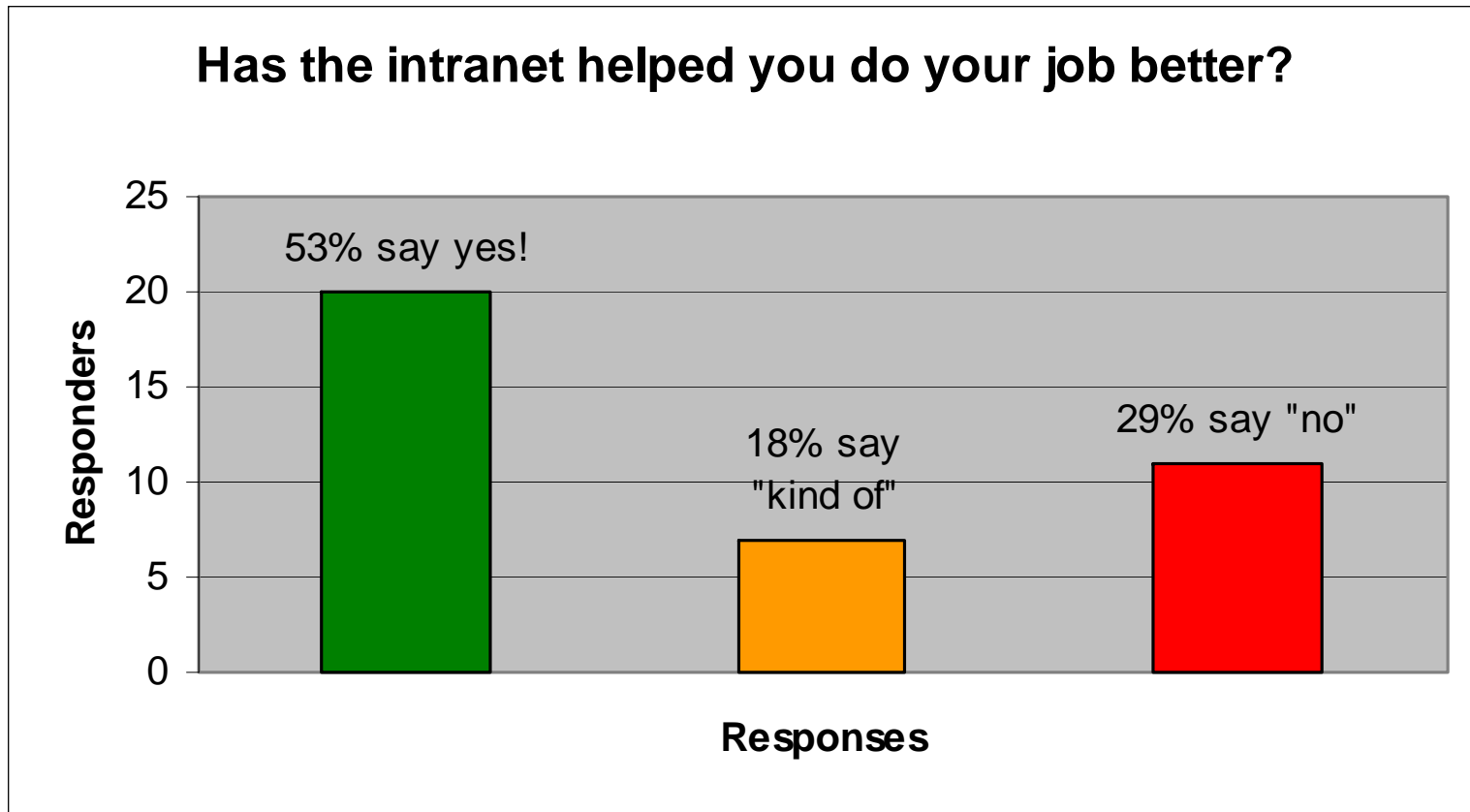


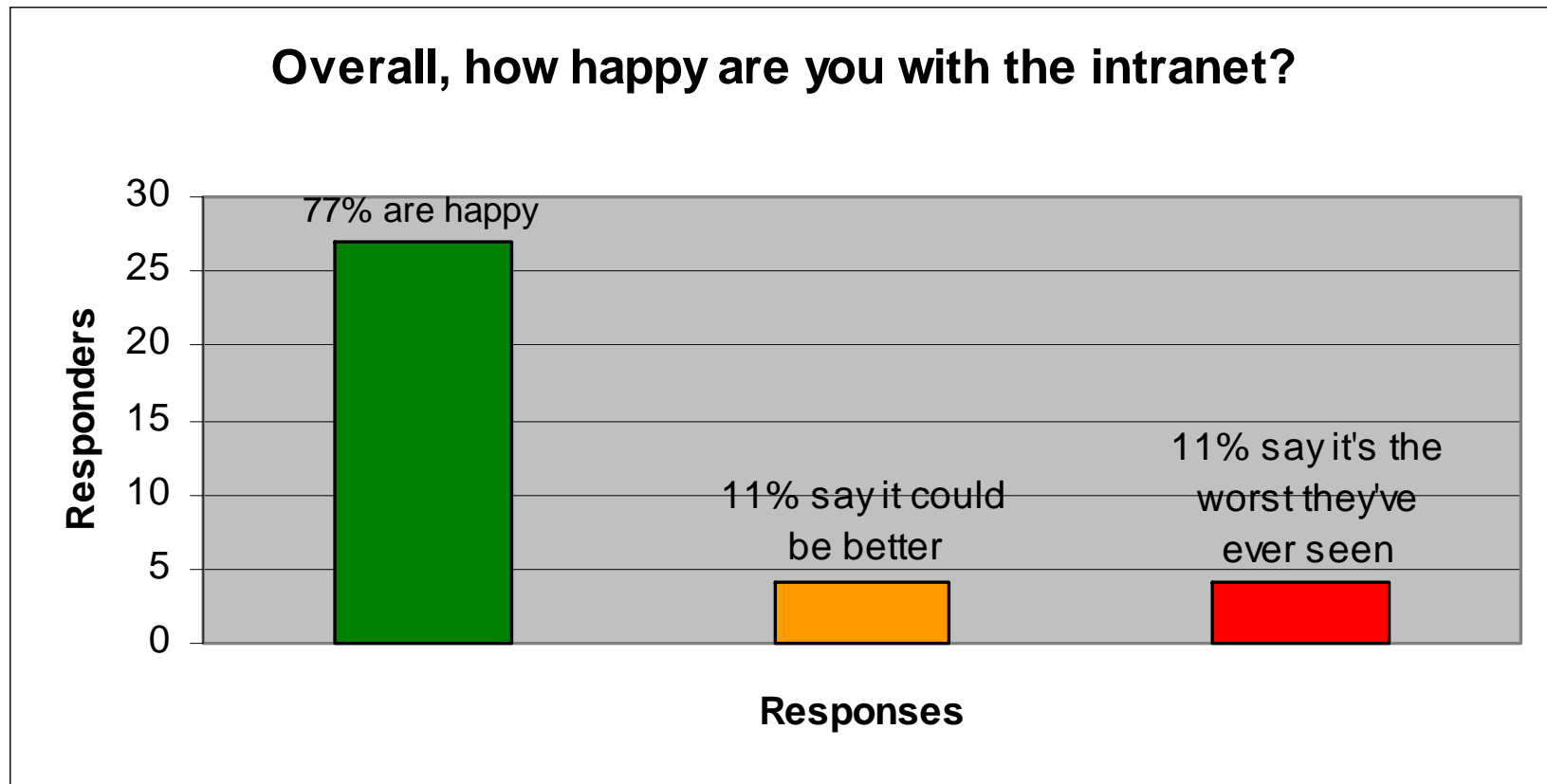
# Hospital Intranet Review

- Visitor Satisfaction
