

TIMELINE

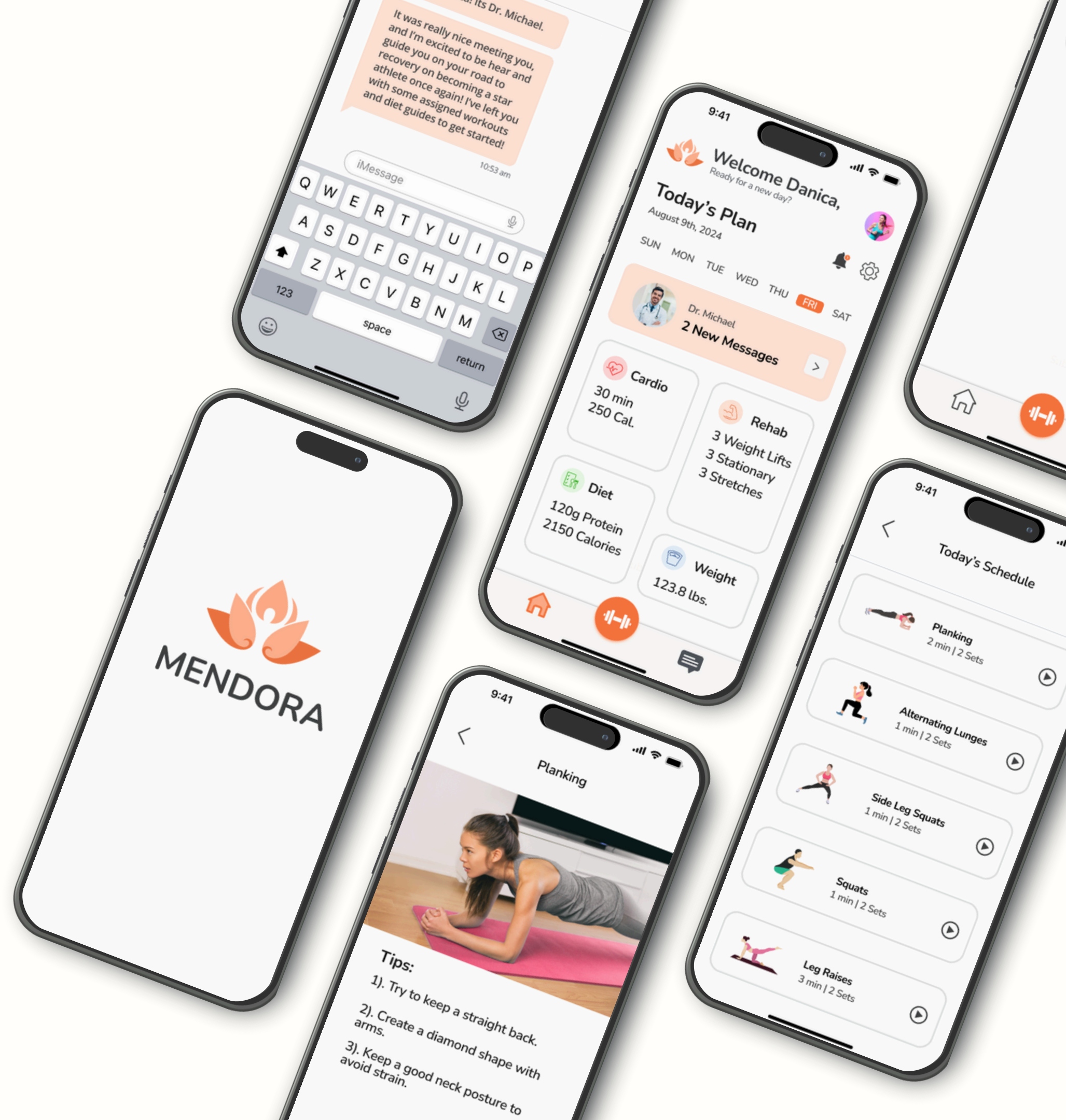
December 2024 - January 2025

Mendora

Recover Smarter, Train Stronger.

PROJECT BY

Ethan Haque



WELCOME!

Agenda

01

Project Overview

02

Problem Statement

03

Research & Discovery

04

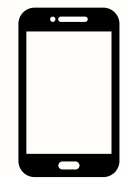
Design

05

Usability Testing
& Iteration

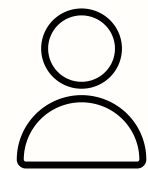
NEXT

Project Role



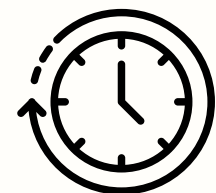
PRODUCT

A UX PROJECT FOCUSED ON SIMPLIFYING INJURY RECOVERY FOR ATHLETES, REHAB PLANS, PROGRESS TRACKING, AND STREAMLINED COMMUNICATION WITH HEALTHCARE PROFESSIONALS.



ROLE

LEAD UX RESEARCHER & UI DESIGNER



DURATION

3-4 WEEKS | RAPID DEVELOPMENT DESIGN



PROBLEM STATEMENT

Athletes often struggle with injury recovery due to unclear rehab instructions, lack of motivation, and limited communication with healthcare providers. These challenges can delay recovery or cause re-injury.

