VSI (Virtual Stellar Intern)

Role: Technical Designer
Tools: Figma, Photoshop, Zeplin, React (for prototyping)
Timeline: 2 months

TL;DR

I designed and prototyped **VSI**, a rapid-clinical-overview app that lets doctors, nurses, and specialists see a patient's history, vitals, schedule, and known conditions quickly — the prototype validated that a modern solution could fit inside Elevance's ecosystem and gained stakeholder and end-user buy-in for further testing.

Problem

Clinicians needed a fast, reliable way to see the most important patient information — history, vitals, scheduling, and known conditions — and to quickly create a course of action (such as scheduling follow-ups or prescribing medication) while meeting with patients. Existing medical apps were outdated, slow, and poorly optimized for real-time decision-making, often forcing clinicians to rely on multiple tools and manual processes.

Role & Team

- **My role:** Lead Designer and Technical Designer — responsible for interaction design, UI prototyping, and validating feasibility within Elevance's ecosystem.
- **Team:** Product designers, front-end developers, and clinical consultants.
- **Goal:** Create a streamlined, unified interface that would enable clinicians to act quickly and confidently using accurate, consolidated patient data.

Research & Key Insights

- **Method:** Interviews with doctors, nurses, and clinical experts; heuristic review of existing clinical systems; inventory of available data sources.
- **Key insight 1 —** Many clinical tools currently in use are outdated and not optimized for quick, in-meeting decision making.
- **Key insight 2 —** Doctors, nurses, and specialists are eager for modernized tools and are willing to provide input to improve workflows.
- **Key insight 3 —** There is a wealth of records and data points available, but pulling the right information quickly remains a major pain point.

Personas & Data Structures

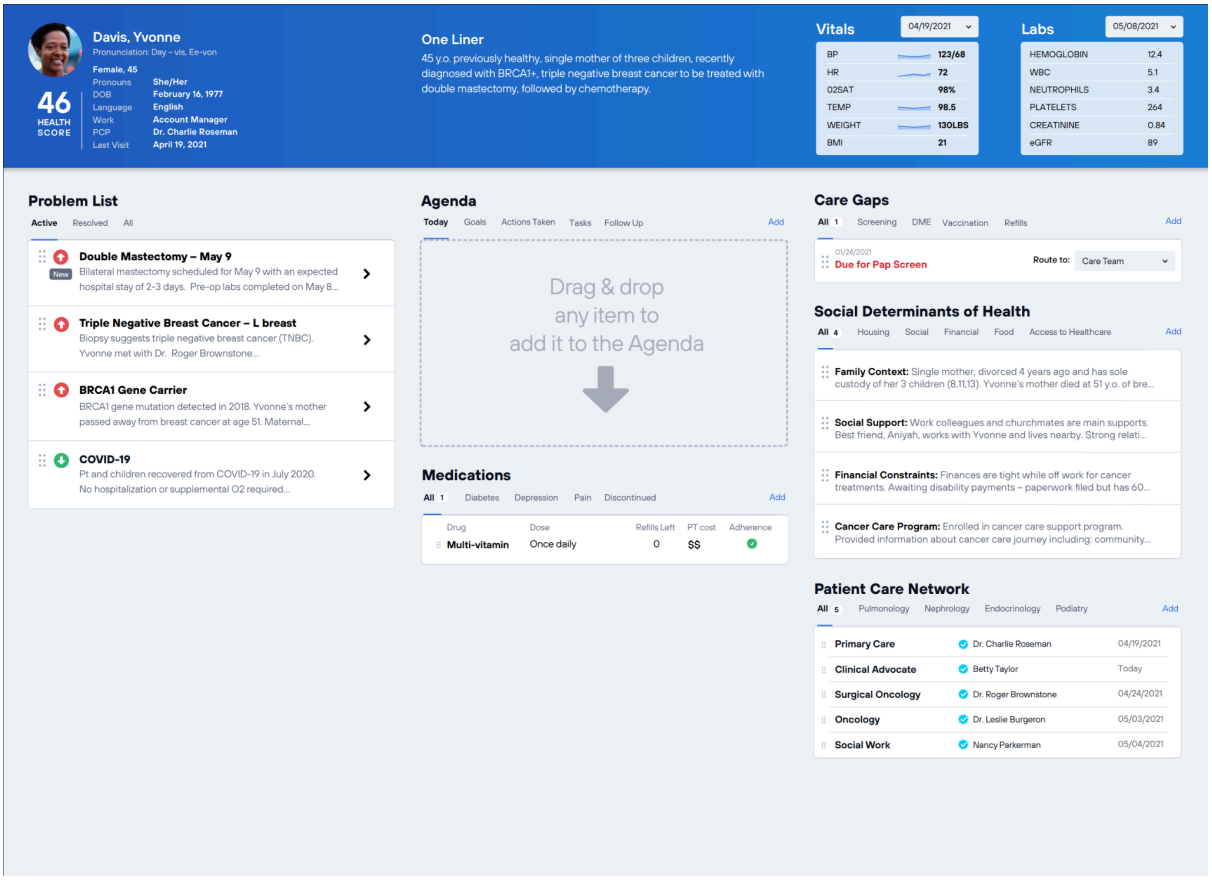
To ensure the prototype addressed real-world use cases, we developed **personas** that represented common clinical roles and mapped directly to the underlying data structures in the prototype.

