATIONAL CANCER INSTITUTE

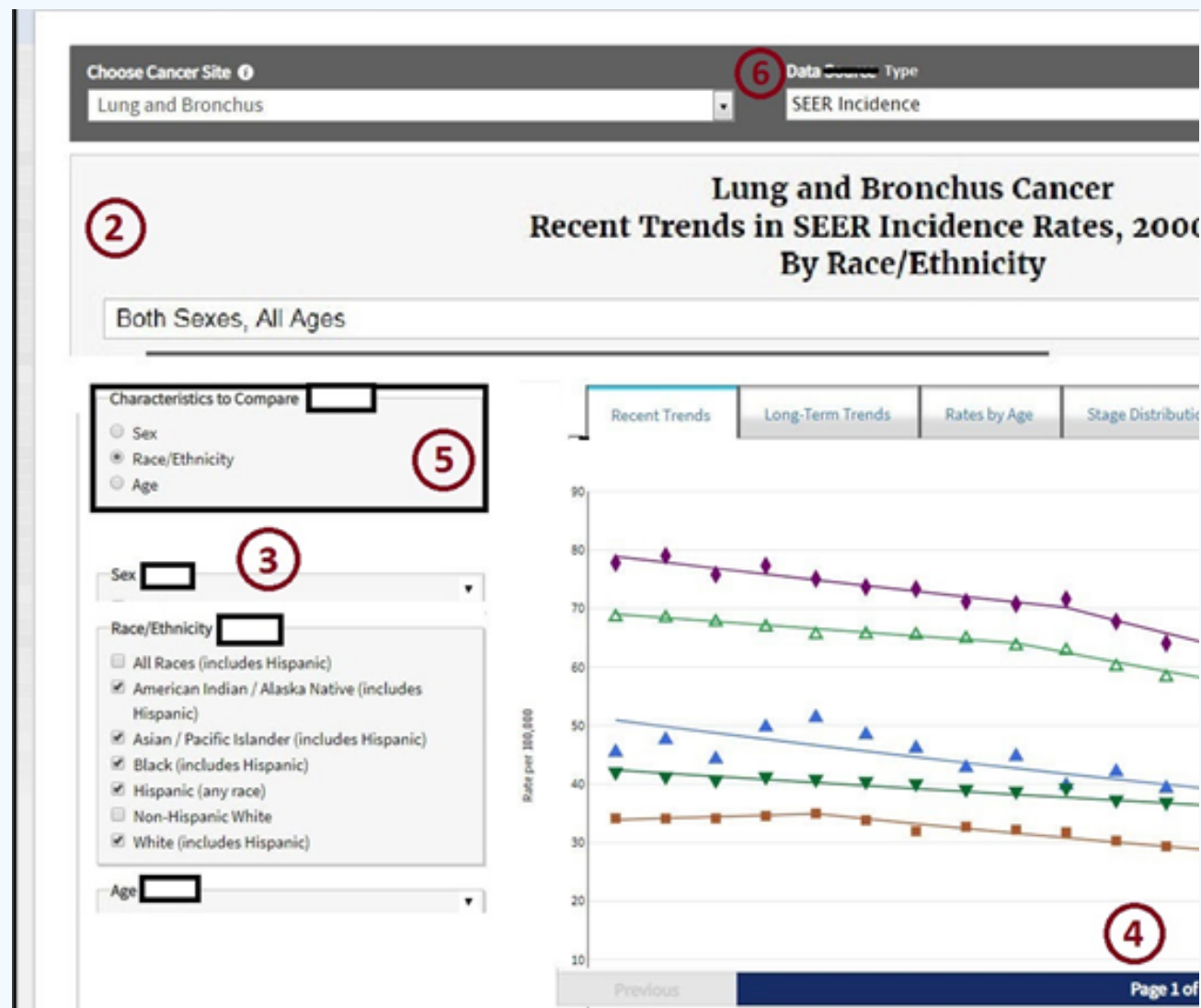


SEER*EXPLORER

Re-designing a Cancer Visualization tool

Goal: Re-design a cancer data visualization tool to support cancer researchers and patients

- Issue: A tool for cancer researchers needs to be adapted to incorporate cancer patients as an audience
 - Sub-Issue: Could not talk directly with cancer patients to assess user needs
 - Sub-Issue: Development would be done by a contractor



A triangulation research strategy to get a clear picture of user and business needs