- Corporate Benchmarking
- Redesign Review

# Hospital Intranet Function

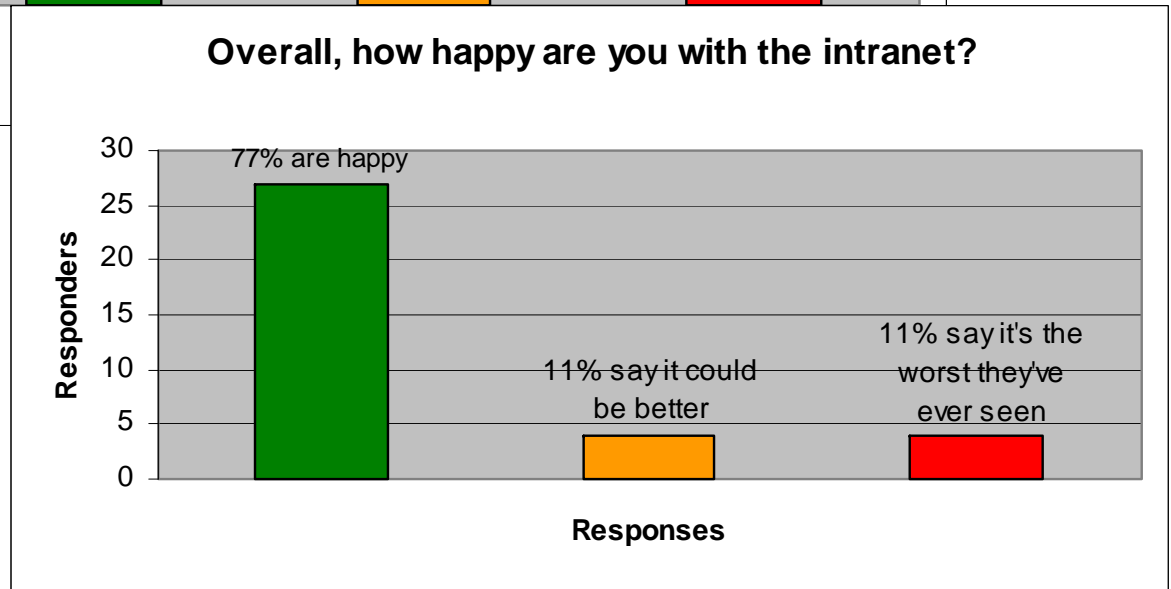
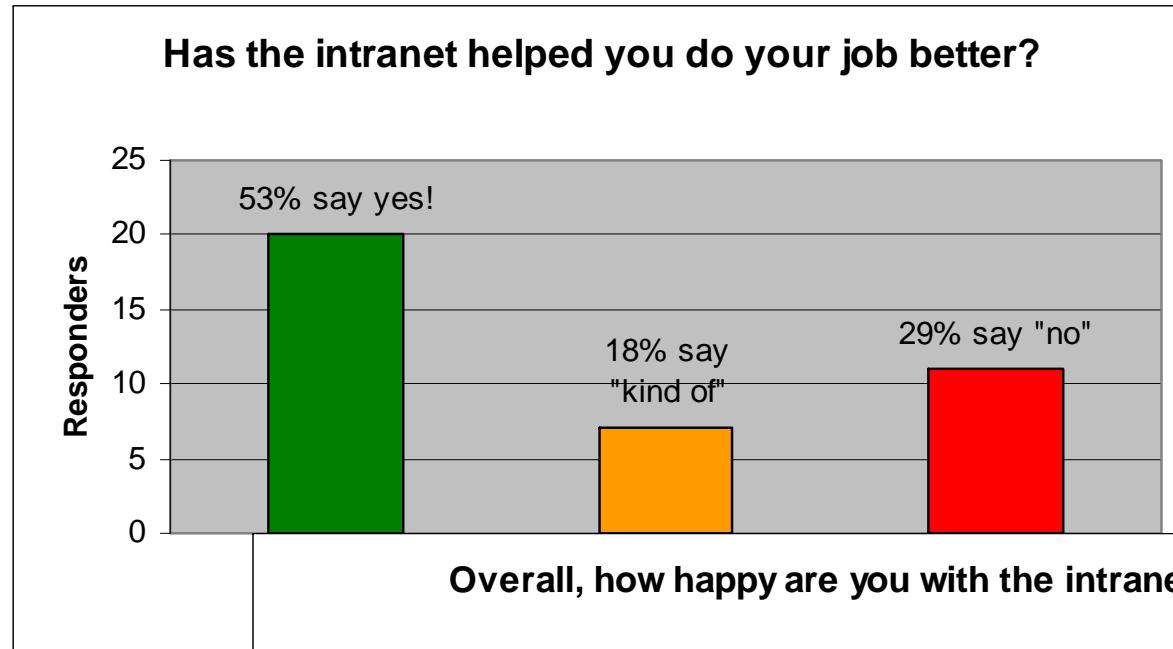