- **Dr. Ellis (Primary Care Physician):** Needed a rapid overview of patient history and medications before daily rounds.
- **Nurse Patel (Clinic Coordinator):** Focused on patient intake data, vitals, and upcoming appointments.
- **Dr. Nguyen (Specialist):** Required visibility into ongoing treatment plans and multi-provider data integration.

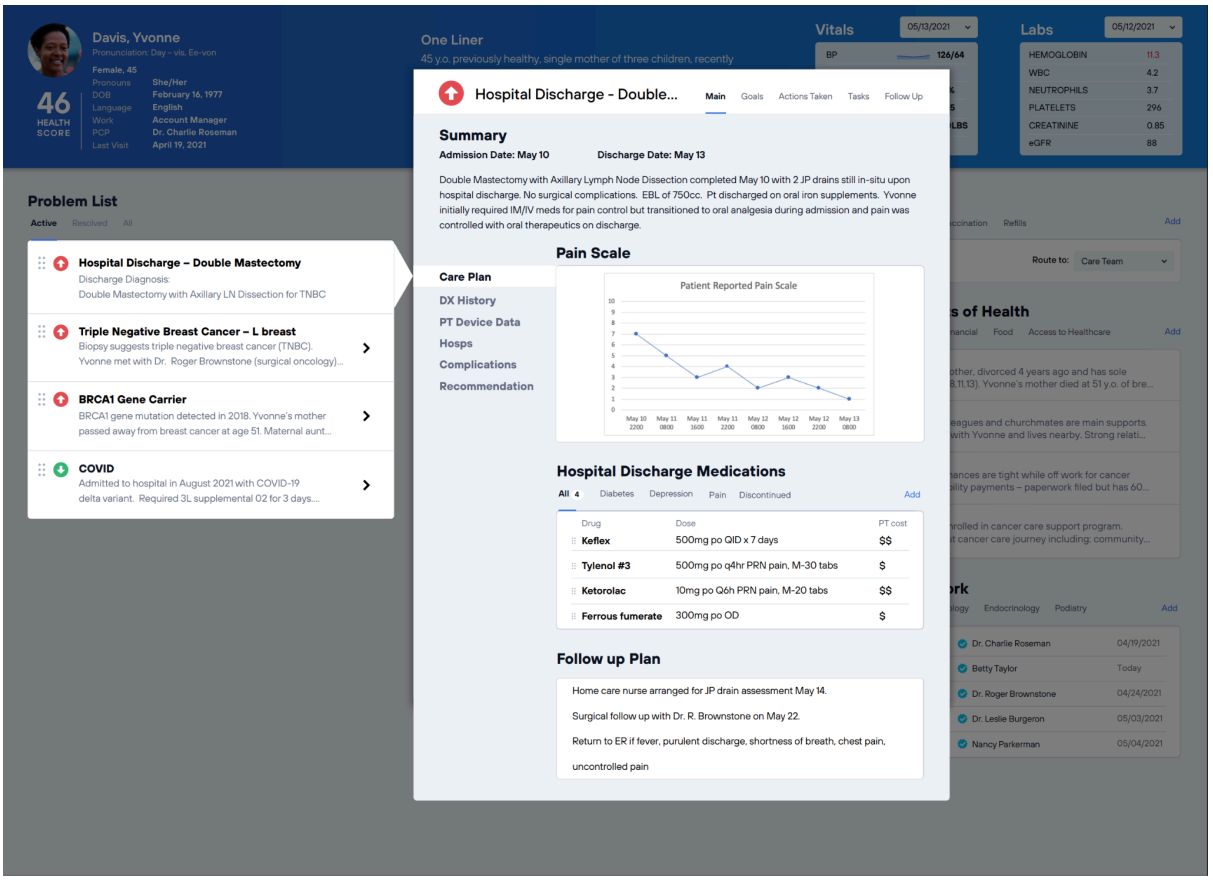
Each persona was backed by structured data, allowing us to simulate realistic workflows and **test edge cases** — such as missing information, conflicting vitals, or overlapping schedules. This persona-driven approach helped shape the overall **flow of the application**, ensuring every feature was grounded in authentic user behavior and data patterns.