SOLUTION

- **Personalized Rehab Plans:** Tailored exercises with video tutorials.
- **Progress Tracking:** Interactive milestones to motivate consistency.
- **Seamless Communication:** In-app messaging with therapists.



MENDORA



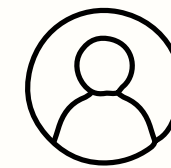
Research & Discovery

Overview.



COMPETITIVE AUDIT

ANALYZE MISSING FEATURES AND GAPS IN
EXISTING TECHNOLOGY



USER PERSONAS

HELP GUIDE DECISION MAKING IN
REAGRDS TO DESIGN



USER SURVEYS

GATHERED INSIGHTS FROM A PHYSICAL
THERAPIST AND TWO STUDENT-ATHLETES

Competitive Audit.

	my fitness pal	Physitrack	Strava
Personalized Rehab plan			
Progress Tracking			
Intuitive Interface			
In-App Messaging			
Multiple connections			

User Surveys.



OVERVIEW.

- **SAMPLE SIZE:** 3
- **AGE RANGE:** 22 - 35
- **PROFESSIONS:** STUDENT ATHLETES;
PHYSICAL THERAPIST
- **METHOD:** ZOOM CALL
- **KEY:** (1 = WORST, 10 = BEST)



QUESTIONS.

- 1). ON A SCALE FROM 0-10, HOW CLEAR ARE YOUR CURRENT REHAB INSTRUCTIONS? (FOR BOTH)
- 2). ON A SCALE FROM 0-10, HOW MOTIVATED ARE YOU TO STICK TO YOUR REHAB PLAN? (ATHLETES)
- 3). ON A SCALE FROM 0-10, HOW IMPORTANT IS DIRECT COMMUNICATION WITH THERAPISTS? (BOTH)
- 4). ON A SCALE FROM 0-10, HOW USEFUL IS PROGRESS TRACKING FOR PATIENT MANAGEMENT? (PT)
- 5). ON A SCALE FROM 0-10, HOW HELPFUL ARE VISUAL AIDS DURING REHAB? (FOR ATHLETES)

User Surveys.



RESULTS.

- 1). QUESTION 1 AVERAGE RATING OF **4/10** ON CLARITY OF REHAB INSTRUCTIONS (BOTH)
- 2). QUESTION 2 AVERAGE RATING OF **4/10** OF ATHLETES MOTIVATED TO STICK TO REHAB PLAN
- 3). QUESTION 3 AVERAGE RATING OF **6/10**, OF IMPORTANCE OF DIRECT COMMUNICATION WITH THERAPIST (BOTH)
- 4). QUESTION 4 AVERAGE RATING OF **6/ 10** FOR HOW USEFUL PROGRESS TRACKING GOOD (PT)
- 5). QUESTION 5 AVERAGE RATING (**5.5 / 10**) FOR HOW HELPFUL ARE VISUAL AIDS DURING REHAB?



INSIGHTS.

- ATHLETES NEED **EASY-TO-FOLLOW**, VISUALLY GUIDED REHAB PLANS.
- THERAPISTS APPRECIATE TOOLS THAT **HELP** MONITOR PROGRESS REMOTELY.
- BOTH GROUPS VALUE A COMMUNICATION TOOL FOR REAL-TIME FEEDBACK

User Personas.

NAME: SARAH

AGE: 20

HOMETOWN: AUSTIN, TX

FAMILY: MOM, DAD, 1 SIBLING

OCCUPATION: SOCCER STUDENT ATHLETE

NARRATIVE: SARAH IS A COLLEGE ATHLETE STRUGGLING TO FOLLOW HER ACL REHAB PLAN. MENDORA HELPS HER STAY ON TRACK WITH CLEAR, INTERACTIVE TUTORIALS AND REAL-TIME FEEDBACK FROM HER THERAPIST.

*"I JUST WANT TO FEEL
CONFIDENT THAT I'M DOING MY
REHAB CORRECTLY"*



User Personas.

NAME: TOM

AGE: 45

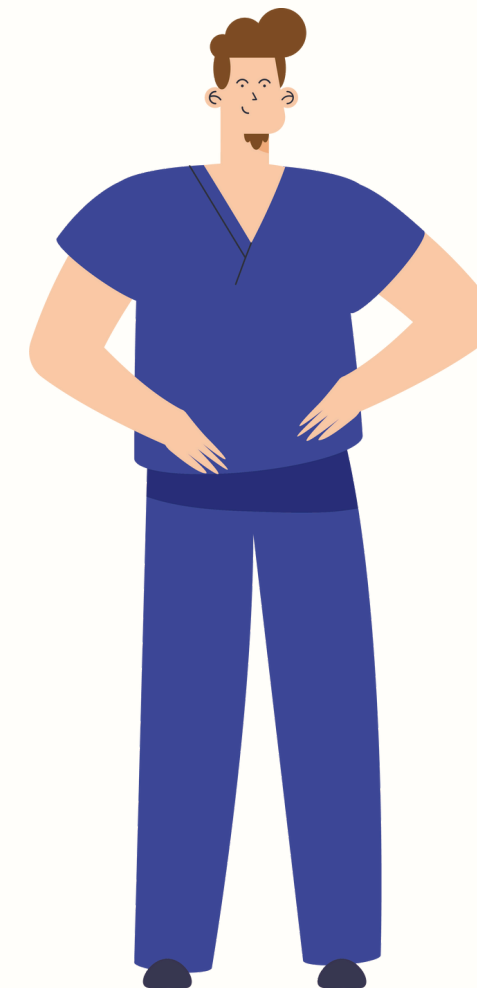
HOMETOWN: DALLAS, TX

FAMILY: WIFE, TWO KIDS

OCCUPATION: PHYSICAL THERAPIST

NARRATIVE: TOM MANAGES MULTIPLE ATHLETE RECOVERIES. HOWEVER, HE FINDS IT TROUBLESOME TO ALWAYS USE HIS EMAIL OR PHONE AND HAVE DIFFERENT CONVERSATIONS EVERYWHERE