# Hospital Intranet Satisfaction



# Hospital Intranet Value

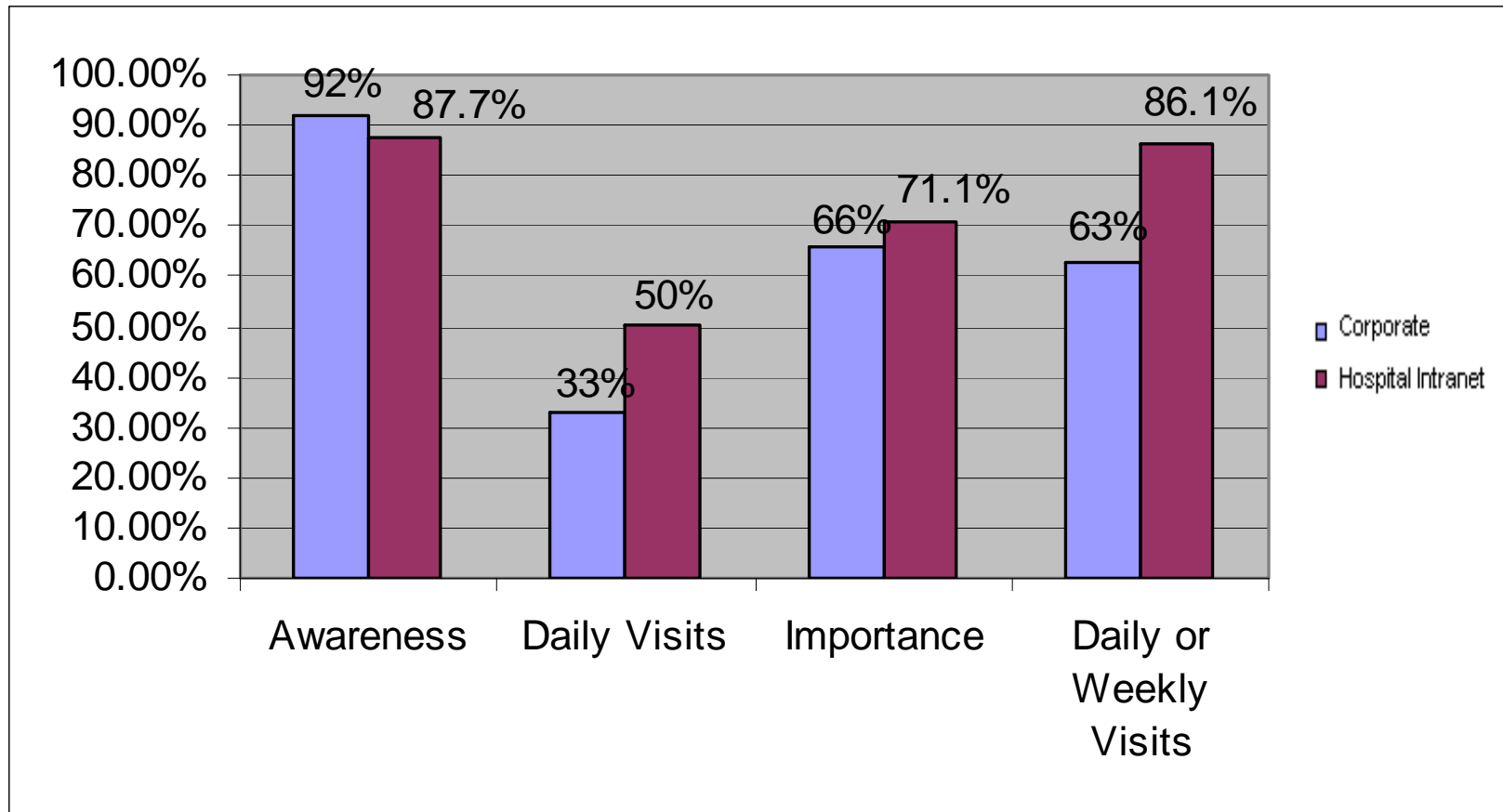
When asked if the hospital intranet helps you do your job better, the visitors who responded with “kind of” or “no” still generally agreed that the hospital’s intranet provides value. See that yellow and red bars dropped and moved to green (77%).



# Hospital Intranet Usage

- No significance between clinical vs. non-clinical employees using the hospital intranet
- Little significance between time at hospital; slightly higher usage in new employees (0-4 years)

