SLC Intranet portal – Case Study

Customer profile

St. Luke's Cornwall Hospital is a not-for-profit hospital dedicated to serving the health care needs of those in the Hudson Valley.

Each year the organization cares for more than 270,000 patients from around the Hudson Valley. With 1,500 employees, the hospital is one of the largest employers in Orange County. The Newburgh campus was founded in 1874 by women of St. George's Church. The Cornwall campus was established in 1931.

Business situation

Since SLC hospital founded quite early, a large patient base is attached to it and growing. As the SLC hospital system growing so has the challenges of managing it policies and procedures for the overall system - including keeping them current and making them readily available to employees who need them.

SLC hospital provided electronic access to it its policies and procedure documents on static intranet sites but it faced issues of document management and user adoption. User struggled with ease of use, navigation and searching for appropriate documents. Administrators struggled with locating source documents and ensuring proper revisions. Department managers had to seek IT help for uploading documents which was time-consuming cycle.

Solution

To address its needs, SLC hospital leveraged Microsoft SharePoint Server 2010 for revamping its Intranet site. Use of document features provided by Microsoft SharePoint Server 2010 to manage and publish policies and procedure documents was the first of many ways the hospital system planned to use SharePoint Server 2010.

To speed up the implementation they engaged KMG, a global software development company providing high-quality IT solutions to the Healthcare & P&C Insurance verticals worldwide using a very diverse range of technologies.

Implementation

KMG created different department sites with pre-defined structure to fit content in the best possible way and guided SLC on creating for other departments. All forms and policy documents were migrated from old Intranet to SharePoint portal. Hospital news and events were displayed on portal to keep employees updated about latest activities in hospital.

Fig: Home Screen

KMG enhanced searching capabilities in portal for various types of documents containing relevant information.

Fig: Search Screen

Alert Notification System was developed to keep doctors and subscribers notified for latest visits and prescribed medicines for patients on a real-time basis. Message Inbox was implemented for doctors and subscribers where they could view messages for subscribed alerts.

Fig: Alert Notification System

Workflow system was created for business process automation of various change type requests. Change requests goes through multiple approval stages before getting approved. Different views were created for categorizing pending, approved and rejected change requests. Requester gets notified for each and every action taken on raised change request.

Fig: Change Management System

Benefits

By creating a unified portal using Microsoft SharePoint Server 2010, SLC hospital has given its employees instant, targeted access to required policies and procedure documents. Navigation and search are more intuitive than before, and administrators are benefitting from easy access to source documents, workflow automation. Document management control is provided to department representatives. This allowed IT staff to devote their time on other useful tasks. SLC hospital realized all benefits quickly and cost-effectively.

Products and services used

- SharePoint Server 2010
- SQL Server 2008 R2
- Microsoft Office InfoPath 2010
- SharePoint Designer 2010
- Visual Studio 2010 Ultimate