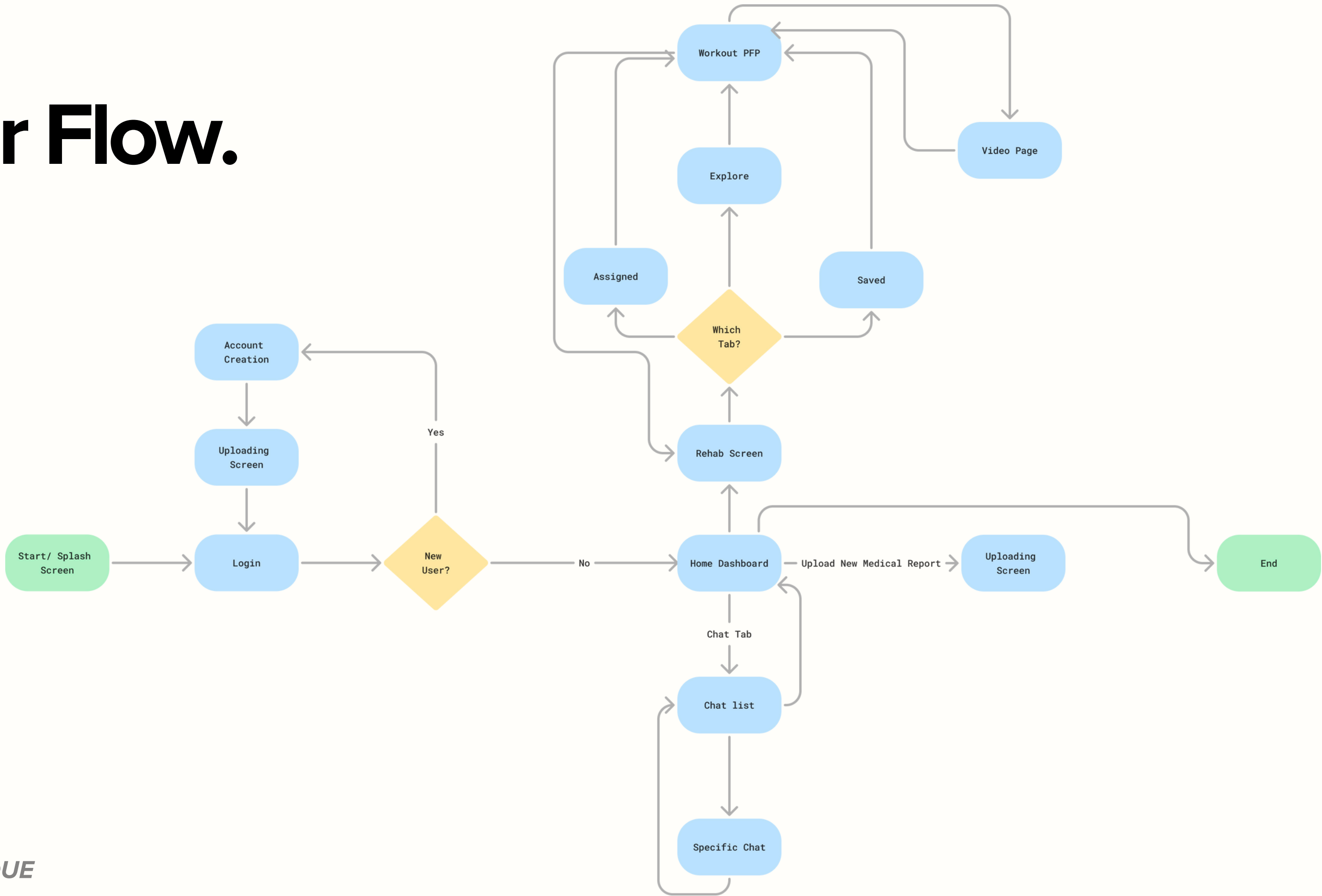
*"I JUST WANT TO NOT STRESS MY
WORKLOAD AND COMMUNICATION"*



