

Discovering Usability Problems for Older Adults in the Medicare Plan Finder

Olivia Arielle Rojas

Wendy Rogers, Ph.D., Khan Professor of Applied Health Sciences, & Hye Soo Lee, Ph.D.

Department of Kinesiology & Community Health, College of Applied Health Sciences, University of Illinois at Urbana-Champaign

BACKGROUND

- Medicare is a federal health insurance program for those who are 65 years or older or have a disability.

- Medicare plan finder [MPF] was created to identify which insurance plan is best for each person.

- The process should be easy for older adults to find the best healthcare plan for them.

GOALS

- Locate aspects that are difficult to use.
- Analyze each page of MPF for usability issues.
- Give each identified issue an overall rating.
- Provide potential solutions for identified issues.

RECOGNITION



METHODS

We used Nielsen's Ten Usability Heuristics as principles to identify usability issues. Some of the principles are shown below as examples.

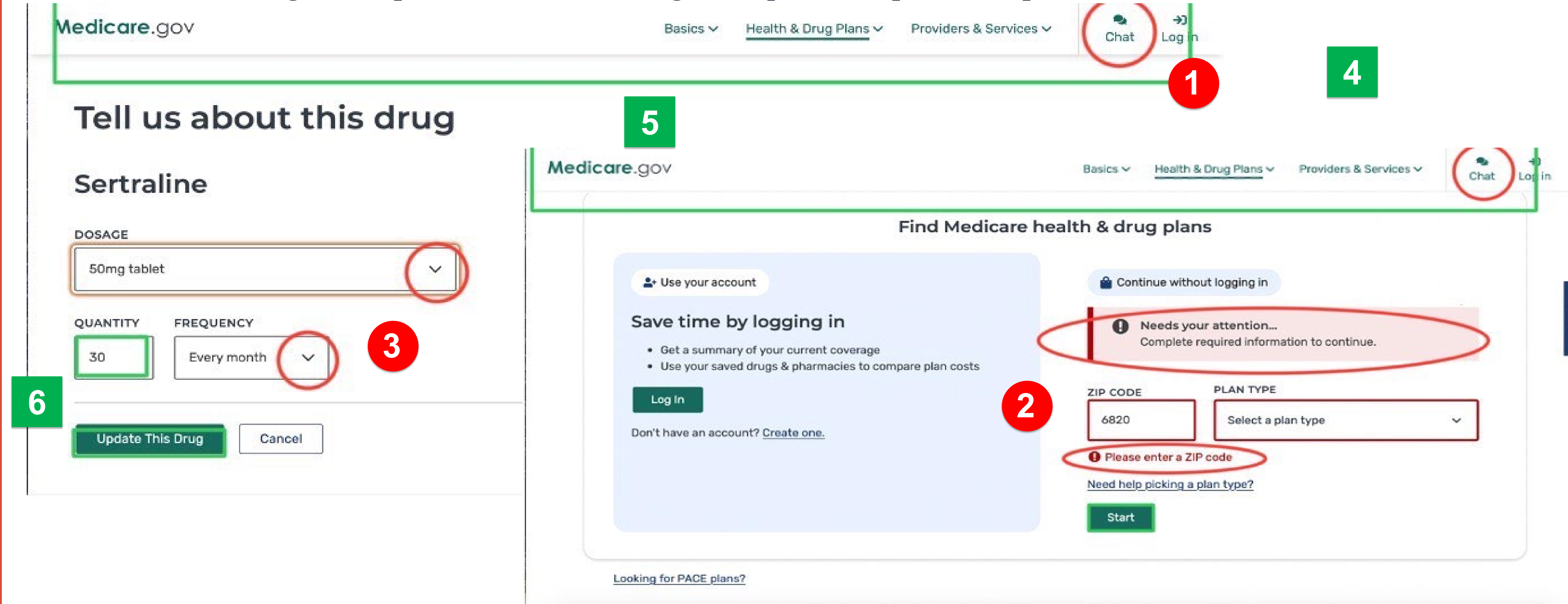
Heuristic Principle	Definition
Recognition rather than recall	The system should remember the user's latest input and information.
Flexibility and efficiency of use	All users should have the ability to customize and interact with the system.
Aesthetic and minimalist design	The design should be simple and easy to understand.
Help users recognize, diagnose, and recover from errors	The error messages should be easy to locate and precisely state where and what the problem is.
Help and documentation	The system should provide a well-developed section to assist the users.

Nielsen, J. (1994, April 24). *10 Usability Heuristics for User Interface Design*. Nielsen Norman Group. Retrieved March 31, 2023, from <https://www.nngroup.com/articles/ten-usability-heuristics/>

We gave each identified issue a rating based on the severity of the issues presented (0-4). The rating allowed us to determine how detrimental the issue is and investigate potential solutions.

RESULTS

See red circles for negative aspects of the MPF and green squares for positive aspects of the MPF.



Negative ●	Positive ■
1. No proper help center.	4. Minimalistic design.
2. Not clear errors.	5. Similar page setup amongst all pages.
3. No edit option, only able to select from drop-down menu.	6. Contrasting green box to signal next steps.

DISCUSSION

MPF still has room for improvement. Based on the analysis, our suggestions are...

- Create a back button located on all the pages.
- Allow the user to input information rather than selecting from menu.
- Provide error messages that are clear, concise, and easy to spot.
- Make cosmetic adjustments such as enlarging or bolding messages.
- Allow the interface to remember the user's previous information.
- Administer a tab for face-to-face assistance.

CONCLUSIONS

- Usability issues remain in MPF that range from cosmetic to slight severity.
- This provides challenges for older adults to find a good healthcare plan.
- Potential solutions are available to improve the overall system.



Negatives	Positive
1. No proper help center.	4. Minimalistic design.
2. Not clear errors.	5. Similar page setup amongst all pages.
3. No edit option, only able to select from drop-down menu.	6. Contrasting green box to signal next steps.

RESULTS

See green squares for positive and red circles for negative.

ACKNOWLEDGEMENTS

METHOD

We used Nielsen's Ten Usability Heuristics as principles to identify usability issues. Some of the principles are shown below as examples.

Nielsen, J. (1994, April 24). *10 Usability Heuristics for User Interface Design*. Nielsen Norman Group. Retrieved March 31, 2023, from <https://www.nngroup.com/articles/ten-usability-heuristics/>

We gave each identified issue a rating based on the severity of the issues presented (0-4). The ranking allowed us to determine how detrimental the issue is and investigate potential solutions.

BACKGROUND

- Medicare is a federal health insurance program for those who are 65 years or older or have a disability.
- Medicare plan finder [MPF] was created to identify which insurance plan is best for each person.
- The process should be easy for older adults to find the best healthcare plan for them.

GOALS

- Locate aspects that are difficult to use.
- Analyze each page of MPF for usability issues.
- Give each identified issue an overall rating.
- Provide potential solutions for identified issues.

START

NIH National Institute on Aging
Grant P01 AG073090



DISCUSSION

MPF still has room for improvement. Based on the analysis, our suggestions are...

- Create a back button located on all the pages.
- Allow the user to edit their personal information.
- Provide error messages that are clear, concise, and easy to spot.
- Make cosmetic adjustments such as enlarging or bolding certain aspects.
- Allow the interface to remember the user's previous information.
- Administer a tab for face-to-face assistance.

TAKE AWAYS

- Usability issues remain in MPF that range from cosmetic to slight severity.
- Making it difficult for older adults to find a good healthcare plan.
- Potential solutions are available to improve the overall system.