

# From Feedback to Features: Optimizing the T1D Exchange QI Portal

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## Background

- This project aims to evaluate the user experience of the T1D Exchange Quality Improvement Collaborative (T1DX-QI) data portal.
- Participating centers typically spend several months mapping and validating their electronic medical record (EMR) data for display in the portal, which supports benchmarking and population health analysis.
- To deliver maximum value, the portal must allow users to run reports, make comparisons, and track quality improvement (QI) efforts which efficiently complement existing EMR tools.
- User feedback is critical to shaping a tool that meets these needs.

## Methods

- User feedback has been gathered through the T1DX-QI monthly newsletter. Each month a different clinician is asked about their favorite and most used feature along with what they would like to see in the future.
- Responses were coded by feature, and similar suggestions were grouped.
- Google Analytics was used to assess how users are spending their time in the portal.
- T1DX staff manage a dynamic product roadmap planning for new development and enhancements to improve user experience and increase engagement.
- Prioritization is based on user demand and data quality concerns.

## User Engagement

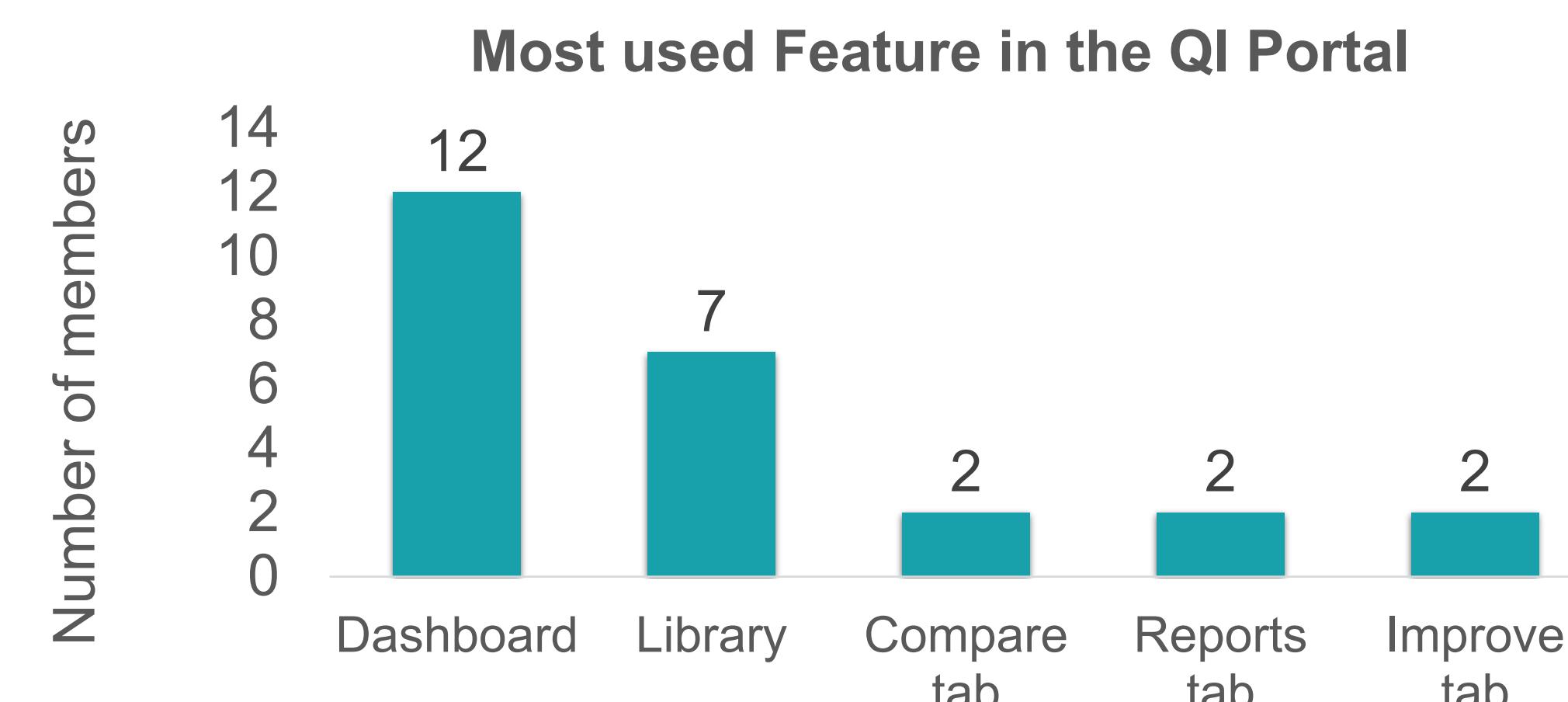
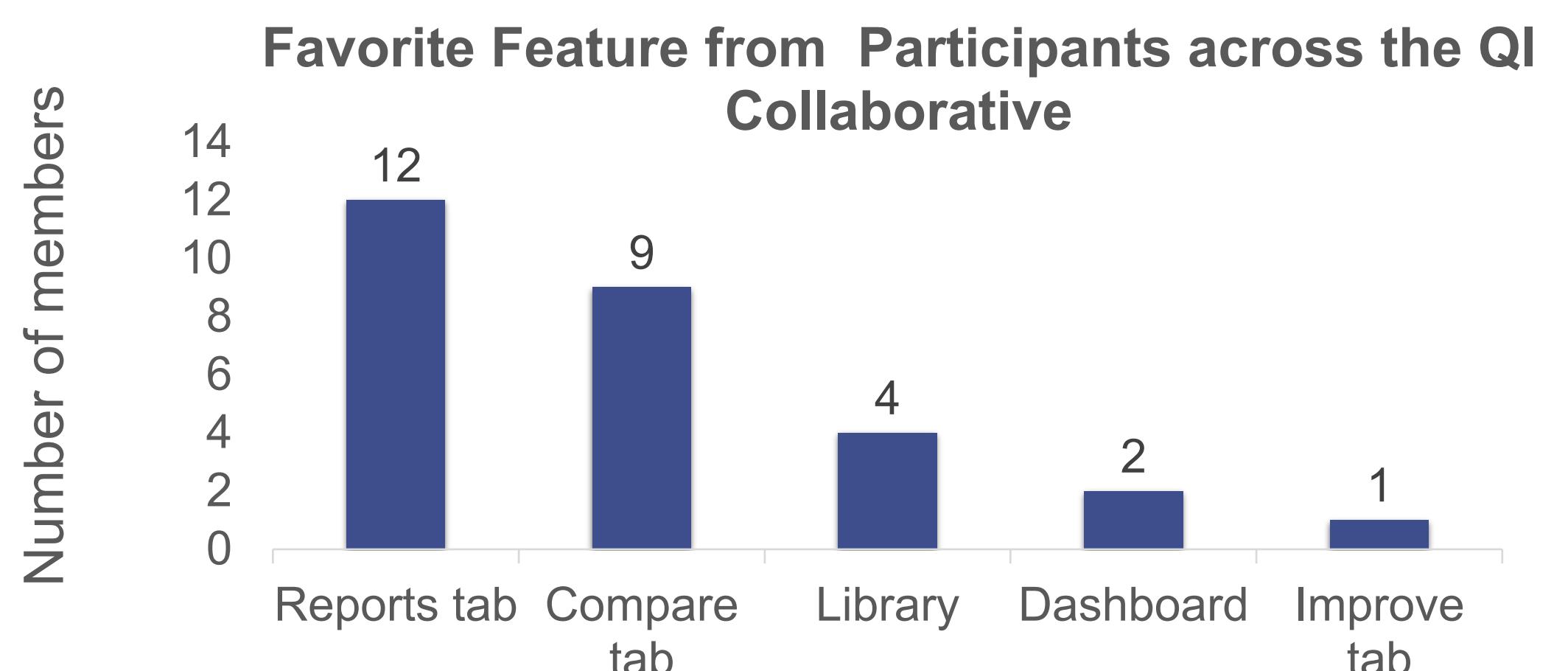
- Google Analytics reveals an uptick in Engaged Sessions compared to last year (2024).



Engaged Sessions: the number of sessions that lasted longer than 10 seconds, or had a conversion event, or had two or more screen or page views.

## Results

- Responses from 27 Collaborative members were included in this analysis.
- Twelve (44%) identified the “Reports” tab as their favorite feature, followed by the “Compare” tab (9, 33%).
- The “Dashboard” was the most used feature (12, 44%), followed by the library (7, 26%).
- Of the 24 open-ended feature suggestions, the most common enhancement request was the addition of type 2 diabetes (T2D) metrics.