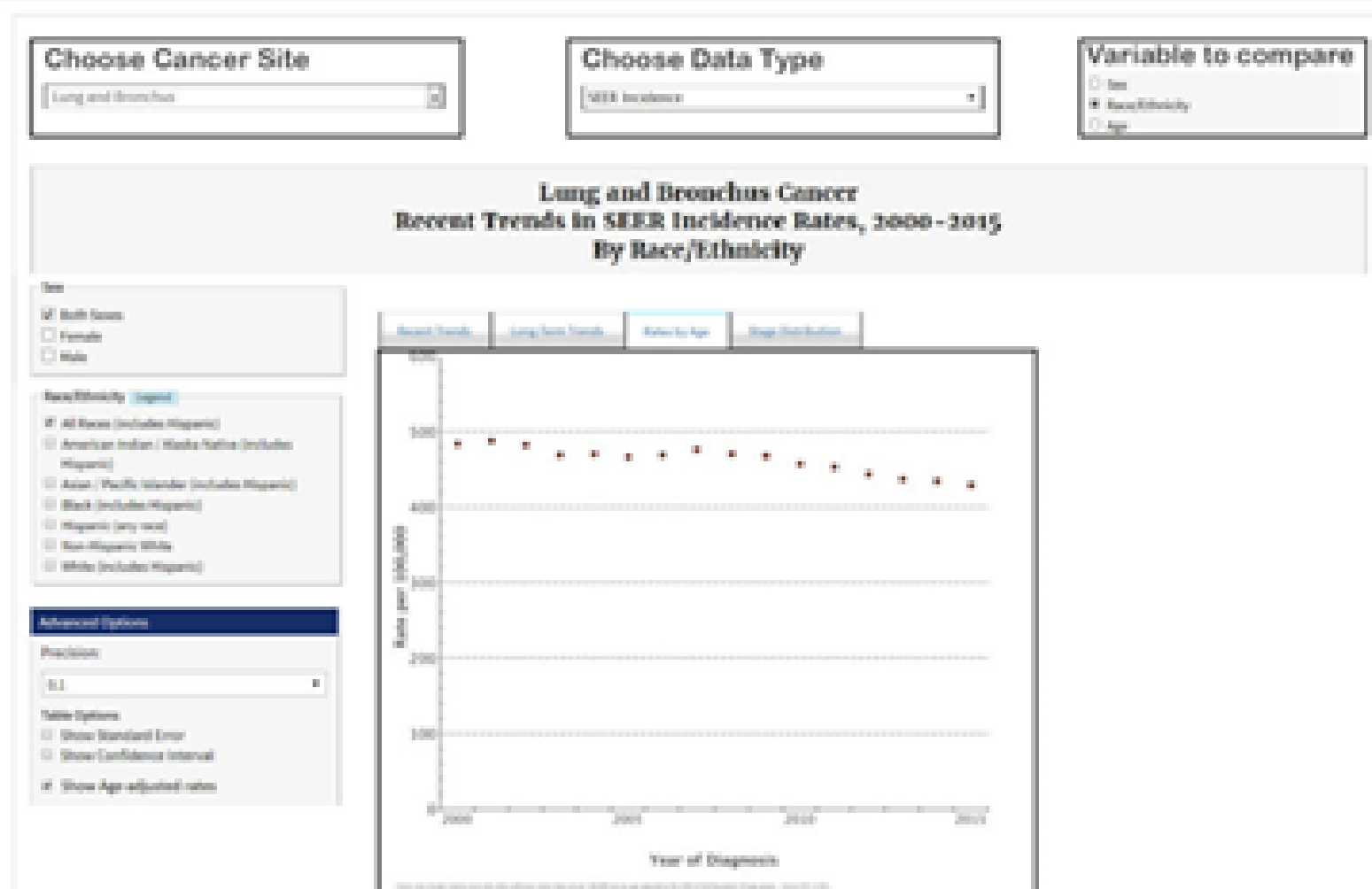
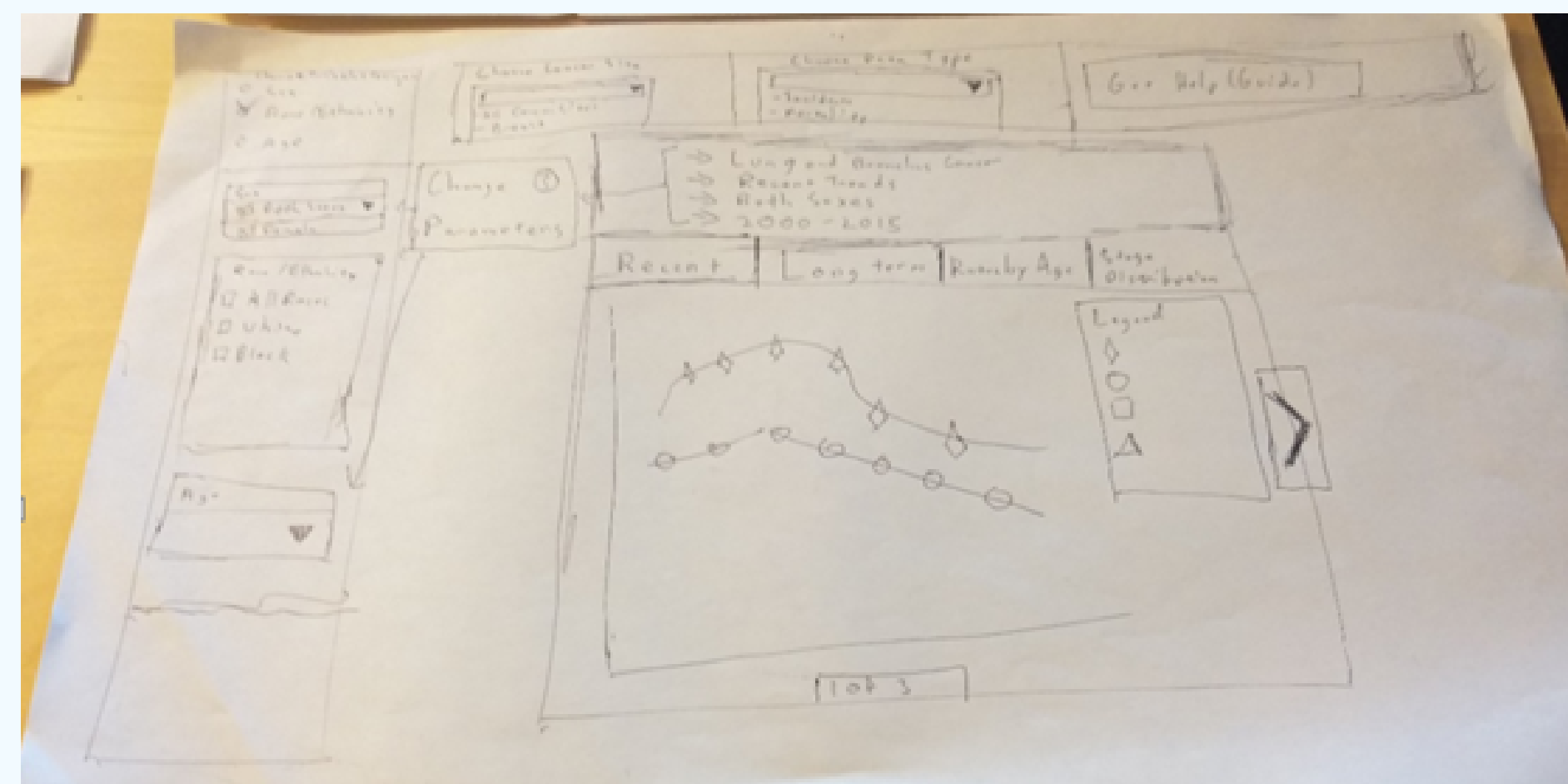
- Literature review of patient needs
- Video/audio interviews from related research material
- In-house interviews with HINTS team, creators of the Health Information National Trends Survey
- Interviews with key stakeholders to understand current experience and needs
- Heuristic and Usability Evaluations of current experience
- Validated personas and use cases with subject matter experts