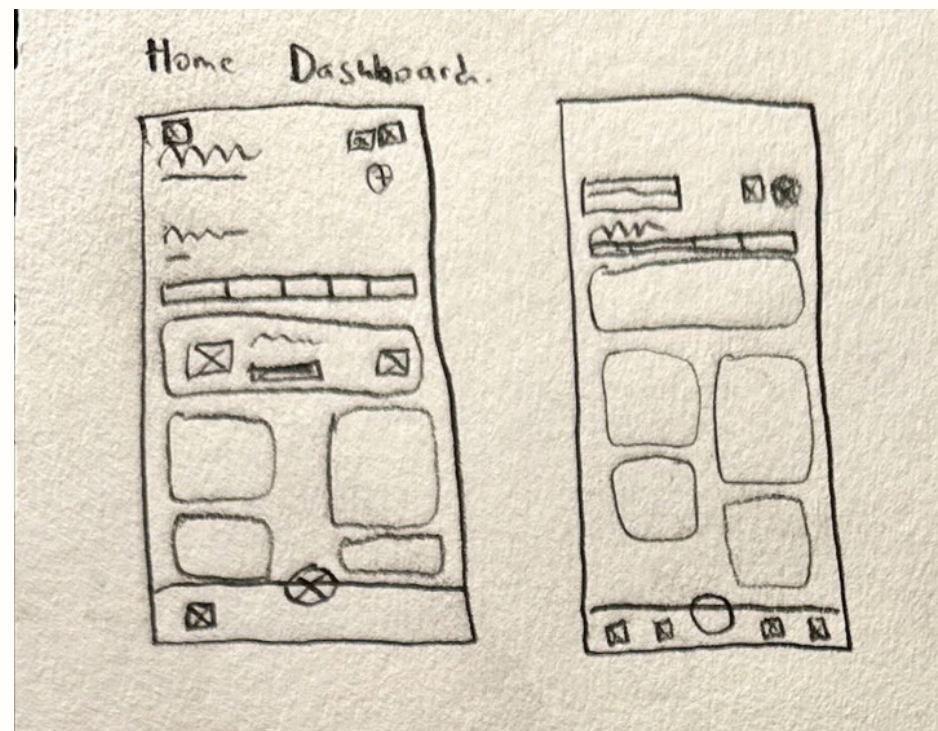


Design

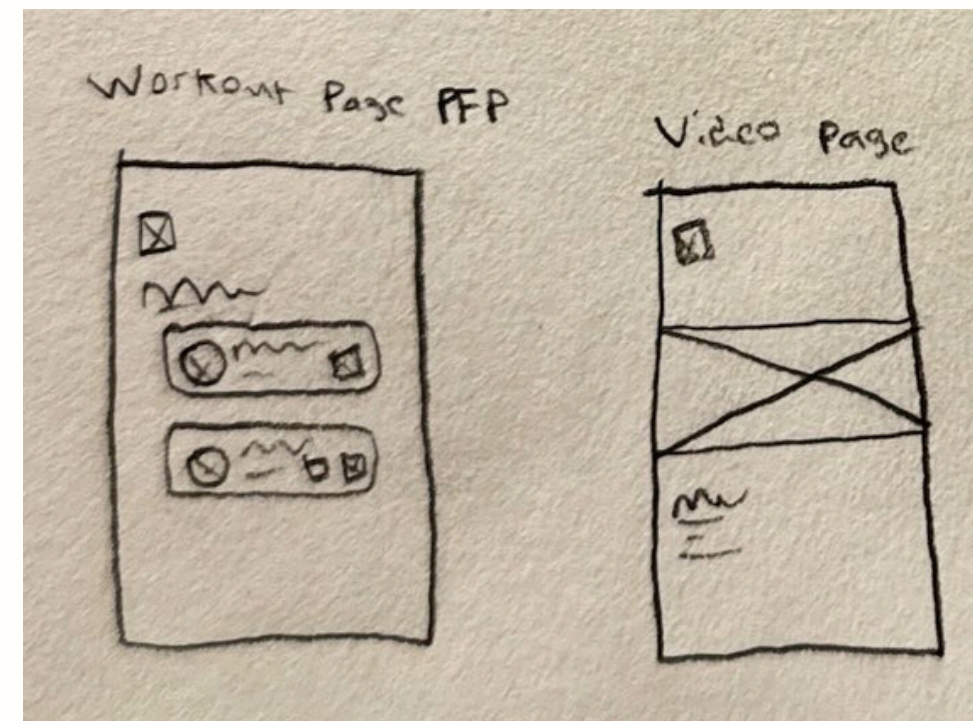
User Flow.