Solution

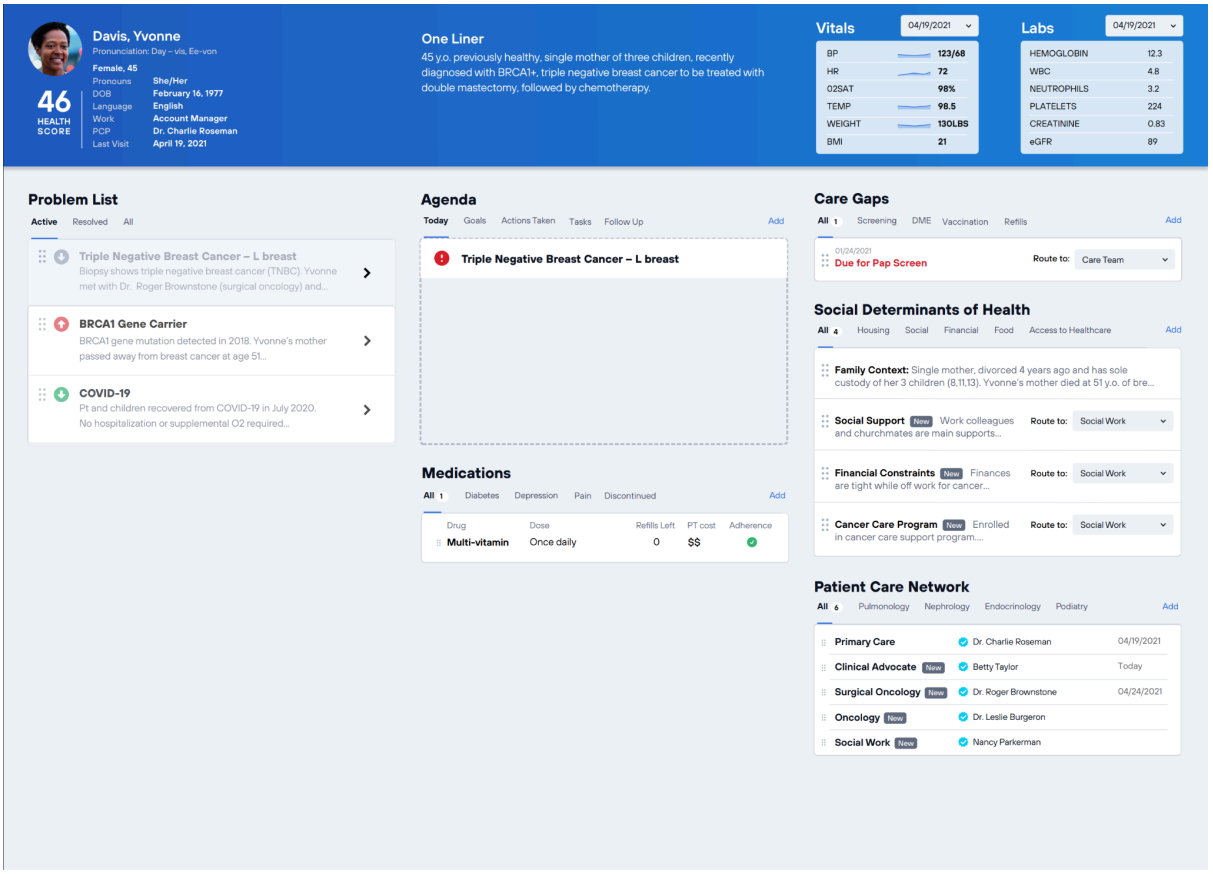
Overview screen — rapid snapshot of vitals, last visit summary, critical flags along with the generated “One Liner”.