# Benchmarking - Corporate Intranet

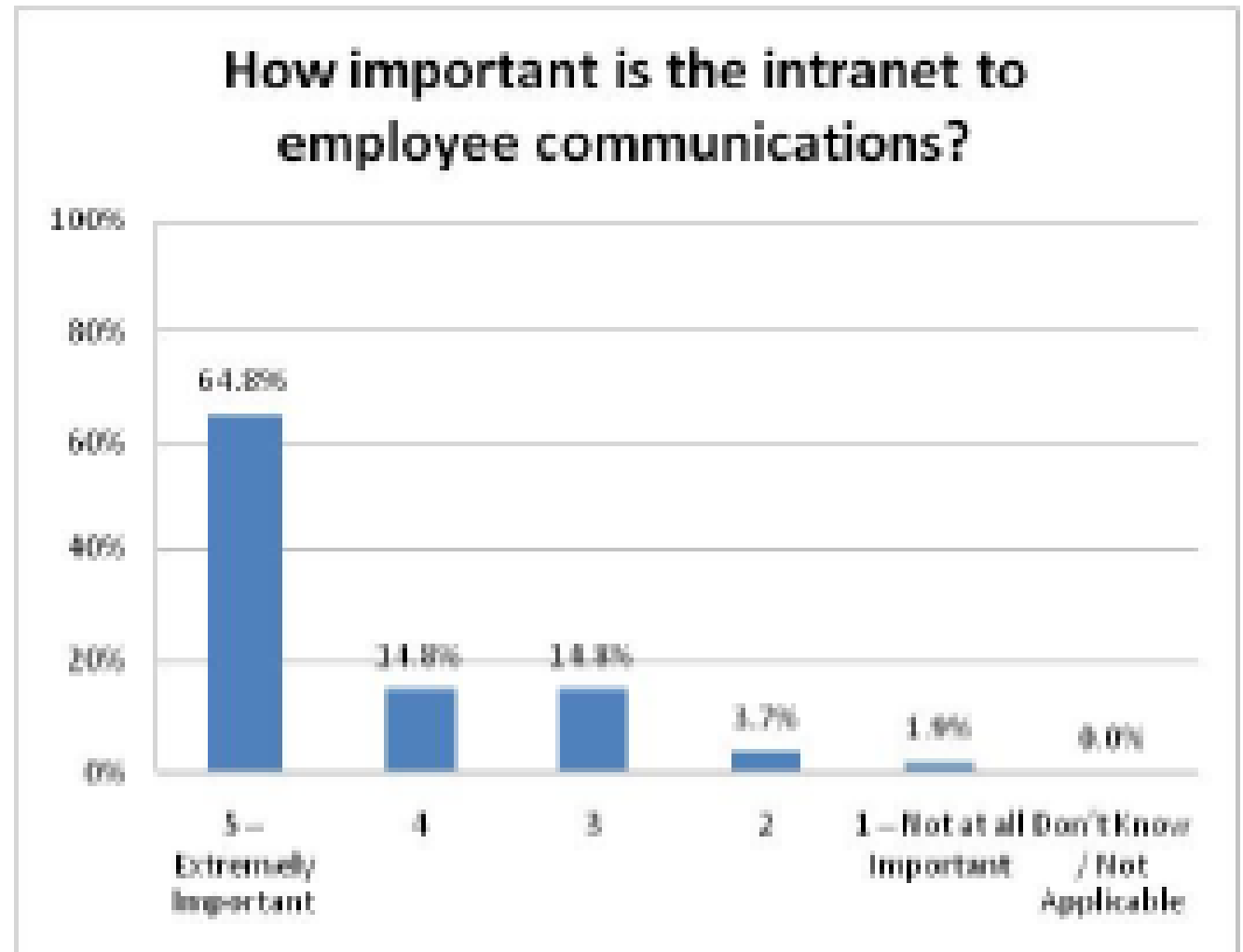


# Benchmarking - Corporate Intranet

- Hospital Intranet leads Corporate Intranet in percentage of daily and weekly visits and as an important resource, but it lags slightly in awareness at 87.7% vs. 92%.