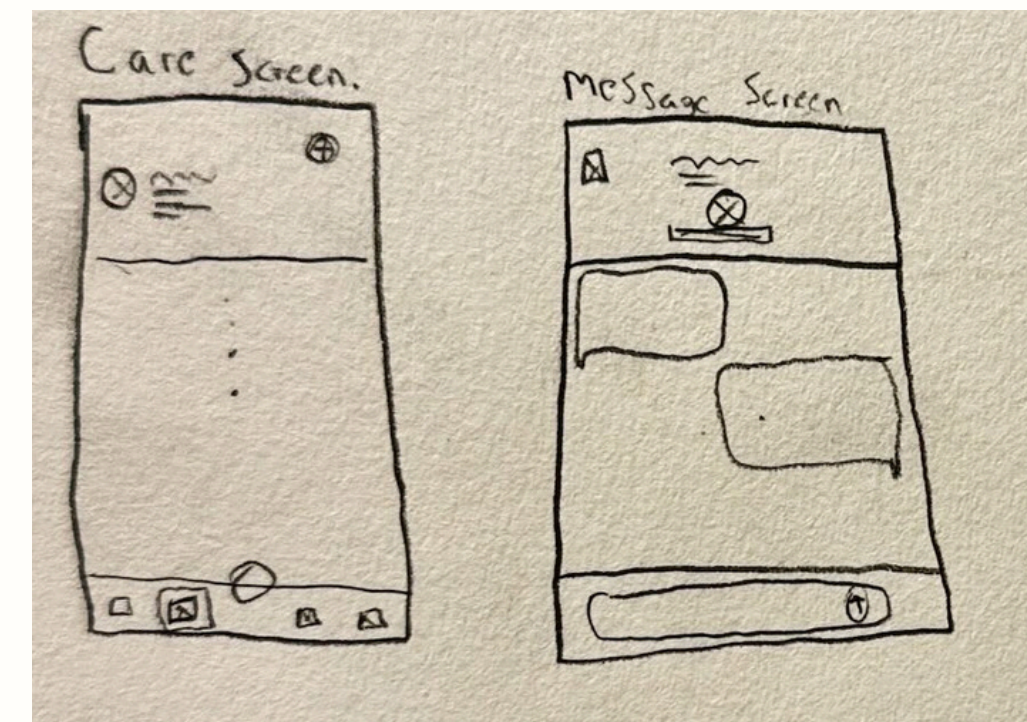
Wireframes.



HOME DASHBOARD VARIATIONS



RE-HAB PAGES

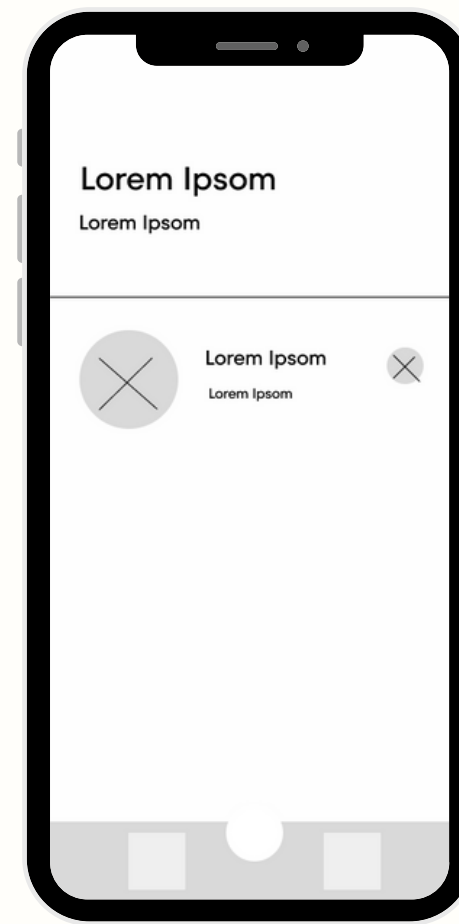


PATIENT CARE SCREEN

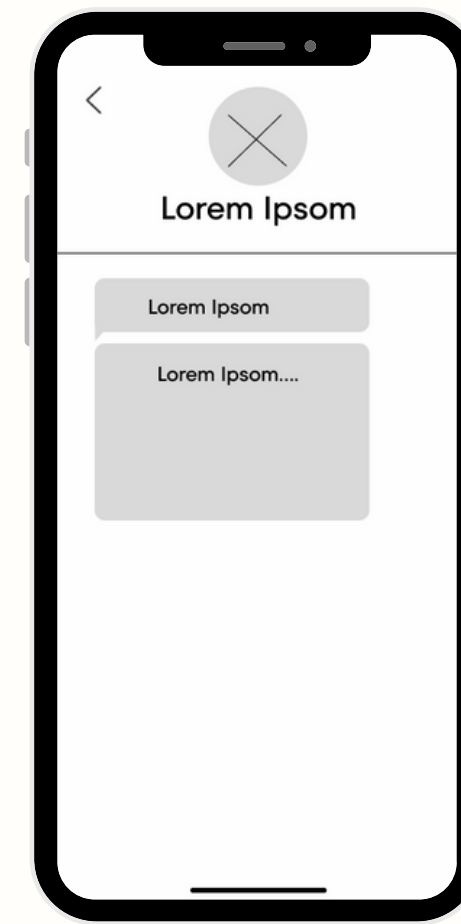
Lo-Fi User Journey - Communicate with PT



