A Process of User-Centered Design to Create a Social Determinants of Health Data Platform

Bexar Data Dive, an online data platform, was created to increase accessibility and use of health and social determinants of health data, such as education, economic barriers to healthcare, and hospitalization rates, to decrease racial/ethnic health disparities throughout Bexar County. A model of user-centered design helped us incorporate community input into the platform. We conducted four interviews and five focus groups to gather information on how people use data — specifically beginner and intermediate-level data users from various educational, governmental, and nonprofit organizations. Then, we launched a community survey to assess specific data needs. Lastly, once the alpha version of Bexar Data Dive was ready, we conducted user testing sessions to measure usability, identify bugs, and gather final feedback before launch. Our findings included many recommendations for incorporating user-centered design in health data management. Participants wanted a health data tool that was easy to use, had the indicators they commonly need, and would provide visualizations for presentations, grants, and other projects.

To read the full process of how Community Information Now used user-centered design to create Bexar Data Dive, visit <https://pmc.ncbi.nlm.nih.gov/articles/PMC11102063/>