SRC – HCDS Meeting Minutes

Human-Centered Design Subcommittee Teleconference

September 10, 2025; 1:00 PM – 2:30 PM CDT

Voting Members:	Ex-Officio:	SRTR Staff:
Scott McPhee (Co-chair)	Cory Schaffhausen, PhD (SRTR Staff Co-chair)	Avery Cook, MPH, MSW
Kaia Raid	Shannon Dunne, JD (HRSA)	Earnest Davis, PhD, MHSA
	Emily Graham, MS (HRSA)	Tonya Eberhard
Not in attendance:		Amy Ketterer
Bree Fouss	**Not in attendance:**	Sydney Sharma
Devika Patel, MS	Adrianna Alvarez, MS (HRSA)	Mona Shater, MA
	Brianna Doby, MPH (HRSA)	Jon Snyder, PhD, MS
	Allison Hutchings, MA, MPH (HRSA)	
	Sarah Laskey, PhD (HRSA)	**Not in attendance:**
		Ryutaro Hirose, MD
		Ajay Israni, MD, MS

Welcome and introductions

Dr. Cory Schaffhausen and Mr. Scott McPhee called the Human-Centered Design Subcommittee (HCDS) meeting to order, remarking that the group would be small due to conflicts for some members. Dr. Schaffhausen noted that there would be no need for quorum as no votes would be taken at this meeting, but feedback would be sought on several mock-ups. He reviewed the agenda for the meeting and conflict-of-interest management.

Member nominations update

Dr. Schaffhausen reviewed that there are currently two open seats on the subcommittee, due to Ms. Bridgette Huff having stepped away from the group due to a career change and Ms. Kaia Raid's term ending in 2025. He shared that a record number of applications were received during the call for nominations, which lasted until July 31, 2025. Dr. Schaffhausen confirmed that six applications were received and three had been selected to be offered positions on the HCDS, which would be an expansion of the current membership seats. He shared that the next step is a formal vote at the Scientific Registry of Transplant Recipients (SRTR) Review Committee (SRC) meeting on October 16, 2025. The three applicants would be presented at the meeting, and if approved, invitations would go out following the meeting. Dr. Schaffhausen proposed that the new members may also be invited to the Q4 meeting, being held on December 15, 2025. Dr. Schaffhausen and Mr. McPhee expressed their excitement for the prospect of gaining three new members and the perspectives that each may bring.

Patient-specific search for transplant centers

Dr. Schaffhausen went over the aims of the patient-specific search tool for transplant centers. He reviewed the transplantcentersearch.org functionality, which has been developed by Dr. Ajay Israni as part of a research study and which provided a baseline for developing the individualized results found in the

patient-specific search. The patient-specific search will display results tailored to individual patient metrics, such as body mass index (BMI), age, and other donor/recipient preferences. The website is aimed to integrate with SRTR tools and templates, and merge with the preview website, while providing personalized results for each patient accessing the site. Mr. McPhee questioned the time frame of the SRTR data that are used in the search tool, which Dr. Schaffhausen explained are from the most recent year and would continually update as the SRTR data update.

Dr. Schaffhausen outlined various user considerations for the patient-specific search tool, with users grouped as new users, experienced users, and users who have already explored the tool. He confirmed that the design contractor has considered these use cases during the creation of mock-ups, which aim to provide a user-friendly experience for all different types of website users. Ms. Raid suggested using existing site analytics to understand device-type usage to help shift design resources for one platform over another, and Mr. McPhee discussed the importance of accessibility and usability for both mobile and desktop users. Ms. Mona Shater shared that currently device usage is at 87% desktop and 13% mobile. Dr. Schaffhausen shared that he had both mobile and desktop mock-ups to review with the group, and that the data would be generally the same but optimized for each device.

[Ms. Dunne had to leave the meeting during this discussion.]

Dr. Schaffhausen, Mr. McPhee, and Ms. Raid reviewed the mock-up of the patient-specific search landing page for the desktop site. Ms. Raid suggested the use of actual people photography for a more personal touch, which Dr. Schaffhausen recapped has been discussed previously. He highlighted that the current functional website has a rotation of photography that it cycles through, with different ages, ethnicities, genders, and groups incorporated. Mr. McPhee spoke about the current trend of media, marketing, and PR firms leaning on AI-generated stock images for specific group representation.

Dr. Schaffhausen reviewed the home page and explained the layout and functionality of the search tool. He, Mr. McPhee, and Ms. Raid discussed the placement of the search radius and state options for the personalized decision guide, with Mr. McPhee and Ms. Raid making suggestions to make the first two options more prominent and consideration of zip code or state as a required field for selections by location. Ms. Raid and Mr. McPhee also made various small suggestions to help simplify the content on each step to reduce complexity and improve user engagement, such as checkboxes rather than drop-down menus for yes/no options, rounding to an integer for BMI calculation, and the potential to "review" selected options before being presented with the search results. The group also reviewed the importance of providing context for dynamic messages that may result based on selected options and providing explanation as to why results may be limited based on a patient's choices.

Dr. Schaffhausen presented the results page and explained the layout and inclusion of donor data for centers that accept donors with risk factors. The group discussed the effectiveness of the donor data section and the potential need to improve the presentation to better convey its importance. Dr. Schaffhausen introduced a modified interface for the professional home page, which simplifies the search process for professionals. Ms. Raid suggested reordering the buttons on the results page to make the compare feature more intuitive and accessible. Dr. Schaffhausen, Mr. McPhee, and Ms. Raid discussed the potential benefit of maintaining the compare feature and the importance of providing a streamlined experience for professionals. Mr. McPhee suggested swapping the positions of the compare and update profile buttons to improve usability, and Ms. Raid recommended adding sort icons to each column to

make it easier for users to sort the results. Dr. Schaffhausen noted the changes suggested and stated that he would be working with the designer to implement the suggested changes.

Closing business

Dr. Schaffhausen thanked members for the discussion and feedback, and he noted the importance of gathering real-world feedback to refine the design and improve the user experience. With no other business being heard, the meeting concluded. The next HCDS meeting is scheduled for December 15, 2025, at 1:00 PM Central Time.