# Benchmarking - Greystone

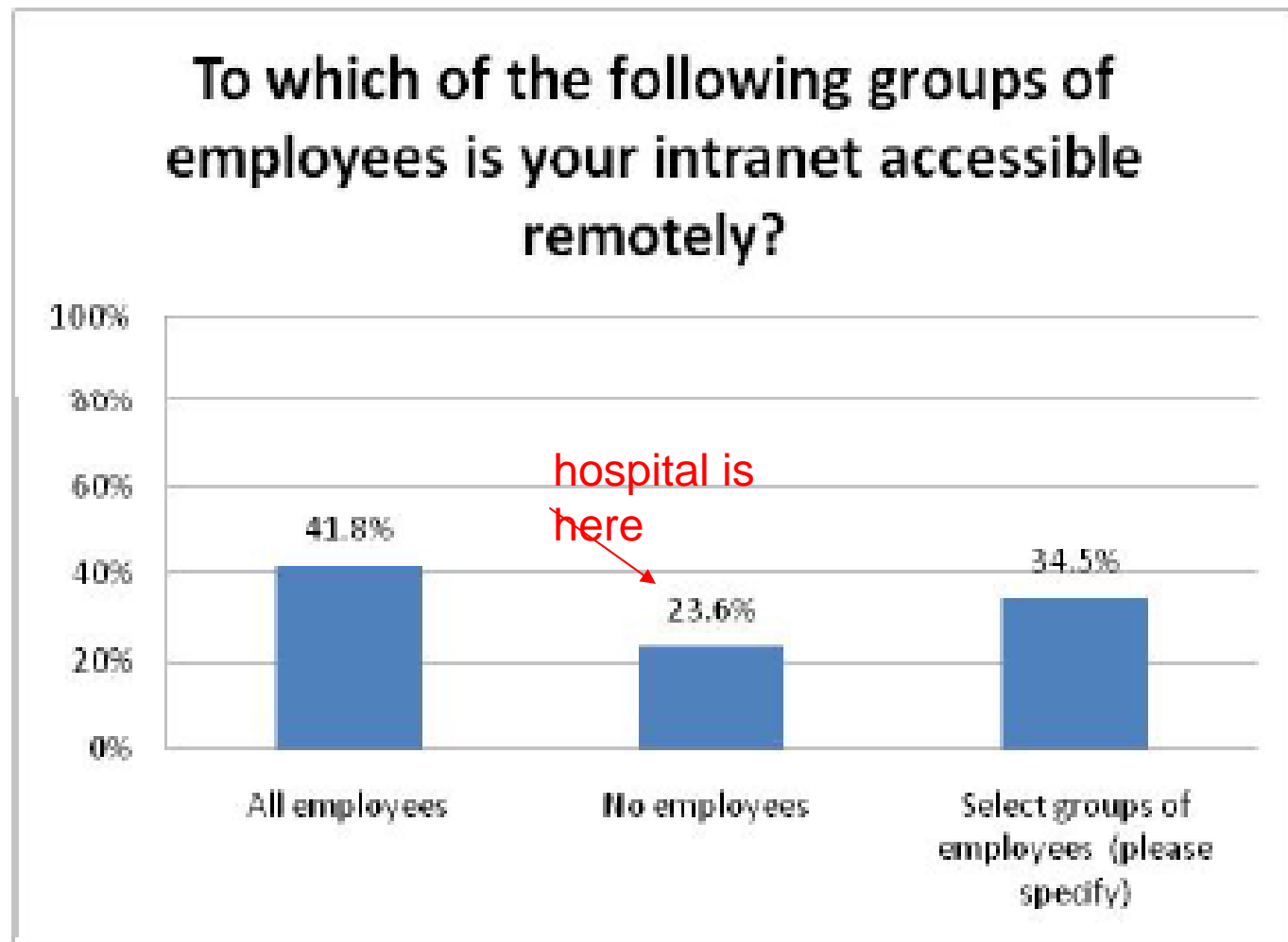
- 77% of hospital intranet visitors find value in the intranet.
- Does hospital Employee Communications find value in the intranet?
- Is it important to that team as it is to employees?
- 64.8% of Greystone survey respondents say the intranet is extremely important.