## Conclusions

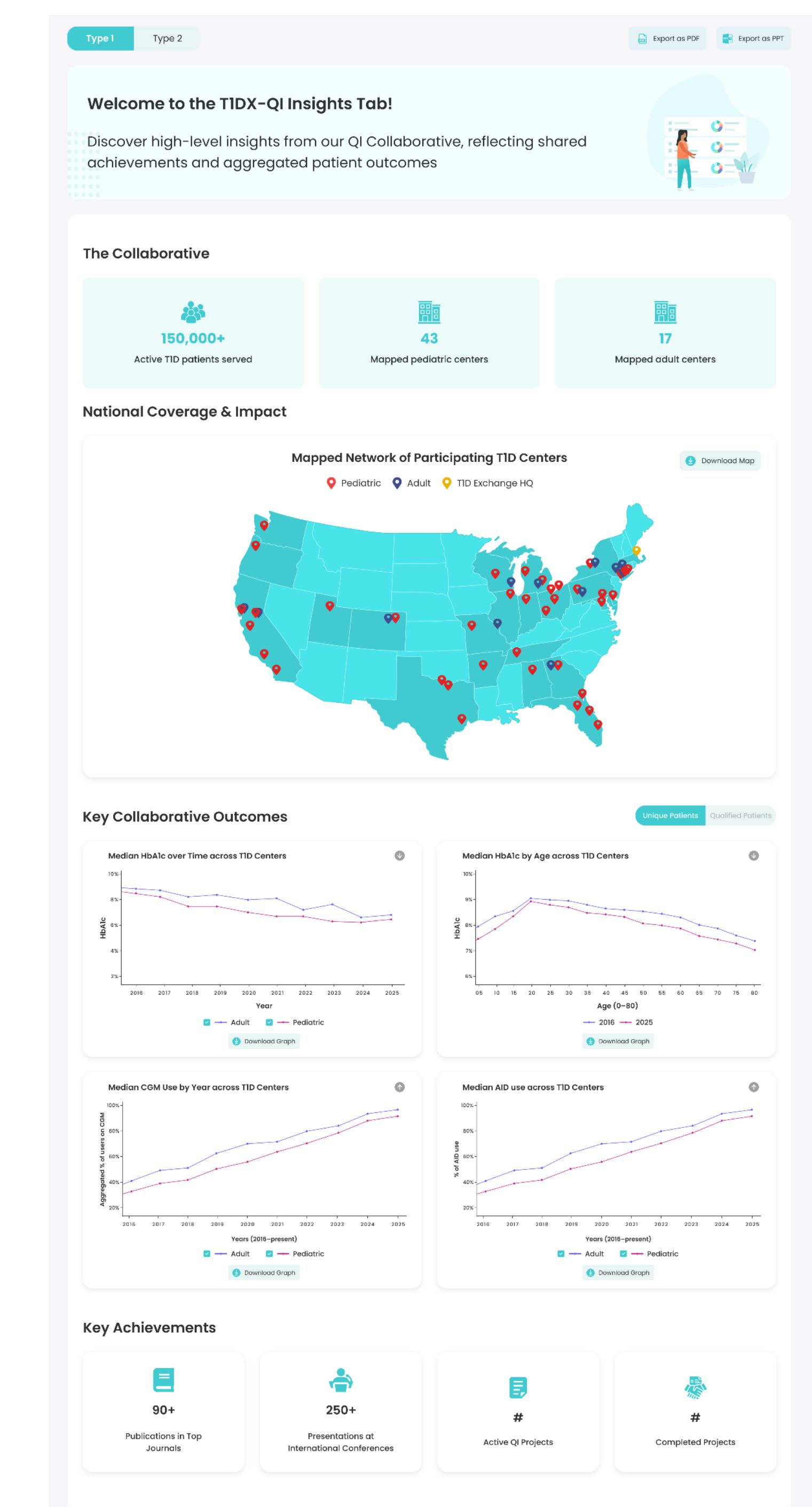
User input is essential to guiding portal improvements. T1D Exchange will prioritize three key features over the next twelve months:

- 1) A support button to report data quality concerns,
- 2) A T2D dashboard with relevant T2D metrics, and
- 3) An “Insights Tab” to view collaborative measures in aggregate to measure our progress as a network.

## Next Steps: 2026 Plans

Development is underway for two new features in 2026:

- 1) The Insights tab (mock-up featured below)
- 2) The T2D Dashboard. After we collectively finalize T2D priority metrics, a T2D dashboard will be displayed for all mapped centers.



## Acknowledgements

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