HOME DASHBOARD

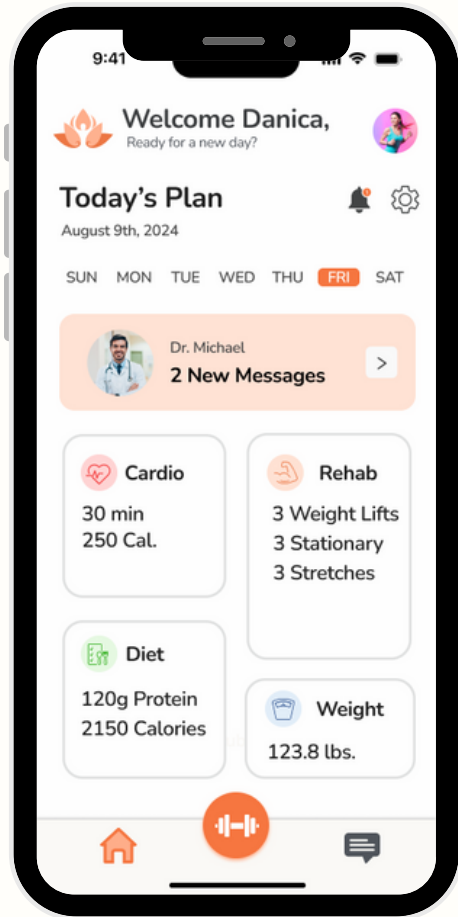


NEW MESSAGE FROM PT

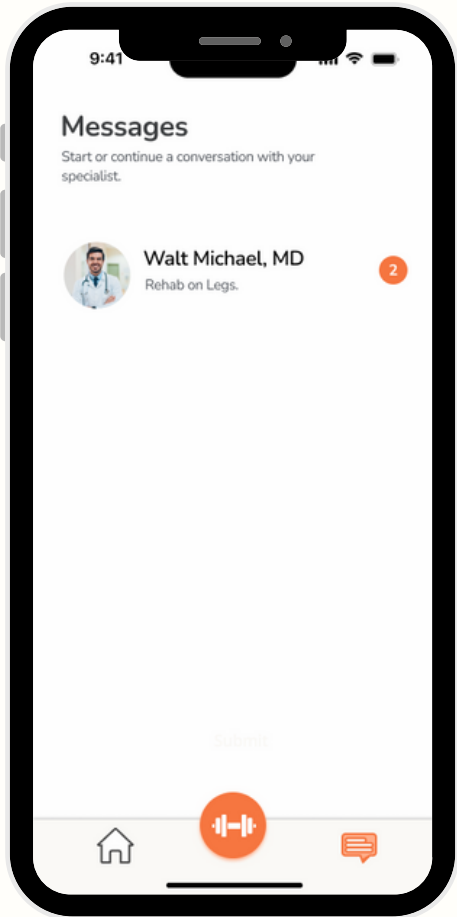


MESSAGING SCREEN

Hi-Fi User Journey - Communicate with PT



HOME DASHBOARD

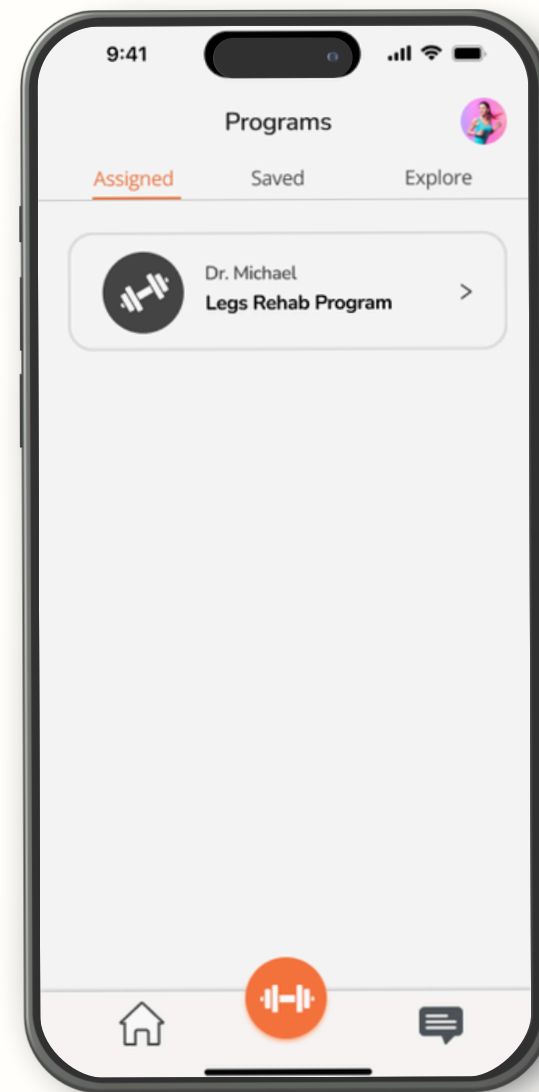


NEW MESSAGE FROM PT

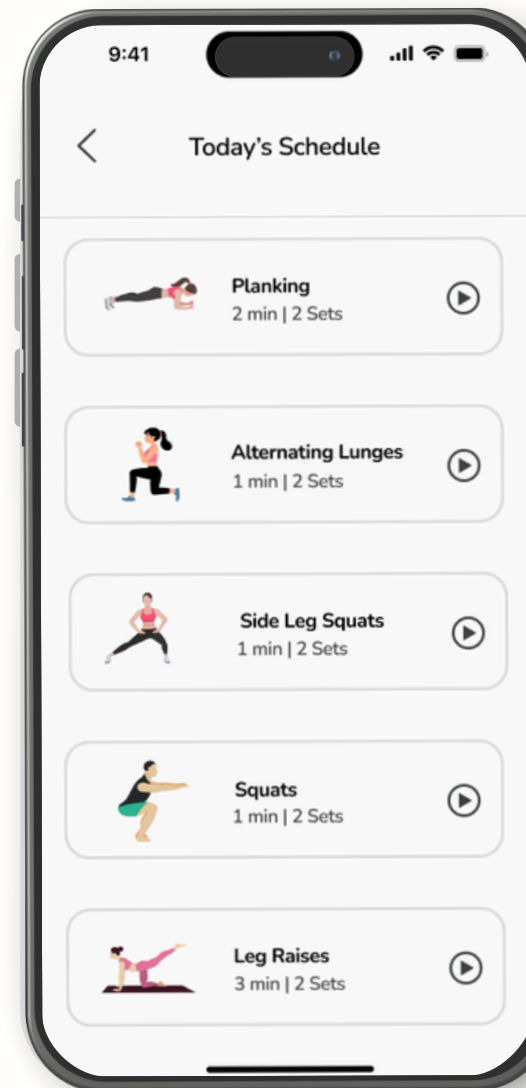


MESSAGING SCREEN

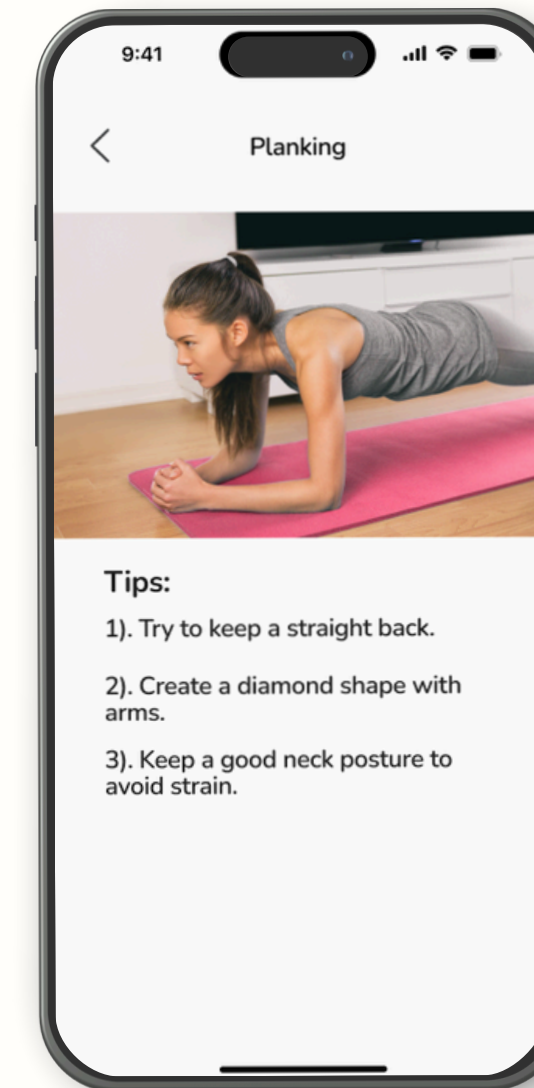
Other Feature- Accessing Workout



