

Providence St. Joseph Health

From the SelectedWorks of Heather J Martin, MIST, AHIP

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Building a shared modern hospital web portal for a health system

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Building a Shared Modern Hospital Web Portal

for a Health System



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Objectives

In 2014 Providence Health & Services embarked on creating a shared web portal for the health system that spanned 5 states.

Challenges included:

- Legacy web portals
- Limited resources
- Mandated technical requirements

The library aimed to create a new universal web portal to serve our mobile savvy patrons.



Method

An assessment of the current digital landscape uncovered information gaps:

- Hospitals with no library website
- Resources controlled by a librarian gatekeeper
- Out of date holdings
- Challenging interfaces

Using user feedback and staff expertise, the team identified

Tech Specifications:

- Simple, visible URL
- Single sign-on for all users
- Easy remote access
- Mobile interface
- User-friendly navigation

Interface goals:

- Local library staff links
- Discovery search page
- Meeting IS mandated requirements

Content goals:

- Ability to create curated content
- Single universal digital collection

Ultimate goal: a library web platform that provided access to resources with limited training!



Results

In the first 6 months main page views increased from 2,581 to 21,357 per month.

At the current growth rate of 3% we will reach our target of 30,000 monthly user sessions in 2016.

Growth and user satisfaction were aided by:

- Meeting library design specifications
- Using a catchy superhero theme
- Creating an easy interface that highlighted search

The site has been widely praised as an improvement in look and functionality.

The library plans to refine the site and expand the service into new areas including adding educational resources and new features.



Conclusions

Creating a shared web portal has **increased** user satisfaction in library services and **grown** library page traffic.

Despite the challenges of bringing together diverse online library environments it is possible to phase out legacy web portals and create a universal access point to ALL resources in a large health system.