UNDERSTANDING CANCER PATIENTS

Getting a deeper dive into understanding how cancer patients use statistics

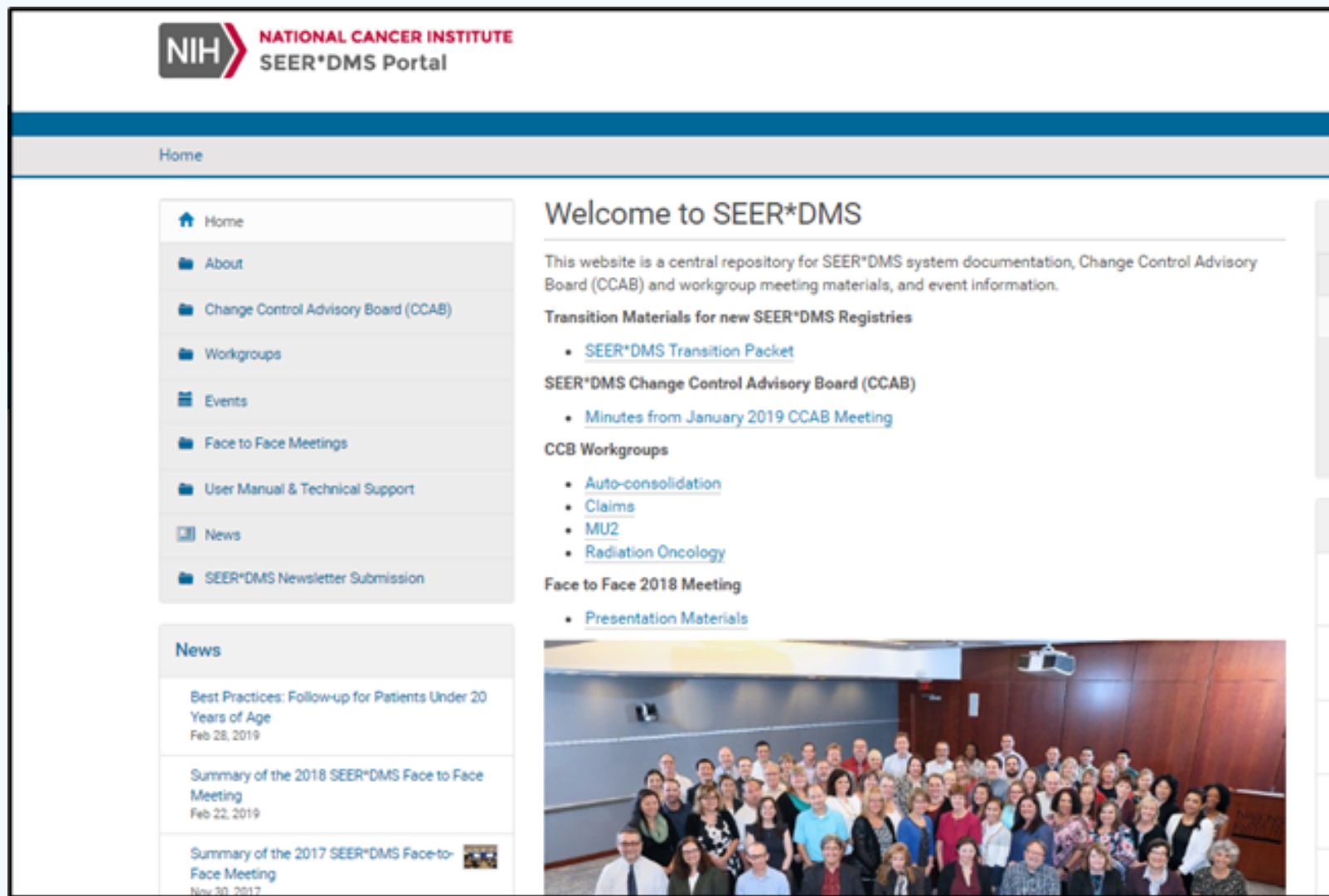
PAPER SKETCH...

