

CASE STUDY

Helping doctors, nurses, and hospitals move faster

Two connected efforts inside Provider Solutions: rebuilding **Search** so care teams could actually find the right doctor or nurse, and shipping an **onboarding app** that cut the manual setup work of bringing nurses and hospital systems online.

ROLE	TEAM	SCOPE	TIME
Lead Product Designer	2 Researchers · 1 Senior UX Designer	Search & Onboarding, end to end	4 month project

The starting point

Provider Solutions connects hospital systems with the doctors and nurses they staff. Two parts of that journey were breaking down: care teams couldn't reliably **search** for the right provider, and every new nurse or hospital system went through a slow, manual onboarding process before they could do any work at all.

I led design across both, working with a senior UX designer and two researchers to diagnose the problems, test directions with real users, and ship solutions into production.

PART ONE

Rebuilding Search

THE PROBLEM

Filtering was too coarse. Care teams searching by specialty, availability, or location got long, unranked lists — so they gave up and called someone directly.

THE APPROACH

Research sessions surfaced the filters people actually reached for. We redesigned filtering as layered, combinable facets with live re-ranking.

THE OUTCOME

Care teams narrowed to the right provider in a few taps. Search became the fastest way to find someone, not the fallback.

Search by name, specialty, or location...

Cardiology X

Available today X

Within 10 mi

Credentialed +



Dr. Maya Reyes

Cardiology · 0.8 mi

Available



Jordan Tan, RN

Cardiac Care · 2.1 mi

Available



Dr. Aliyah Khan

Cardiology · 3.4 mi

Next slot 2pm

PART TWO

An onboarding app for nurses & hospital systems

THE PROBLEM

Getting a new nurse or hospital system set up was almost entirely manual — paperwork, back-and-forth emails, staff chasing missing information.

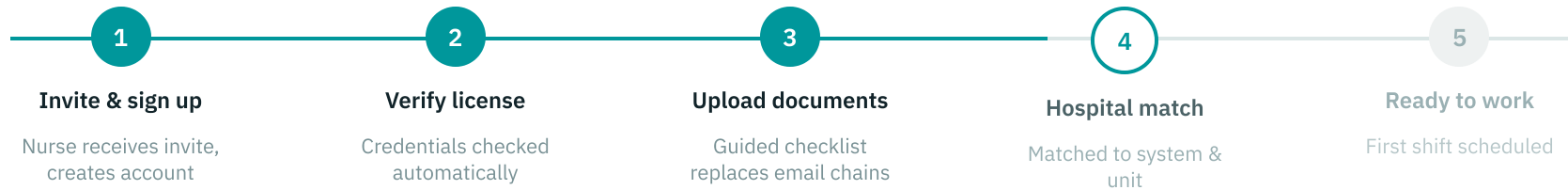
THE APPROACH

We mapped the full onboarding journey for nurses and admins, then designed a guided app with structured steps, status tracking, and automated checks.

THE OUTCOME

Nurses and hospital systems got set up in a fraction of the time, with far less back-and-forth.

NURSE ONBOARDING FLOW



HOSPITAL-SYSTEM SETUP

- ☒ Facility license verified
- ☒ Staff roster imported
- ☐ Integrations connected
- ☐ Go-live scheduled

What changed

62%

reduction in nurse & hospital-system
onboarding time

9 days → 3.5

average time from invite to first shift

1.8×

increase in successful searches per session

Search went from a last resort to the default way care teams found each other. Onboarding stopped being a manual bottleneck standing between a nurse or hospital system and their first day of real work.

Both shipped to production and remain in active use across Provider Solutions.