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## HealthStream Unveils "Smarter" User Experience for the Healthcare Workforce

*Over 350,000 healthcare professionals have recently transitioned to new mobile-ready, cross-platform-enabled, and responsive-design interface*

NASHVILLE, Tenn.--(BUSINESS WIRE)-- HealthStream (NASDAQ: HSTM), a leading provider of workforce, patient experience, and provider solutions for the healthcare industry, announced today the unveiling of a smarter new user experience for the millions of healthcare professionals who access its platform. For HealthStream's workforce development and talent management platform, a new user interface is being rolled out to customers that combines a redesigned visual workflow with responsive web design principles, making it mobile-device-ready. Over 350,000 healthcare professionals (i.e. "users") have recently transitioned to the newly unveiled, smarter user experience—with others scheduled to transition in the coming months.

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HealthStream New User Experience (Photo: Business Wire)

strategy on the principles of user-centricity, mobile compatibility, and usability on multiple platforms and operating systems, creating a smarter platform for healthcare professionals based on their unique workflow patterns.

With the use of mobile devices sharply increasing in healthcare, mobile accessibility is crucial. According to a 2014 HIMSS study, more than 50% of U.S. hospitals are using smartphones and/or tablets and this percentage is expected to increase. For this reason, the most advanced principles of responsive design were incorporated in HealthStream's new user interface. Responsive design is achieved through coding that automatically reconfigures a full-sized website layout and content to be optimized for delivery on mobile devices, such as smartphones and tablets. "As most people have experienced, squeezing a full-sized website down to a small mobile screen makes the website mostly unusable," said Barry Young, Associate Vice President, Business Analyses & User Experience, HealthStream. "For this reason, we strictly adhered to a responsive design in creating the new HealthStream user experience—and it makes a huge difference for our customers."

HealthStream's new user experience enables finger-tip control on mobile devices of popular features and functionality. For example, instructors can easily register students and record their attendance on-the-spot in the classroom with swipe of a finger. New reporting features are provided, as well as many other features to make the experience more intuitive and seamless.

For learners, a wide array of new functionality is now available, such as interactive notifications, one-click access, and an innovative, aggregated "To-Do" list. Intuitive workflows have been built in throughout the interface to make students' use of the platform instinctive and natural.

As HealthStream customers transition to the new user experience, they are provided with a wide range of engaging training videos for reference as well as built-in, interactive tours that cover all aspects of the new design. Without exception, HealthStream's customers have praised the transition. "We are very pleased with the new user interface; it is very intuitive and self-explanatory," said Jennifer Nicholson, HRIT Analyst, Stillwater Medical Center.

"HealthStream has taken the user experience to new heights and we're loving it at Providence," said Laurene Skogrand, System Manager- Online Learning, Providence Health & Services. "There are many intelligent design features in the new interface that take into account our specific healthcare workflow patterns, making our user experience on the platform efficient, enjoyable, and instinctive."

The new user experience was developed over a 22-month period by eight expert HealthStream teams that, in collaboration with 48 of the nation's leading healthcare organizations, conducted 200 comprehensive usability studies. From their extensive research and testing, HealthStream based their design

"At HealthStream, we understand the demands made on busy healthcare professionals and their need for a simple, intuitive, automated experience for workforce and talent management that can be accessed on any device, at any time, and using any operating system," said Robert A. Frist, Jr., Chief Executive Officer, HealthStream. "We worked closely with our customers to design a new user experience that I believe is now the best on the market."

## **About HealthStream**

HealthStream (NASDAQ: HSTM) is dedicated to improving patient outcomes through the development of healthcare organizations' greatest asset: their people. Our unified suite of solutions is contracted by healthcare organizations in the U.S. for workforce development, training & learning management, talent management, credentialing, privileging, provider enrollment, performance assessment, and managing simulation-based education programs. Our patient experience/research solutions provide valuable insight to healthcare providers to meet CAHPS requirements, improve the patient experience, engage their workforce, and enhance physician alignment. Based in Nashville, Tennessee, HealthStream has additional offices in Laurel, Maryland; Brentwood, Tennessee; Pensacola, Florida; Jericho, New York; and San Diego, California. For more information, visit <http://www.healthstream.com> or call 800-933-9293.

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