Using paper sketching for divergent thinking ideation based on user research



...TO AXURE PROTOTYPE

Prototypes were tested with medical researchers.



Goal: Re-arrange information on the page to be more welcoming to be catered for the in-house audience

- Issue: Understanding how additional projects could be incorporated into existing categories
 - Sub-Issue: Re-arranging existing information based on expected user needs

SEER*DMS

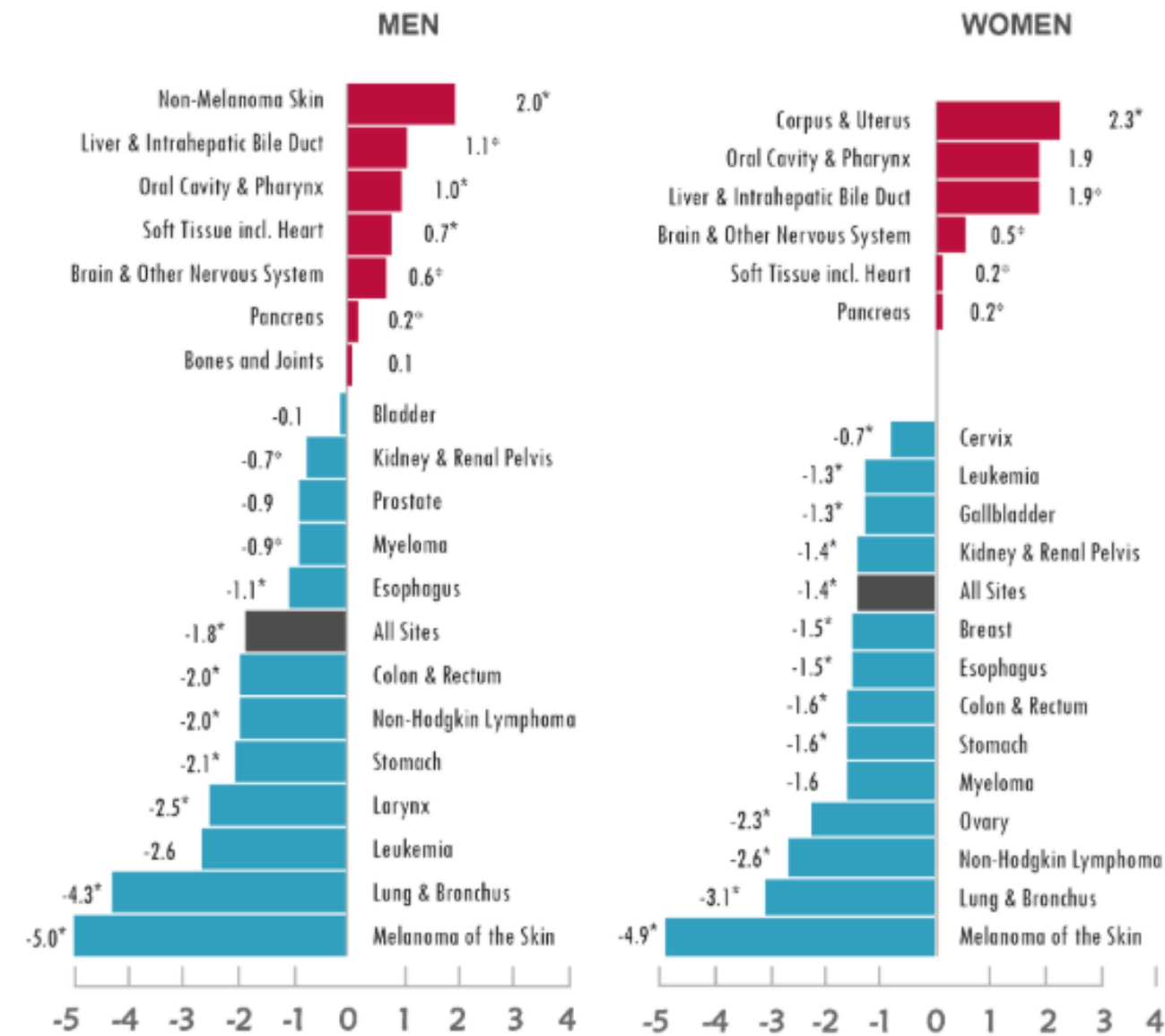
Re-designing internal web portal's Information Architecture