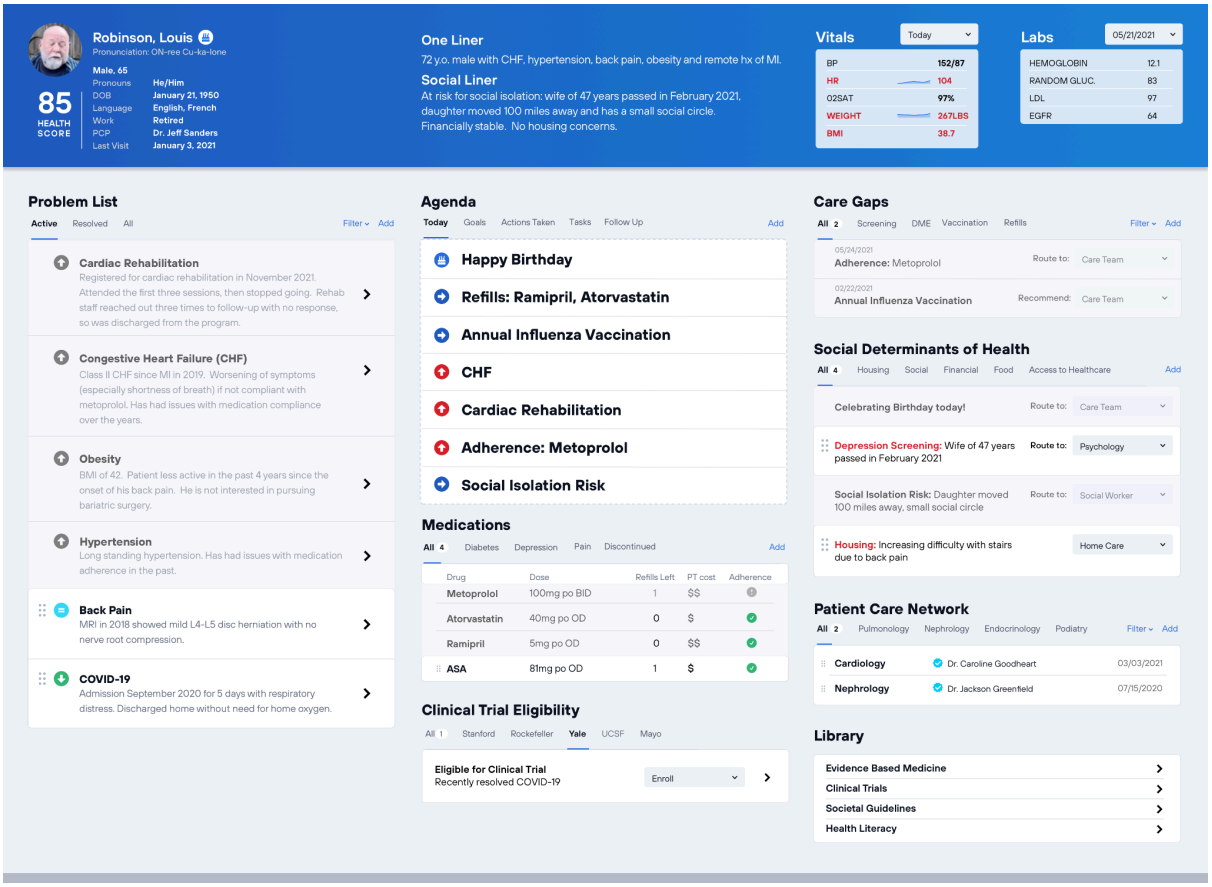
Module deep dive — collapsible modules that display more data points and enable the end user to see more.



Agenda — create course of action: schedule follow-ups, set orders, prescribe meds (prototype only).



Another Patient — an example of a patient with more data points and more features enabled.



Outcome

- **Prototype validated:** Stakeholders agreed VSI could exist within Elevance's ecosystem and supported additional testing and iteration.
- **End-user testing:** Clinicians found the modernized functionality and adaptable interface highly appealing during prototype sessions.
- **Adoption signal:** The prototype was used in testing sessions to gather further feedback and inform feature prioritization for an MVP.

What I Learned / Next Steps

- Modern, adaptable UI patterns significantly improve clinician perception and willingness to adopt new tools.
- Persona-driven prototyping helped us catch real-world edge cases early and create more resilient interface flows.
- Early testing within the Elevance ecosystem revealed integration constraints and opportunities to streamline data access.

What I Learned / Next Steps

Through VSI, I learned how critical modern, adaptable UI patterns are in improving clinician perception and willingness to adopt new digital tools. Persona-driven prototyping allowed us to uncover realistic workflow challenges and address edge cases early in development. Additionally, designing within Elevance's data and technical ecosystem highlighted both integration limitations and new opportunities for creating connected experiences across applications.

In the next phase, the prototype was refined and **integrated into other Elevance Health ecosystem applications**, becoming a model for how patient-overview tools could work seamlessly with broader health data systems. VSI's visual design and interface logic were also featured in a **commercial for Elevance Health**, which I helped contribute to by preparing and adapting the prototype visuals for broadcast. Moving forward, we planned to build out cross-application interoperability, finalize the prioritized feature list, and conduct usability studies with additional clinicians to refine the experience even further.