# Benchmarking - Greystone

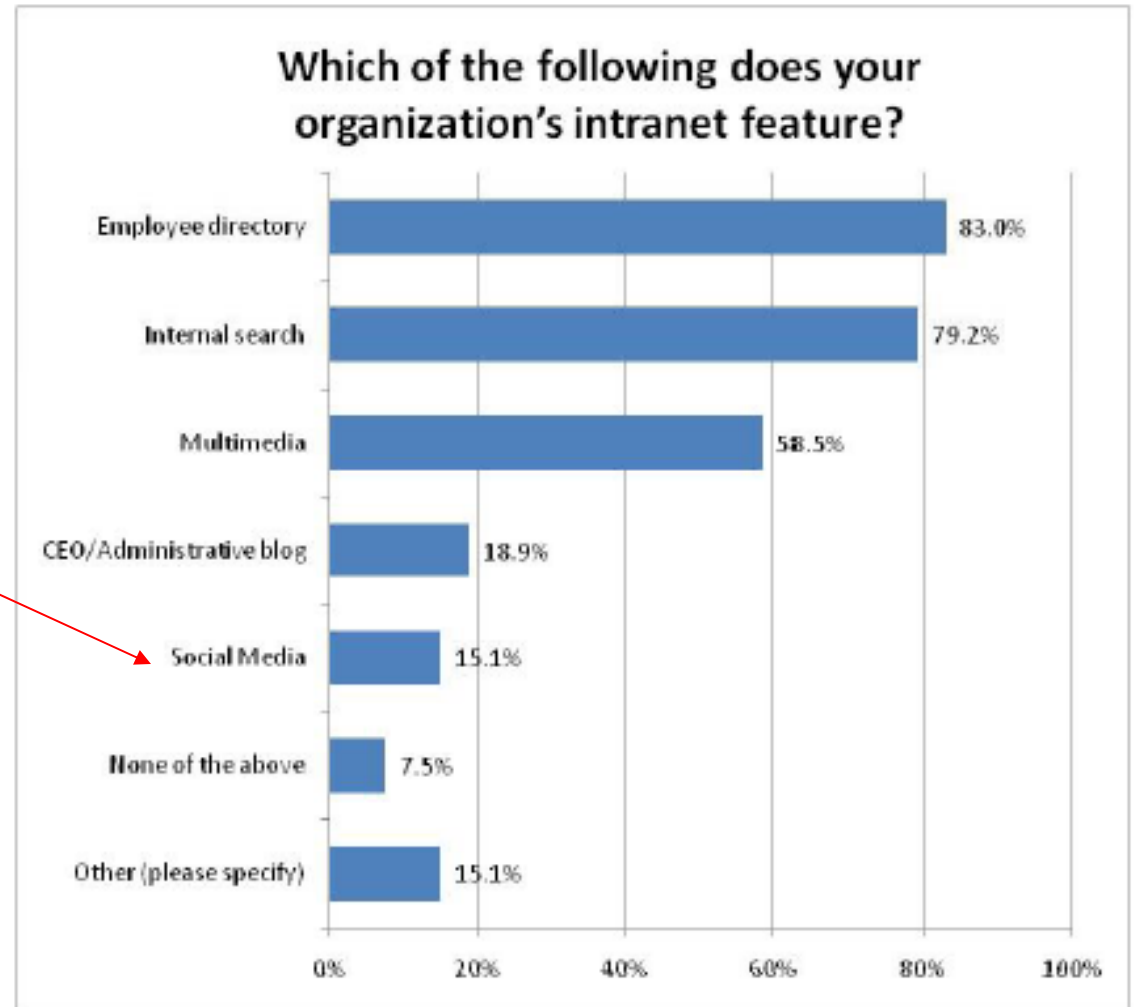
Hospital does not offer remote access to employees to the intranet.