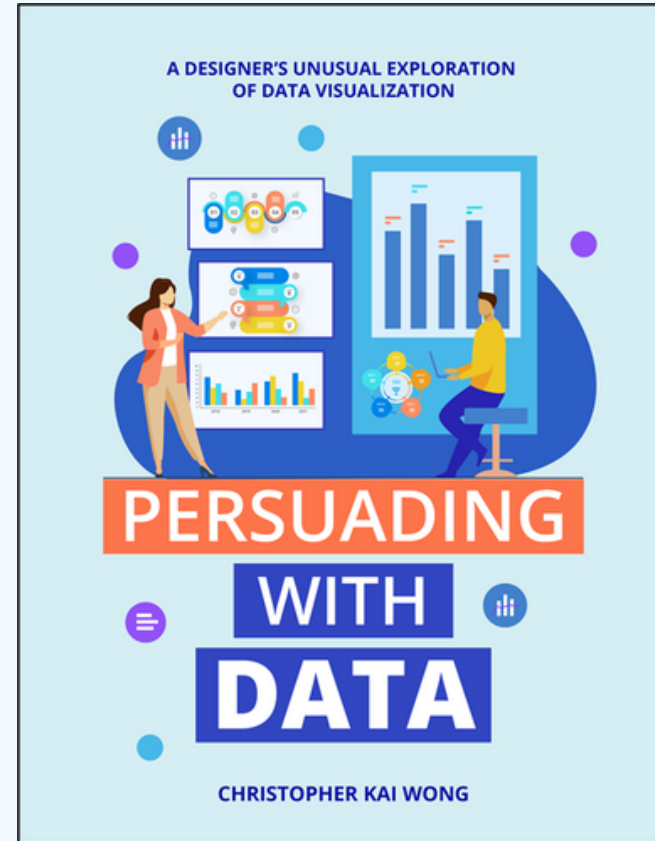
INFOGRAPHICS AND DATA VIZ

Supporting efforts to present informatics to the general public

NATIONAL TRENDS IN CANCER DEATH RATES



DESIGN WRITING

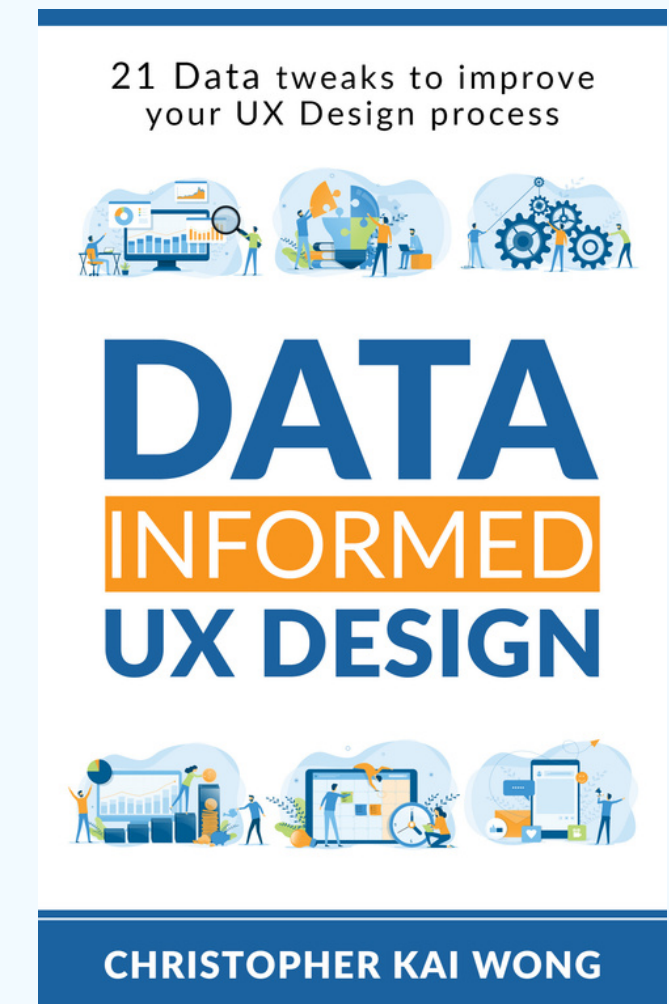


PERSUADING WITH DATA

My first book, Persuading with Data, talks about how Data Visualization can be a useful tool for designers.

DATA-INFORMED UX DESIGN

My second book explores tweaks you can make regarding data that can improve your UX Design process.



WEEKLY DESIGN ARTICLES

I write weekly UX Design, Research, and Data Viz articles on Medium's largest UX publication, UX Collective.



GREAT WORK

Kai Wong, you're a top writer in the topic of Design.

Your writing is **popular with readers** — keep up the good work! The **Design** topic page and **your profile** will now highlight you as a top writer, as well.



Data & Design by Kai Wong

[Home](#) [Archive](#) [About](#)



Trying to recruit specialized users? Focus on finding one person first

Finding a way in to a specialized community is important

Christopher K Wong

[New](#) [Top](#) [Community](#)



