KP

ADA Documentation Design Library

UX Case Study

Healthcare | Accessibility | Design Systems

Role
Principal Product Designer

Duration
12 months

PROJECT FOCUS

Making accessibility guidance usable, repeatable, and easier to adopt at scale

Kaiser Permanente needed a stronger way to help UX designers, developers, and ADA partners apply accessibility expectations consistently. I created a Figma-based ADA documentation library that translated guidance into reusable component documentation, clearer handoff details, and practical training support.

30%+
reduction in ADA defects

Figma hub
for reusable guidance

Clearer
UX-to-dev handoff

Presenter cue: Open with the system problem: repeated ADA questions, inconsistent interpretation, and late-stage defects.

The Problem

Accessibility guidance existed, but it was not easy to apply consistently across teams.

CORE CHALLENGE

Teams were solving the same ADA questions repeatedly, often with different interpretations.

That created inconsistency, review friction, avoidable rework, and uncertainty during developer handoff.

The issue was not a lack of intent. It was a lack of repeatable, visible, and practical guidance inside the design workflow.

Inconsistent interpretation

ADA expectations were applied differently across teams, which increased variability in design and implementation.

Late discovery of defects

Accessibility issues were often discovered after design decisions had already moved downstream.

Fragmented documentation

Guidance lived in different places and was not always connected to component usage, states, or content rules.

Developer handoff gaps

Implementation intent was not always clear enough for developers to preserve accessibility decisions during build.

Presenter cue: This should sound like a scale and operations problem, not just a documentation project.

The Product Opportunity

Turn accessibility guidance into a reusable design system asset.

BEFORE

One-off ADA reviews, repeated questions, scattered guidance, and design decisions that became harder to protect during implementation.

- High review dependency
- Inconsistent component usage
- Unclear implementation details
- More rework downstream

SOLUTION DIRECTION

A centralized Figma-based ADA documentation library with component usage rules, state guidance, content notes, and developer handoff details.

- Practical guidance in the design tool
- Reusable documentation patterns
- Clearer UX and dev alignment
- Training and rollout support

OUTCOME

Make the compliant path the easiest path.

A repeatable system that helped teams make better accessibility decisions earlier.

Presenter cue: The strongest framing is that you translated accessibility from review feedback into a practical product system.

My Role and Responsibilities

Principal Product Designer leading structure, documentation strategy, and rollout support.

ROLE

Design leadership

- Defined the UX structure and documentation model for the ADA component library.
- Partnered with the Director of the ADA team to establish scope, standards, requirements, and review criteria.
- Identified reusable component guidance needs with UX, development, product, and accessibility partners.
- Created practical Figma documentation patterns for usage, states, content rules, ADA notes, and implementation handoff.
- Supported communication, training, adoption, and ongoing library maintenance planning.

CONSTRAINTS

Operating reality

- Large healthcare ecosystem with multiple teams, products, stakeholders, and delivery cadences.
- Guidance needed to work for designers, developers, ADA reviewers, product partners, and leadership.
- The library had to fit into existing workflows rather than create a new process burden.
- Documentation needed enough detail to improve quality while staying simple enough for adoption.
- Content had to be maintainable as guidance, components, and standards evolved.

This was equal parts UX strategy, accessibility operations, design systems thinking, and hands-on documentation design.

Presenter cue: This slide is where you show seniority. You were shaping the system and the workflow, not only creating assets.

Process

A six-week structure for alignment, requirements, pilot feedback, and rollout planning.

01

Understand

Stakeholder identification and current-state review across UX, ADA, development, product, and leadership.

02

Define

Requirements, priority components, documentation model, acceptance expectations, and governance needs.

03

Design

Figma documentation structure, component guidance patterns, ADA notes, content rules, states, and handoff details.

04

Test

Pilot feedback with key users, refinement of terminology, structure, and level of detail.

05

Roll out

Training material, communication plan, adoption support, and maintenance approach.

Process intent: create enough structure to scale accessibility guidance without slowing teams down.