WORKOUT PROGRAM



EXCERCISES IN ROUTINE



INDIVIDUAL VIDEO



Usability Testing & Iteration

Usability Study.

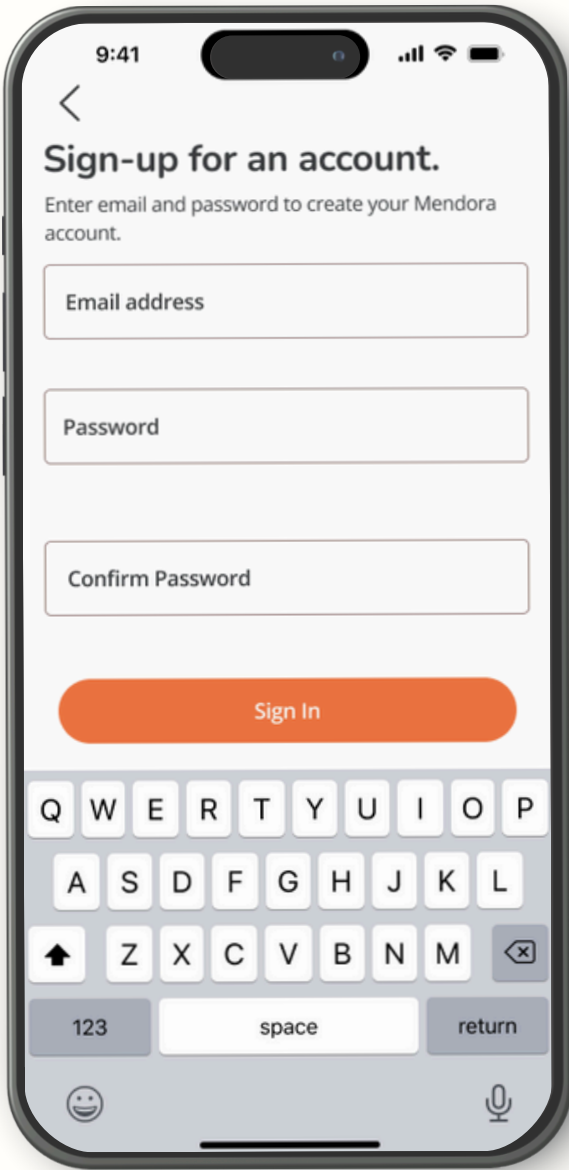
Task	Avg. time to complete (s)	Notes
Send a message	3.83	UI worked and was clear as expected
Access Workout	4.32	Many Participants commented how to input new data
Check Daily Stats.	2.85	Icons helped guide users