Three ways that UX designers can gain insight from the Marketing team

Marketing people are a great resource for UX to answer tricky questions

Christopher K Wong May 18



Designing "above the fold"? Try the reciprocity principle

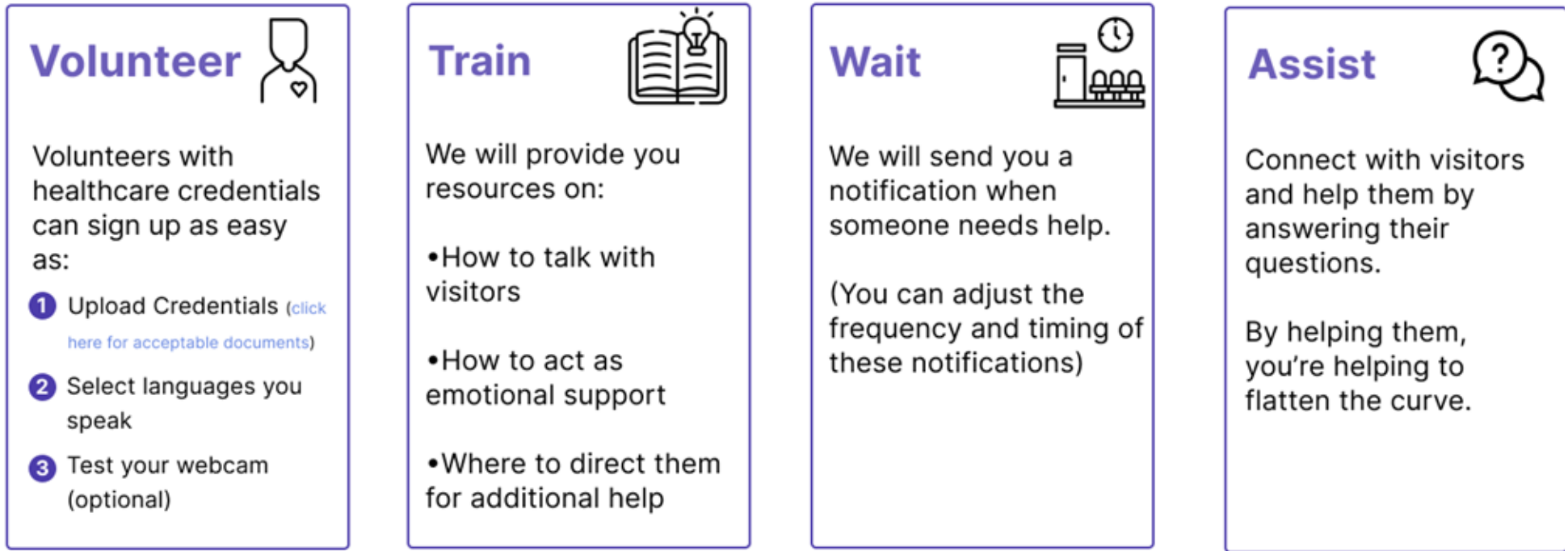
Asking users to "Schedule a Demo" requires more than one page

Christopher K Wong May 11

NEWSLETTERS

I run the Data & Design newsletter, which talks about the intersection of UX Design, UX Research, and Data Visualization