Presenter cue: Keep this short in the interview. It shows that the work had a clear method and adoption plan.

Library Structure

The documentation system was designed around what teams needed to know at the moment of use.

Usage guidance

When to use the component, when not to use it, and how to avoid misapplication.

States and interactions

Required behavior for focus, hover, disabled, error, keyboard access, and other interaction states.

Content rules

Labeling, helper text, error messaging, and language guidance to support comprehension.

ADA notes

Accessibility rationale, key requirements, and considerations connected to component behavior.

Developer handoff

Implementation intent and details needed to preserve accessibility decisions during build.

Training support

Reusable education material to help teams adopt the library consistently.

The library was built as a decision-support tool, not a static reference document.

Presenter cue: Call out that the structure was designed around adoption. Teams needed guidance that was clear, trusted, and easy to apply.

Adoption Strategy

A documentation library only works if teams can find it, trust it, and use it repeatedly.

AUDIENCE

- UX designers
- Developers
- ADA professionals
- Product partners
- Leadership stakeholders

ADOPTION PLAN

- Start with high-impact components where recurring ADA issues were most common.
- Pilot the structure with key partners and refine based on real feedback.
- Pair the library with training material to explain both the what and the why.
- Create a communication plan so updates could be introduced consistently.

FEEDBACK LOOP

- Collect design and development feedback.
- Clarify ambiguous guidance.
- Update examples and documentation patterns.
- Keep library ownership and maintenance visible.

Key insight: adoption had to be designed with the same care as the component guidance itself.

Presenter cue: Explain that accessibility maturity depends on operationalizing guidance, not just publishing it.

Results and Impact

The library improved quality, consistency, and confidence across design and development.

30%+

Reduction in ADA defects

Fewer accessibility defects created by development teams after guidance became clearer and more reusable.

Increased

Figma adoption

Teams had a centralized place to reference ADA component guidance and training material.

Stronger

UX-dev alignment

Handoff improved because component intent, states, and implementation details were easier to understand.

Scalable

ADA communication

The ADA team had a more durable way to communicate standards and recurring recommendations.

BUSINESS VALUE

The work moved accessibility upstream, reduced repeated questions, and helped teams prevent avoidable issues before they became delivery risks.

Presenter cue: Lead with the 30% reduction, then connect the impact to lower rework, clearer ownership, and better delivery confidence.

Why This Project Matters

This case study shows how I approach complex enterprise design problems.

Systems thinking

I treated accessibility as a product system that needed reusable patterns, clear ownership, and a path to adoption.

Practical design systems work

I created guidance that was useful in real workflows, not just documentation that looked complete.

Cross-functional alignment

I connected ADA leadership, UX teams, developers, product partners, and stakeholders around shared expectations.

Outcome orientation

I tied the work to measurable operational value, including fewer defects and stronger adoption.

Accessibility succeeds when the right guidance is embedded into the workflow, not buried in separate documentation.

Presenter cue: This is the closing slide if time is tight. It connects the project to how you would help future clients.

60-Second Talk Track

Use this if you need to present the case study quickly.

"At Kaiser Permanente, I built an ADA Documentation Design Library to help product teams apply accessibility guidance more consistently across digital experiences. The problem was that ADA recommendations were often handled through repeated one-off reviews, which made guidance harder to scale and increased the chance of inconsistent implementation. Designers needed practical guidance inside Figma, developers needed clearer handoff details, and the ADA team needed a better way to communicate standards across teams.

I partnered with ADA leadership, UX stakeholders, developers, and product teams to define requirements, identify recurring component issues, create a reusable documentation structure, and pilot the library before rollout. The solution brought component guidance, usage rules, states, content notes, and developer implementation details into a centralized Figma-based system.

The result was a more scalable way to support accessible design decisions, stronger alignment between UX and development, increased Figma adoption, and more than a 30 percent reduction in ADA defects created by development teams."

Best framing: An accessibility operations and design systems project that improved quality, consistency, and delivery confidence.