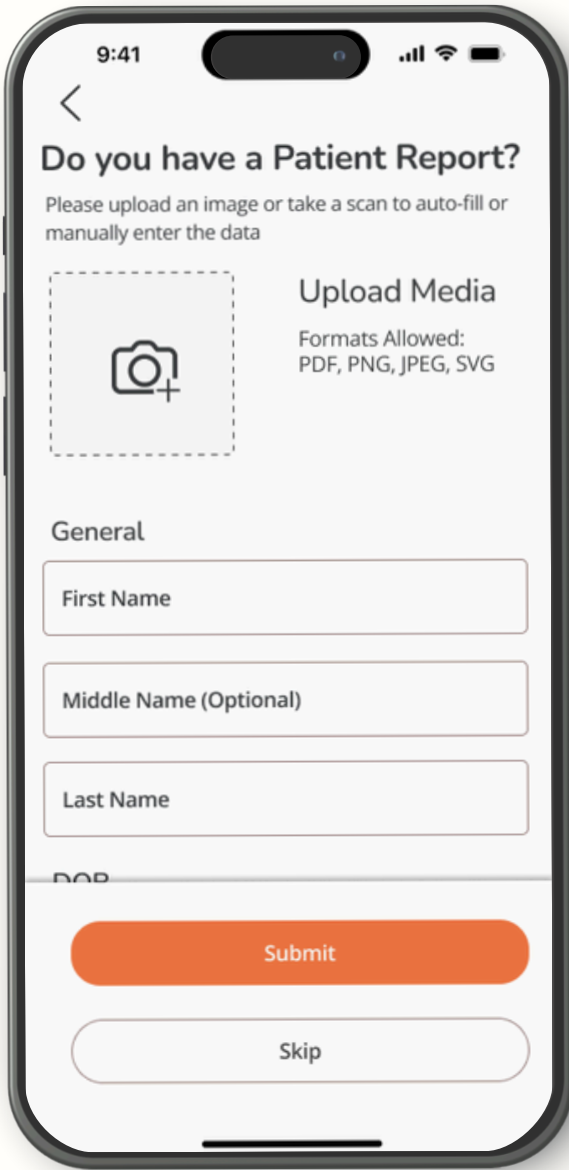
3 participants were used in the study

Iteration.

ADDED NEW SCREEN TO
ADDRESS HOW TO UPLOAD
PATIENT INFORMATION ONCE
DISCHARGED



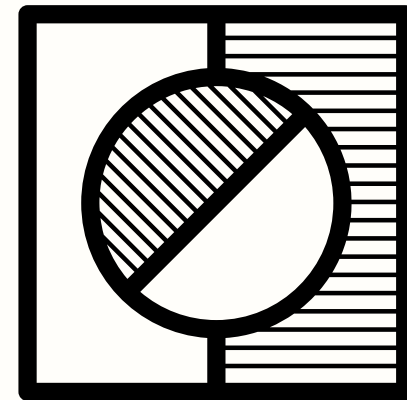
→
DURING
CREATING A
NEW
ACCOUNT



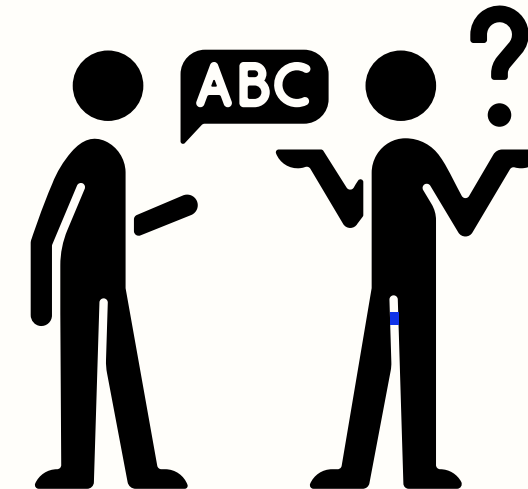
NOTE: UPLOAD SCREEN
AVAILABLE AFTER
ACCOUNT CREATION AS
WELL

NEW AUTO-SCAN PAGE

Accessibility Concerns.



**ADJUSTED COLORS
FOR CLEAR UI AND
CONTRAST**

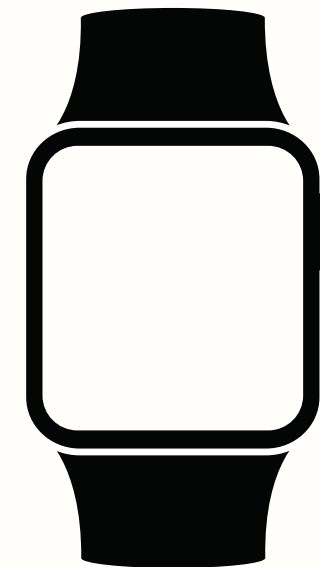


**A LOT OF GUIDES/
BUTTONS/ICONS IMPLEMENTED
FOR LOW-MODERATE TECH
USERS**

Next Steps.



**CONTINUE TESTING
WITH MORE PT
INTEGRATION
FEATURES**



**START TO DESIGN WEARABLE
LOOK AS WELL**

TIMELINE

December 2024 - January 2025

Thank you

for listening and reading

PROJECT BY

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