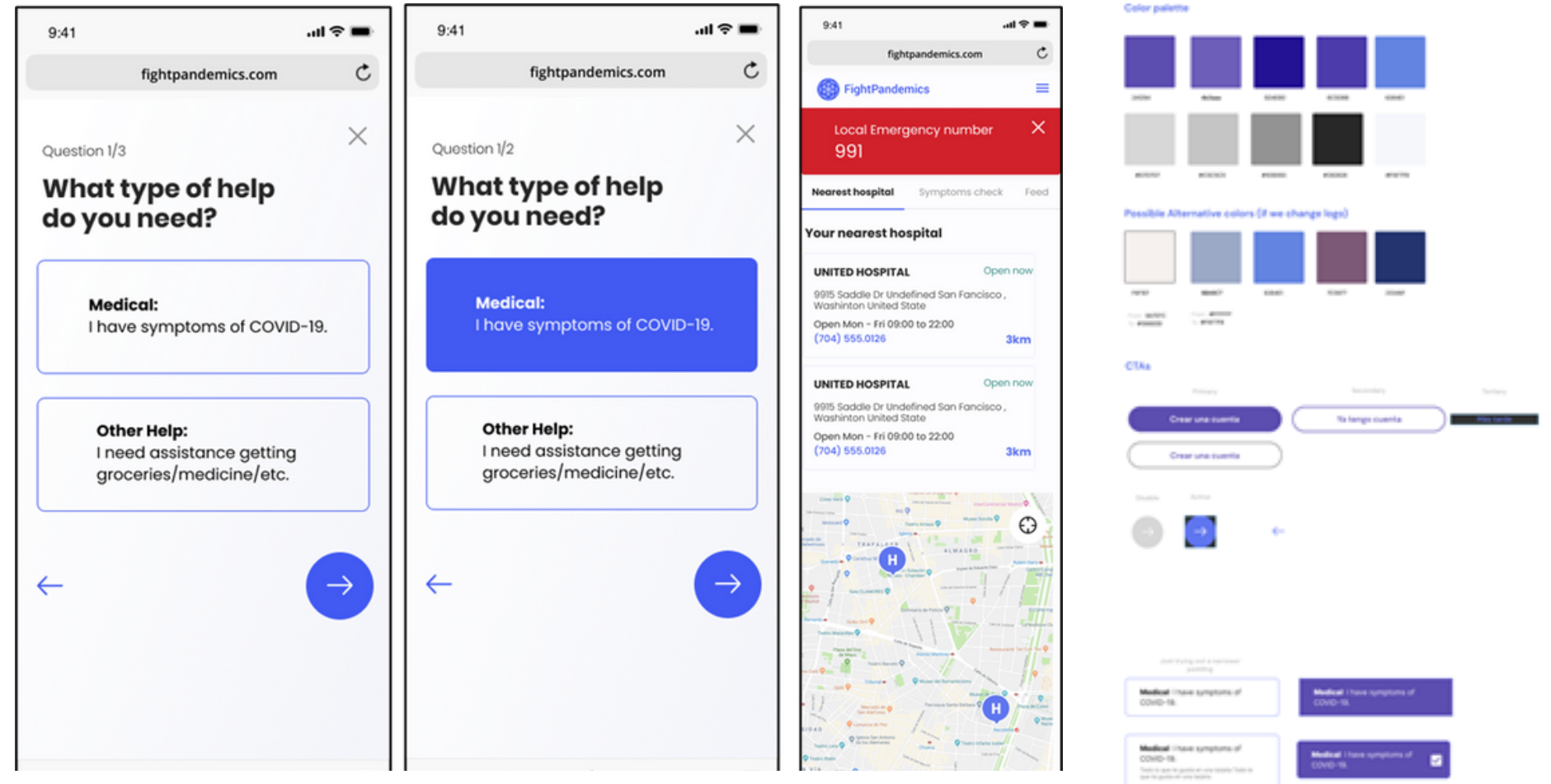
OTHER UX PROJECTS



VOLUNTEER COVID-19 PROJECTS

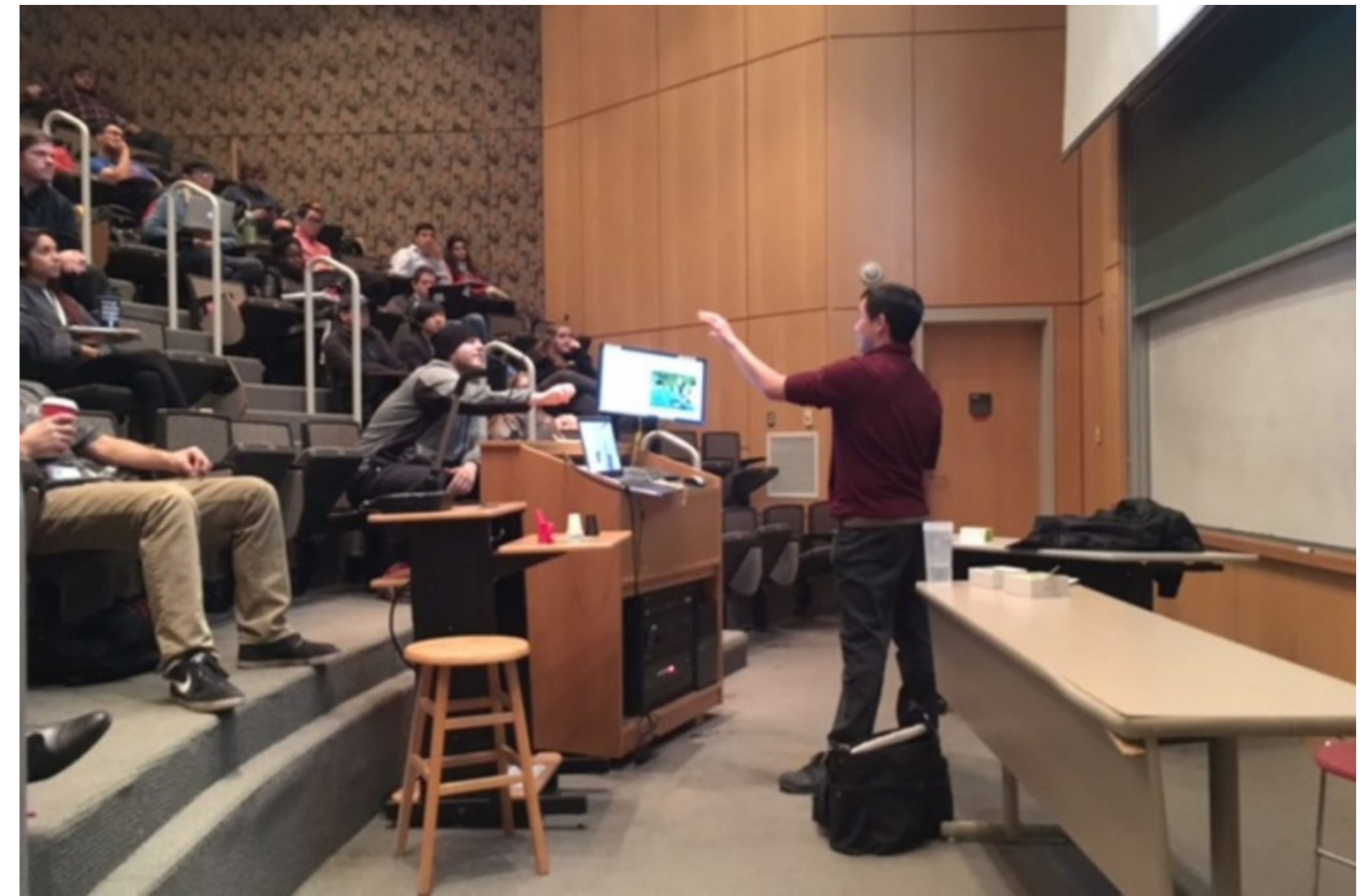
I volunteered my Design services for two Covid-19 projects involving telehealth and community support.

