Try it. Tell us what is unclear.

A short review of HEART RESERVE's fictional walkthrough

Purpose

Learn whether women, families, clinicians and potential hosts can understand the example and find the next step. This is a usability review, not evidence of clinical effectiveness. No participant testing or results are claimed in this worksheet.

Set up a 10-minute session

Lisa / facilitator: Invite a small initial group with varied perspectives, devices and access needs. For example, 3-5 women or family members and 2-3 clinicians can provide initial feedback; this is not a representative sample or a statistically powered study.

Explain that participation is optional, the person can stop at any time, and you are reviewing the material, not their abilities. Use Maya's fictional story only. Do not ask for names, personal health histories or patient records. Agree before taking any notes; do not record audio or video without separate consent.

Open: campaign.heartreserve.blog/how-it-works
Online feedback: campaign.heartreserve.blog/try-and-review

Ask these four tasks, one at a time

1. Find uncertainty	What does Maya remember, and what still needs checking?
2. Find the takeaway	Locate her sample Heart Story and the questions she can bring to a visit.
3. Find responsibility	Identify the example action, responsible team, agreed date and access barrier.
4. Compare outcomes	Try the three follow-up statuses. Which one counts as completed care?

Observe before helping

Let the reviewer try first. Ask them to say what they expect. If they get stuck, record where and what help was needed. On the scorecard, mark not tried separately from not completed. Ask: "What should be clearer?" Clinicians: "What would your team need to use this pathway?"

Close with one practical change

Thank the reviewer. Lisa can group anonymous observations, prioritize confusing or inaccessible steps, record the changes, then repeat the difficult tasks. Report the actual number of reviewers and tasks attempted; do not present usability feedback as a health outcome.

Anonymous review scorecard

Blank worksheet | Fictional example only | No names or health information

Date: _____ **Reviewer code:** _____
Perspective: woman/family / clinician / community/host
Device: phone / tablet / computer **Facilitated:** yes / no

Mark one result for each task

Task 1: uncertainty	Without help / With help / Not completed / Not tried
Task 2: takeaway	Without help / With help / Not completed / Not tried
Task 3: responsibility	Without help / With help / Not completed / Not tried
Task 4: outcomes	Without help / With help / Not completed / Not tried

Where did the reviewer hesitate? What help was needed?

_____

_____

_____

One change that would make the experience clearer

_____

_____

For clinicians / hosts: what is needed in your setting?

_____

_____

Facilitator key - use after the attempt

1. High blood pressure and early delivery are reported; diagnosis, gestational week and discharge recommendations are unknown. **2.** Step 2 has the PDF and visit questions. **3.** Step 3 names record review and the primary-care visit, the fictional primary-care team, November 18, 2026 and childcare-related scheduling needs. **4.** Only confirmed completion counts as completed care.

Keep anonymous review notes securely. Share only observations the reviewer agreed to share. A pilot host, clinical ownership, funding, evaluation and required approvals remain to be confirmed before recruitment.