



Revamp of Division of Medicine (DoM)'s Intranet



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Introduction

Division of Medicine's Intranet serves as an information source and communication channel for the departments within the division. The Intranet aims to promote continuous staff engagement and visibility on Division happenings.

The Intranet Workgroup was formed in February 2016, with representatives from the various teams, i.e. Education, Research and Clinical Services to manage the content and keep the Intranet updated.

Objectives

- ❖ Refresh the DoM Intranet to be more user-friendly, efficient, and aesthetically-pleasing with regularly updated information
- ❖ Improve utilization of DoM's intranet pages among all doctors and administrative staff

Methodology

Timeline

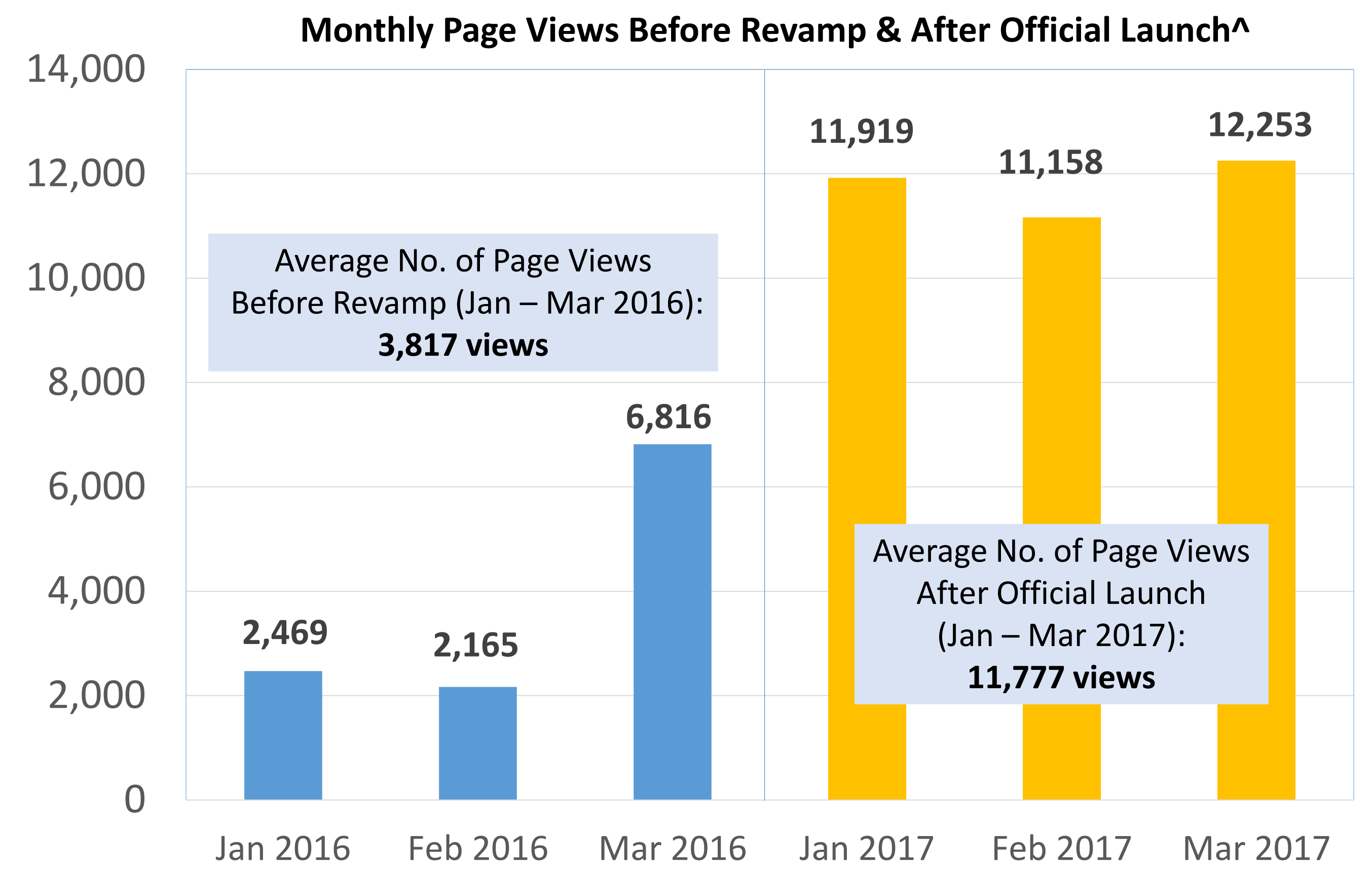


Content and Structure

- ❖ Major sections revamped: Homepage, Clinical Services, Education, Research and Communications
- ❖ Other features: News/Bulletin, Calendar of Events and Past Events
- ❖ Content is derived from respective teams' activities, programmes and events. With a fixed template and a representative from each team, updates are now made more faster, keeping the pages up to date.

Results Continued

Statistics on Page Views and Analysis



[^]Exclude page views by Intranet Workgroup Members and Roster Team

The graph above illustrates the Intranet page views observed in the months (Jan – Mar 2016) before the revamp and after the official launch in (Jan- Mar 2017).

Based on the data above

209 % increase in average number of page views observed between Jan – Mar 2016 and Jan – Mar 2017

- Increase in page views after official launch of Intranet in Jan 2017 could be due to contributing factors such as:
- Emailers sent to DoM.
 - DoM Intranet URL included as part of email sign-off by the admin team

After Revamp and Official Launch

- ❖ The Intranet page has been an useful platform to store relevant information and resources for doctors and admin staff. The admin team has been actively directing DoM staff by sending relevant URLs to them directly, which has been helpful for the users.
- ❖ Good feedback on the improved aesthetics of the pages was received

Results

Before Revamp	After Revamp
<ul style="list-style-type: none"> ❖ Less vibrant appearances with limited colour tones ❖ Certain information was not up to date 	<ul style="list-style-type: none"> ❖ Information is grouped into different sections clearly, with the navigation bar on the top to aid readers ❖ Pages display updated information ❖ Each team has its own colour theme

Conclusion

The utilization rate and awareness of DoM's Intranet pages have certainly improved in contrast to before any revamp was done. With the new features, the team hopes that this trend will continue to be a useful resource that keeps our readers informed about current affairs pertaining to DoM and the hospital.

Moving forward, the team will strive to sustain and improve the number of page views via:

- ❖ Disseminating monthly emailers to everyone in DoM, which highlights the key features of the respective team's site
- ❖ Directing users to respective Intranet pages with relevant information for their use