# Benchmarking - Greystone

Hospital uses all of these tools except blogs.

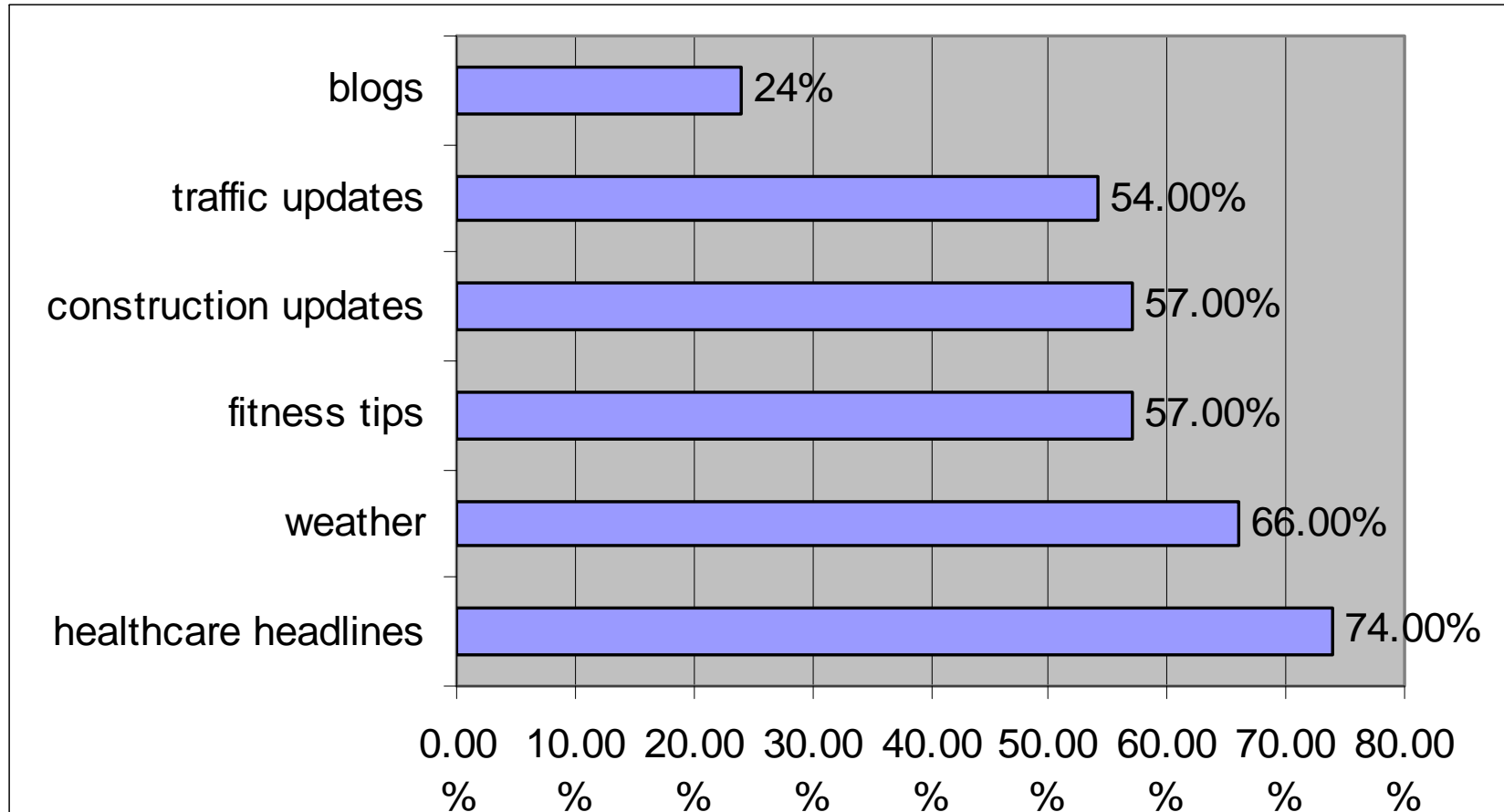
Our intranet has social media with comments, polls and forums.