I helped design user flows and the style guide for one, and did user research into telehealth for the other.



TEACHING DESIGN

I have created multiple Online Courses, along with teaching undergraduates, about many different aspects of UX Design, Research, and Design thinking.



Design > User Experience Design > Communication Skills

The complete guide to design communication

How to effectively conduct user research, get stakeholder buy-in, and get hired for a UX design job.

4.3 ★★★★★ (10 ratings) 90 students

Created by [Christopher Wong](#)

⚙️ Last updated 10/2019 🌐 English 🗣️ English [Auto]



Preview this course

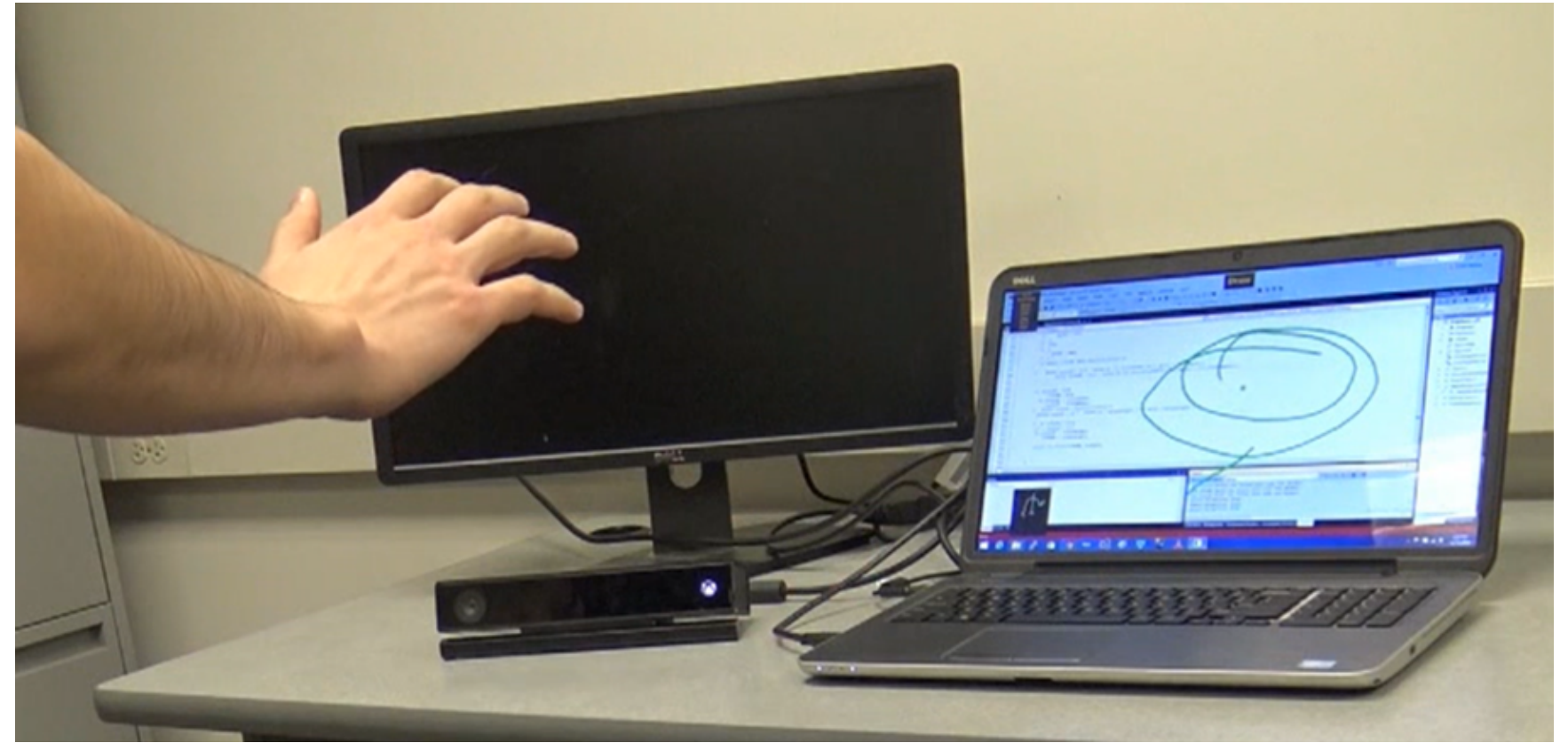
\$13.99 ~~\$49.99~~ 72% off

🕒 13 hours left at this price!

TELESTRATION

I worked to create a Gesture-based interface for annotating surgical video and laparoscopic training, which I then user-tested with laparoscopic surgeons.

The results were used to create a workshop in the American Medical Informatics Association (AMIA) conference.



BALTIMORE ELECTRIC VEHICLE INITIATIVE

I conducted user interviews with Subject Matter Experts to understand the technical capabilities and key points that consumers need to know for Electric Vehicles.

I used this to develop their website, along with Infographic materials that we could develop into stickers, flyers, and other promotional materials.



MOBILE APP FOR SELECTIVE MUTISM

I helped to create a mobile application to assist in treating Selective Mutism, an anxiety disorder, with children.

I conducted user research with participants, gathered feedback, and used that to revise the mobile application.