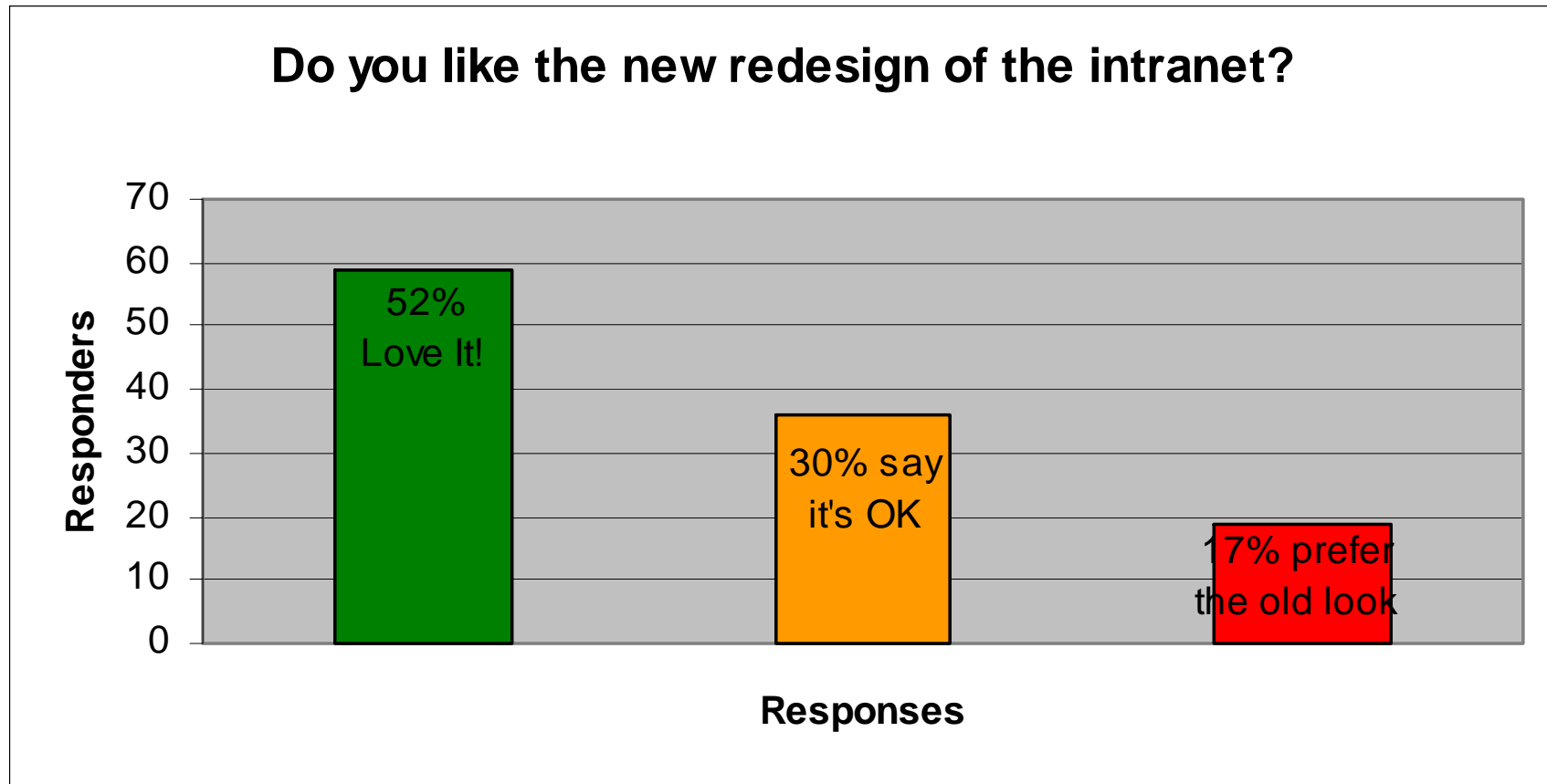
# Blogs

- Do employees want blogs?
- Survey says:
  - 24% say yes. This is not statistically significant.

# Employee Wants



# Hospital Intranet Relaunch



# Hospital Intranet Relaunch

- User testing showed a 100% success rate for finding Joint Commission required information on the first try (within one click, tested by clinicians).
- During the project/department site audit, more than half of responders requested the new hospital intranet template for their project/department site.

# Hospital Intranet 2010 Review

- Overall, the hospital intranet relaunch was considered successful using the following measures
  - Improved navigation, tested by clinical user group
  - Majority of visitors like the new look, find the new intranet as a valuable tool of information and use the intranet to enhance their work performance.

# Hospital Intranet 2010 Review

- Three new administrators trained for Hospital Intranet homepage
- 100% of issues from hospital clients are resolved by the intranet administrators or corporate IS Web Team.