INFOPEDIA: THE COLLABORATIVE INTRANET

Arthur Wong, SingHealth HQ; Hammie Yeo, SingHealth HQ; Jerry Wong, Singapore General Hospital; Tan Ping Yang, KK Women's and Children's Hospital; Marilvyn Loo, Sengkang Health; Edwin Yong, National Cancer Centre Singapore; Nursyafiqah Binte Rosnan, National Dental Centre Singapore; Petrice Chan, National Heart Centre Singapore; Christina Wee, National Neuroscience Institute; Amy Lim, Singapore National Eye Centre; Eric Lim, SingHealth Polyclinics; Windy Teo, SingHealth HQ; Aby Joseph, Integrated Health Information Services

INTRODUCTION

"Why did we need a new intranet?"

➤ Imagine a collaborative environment where staff across departments and institutions share ideas and get involved in meaningful projects to improve patient care

➤ That environment is being supported by a restrictive, cluttered, out-of-date intranet

➤ Staff cannot find information easily. They cannot form workgroups; they had to rely on emails and external file-sharing software

➤ The old intranet is outdated and no longer supported by Microsoft and modern day browser
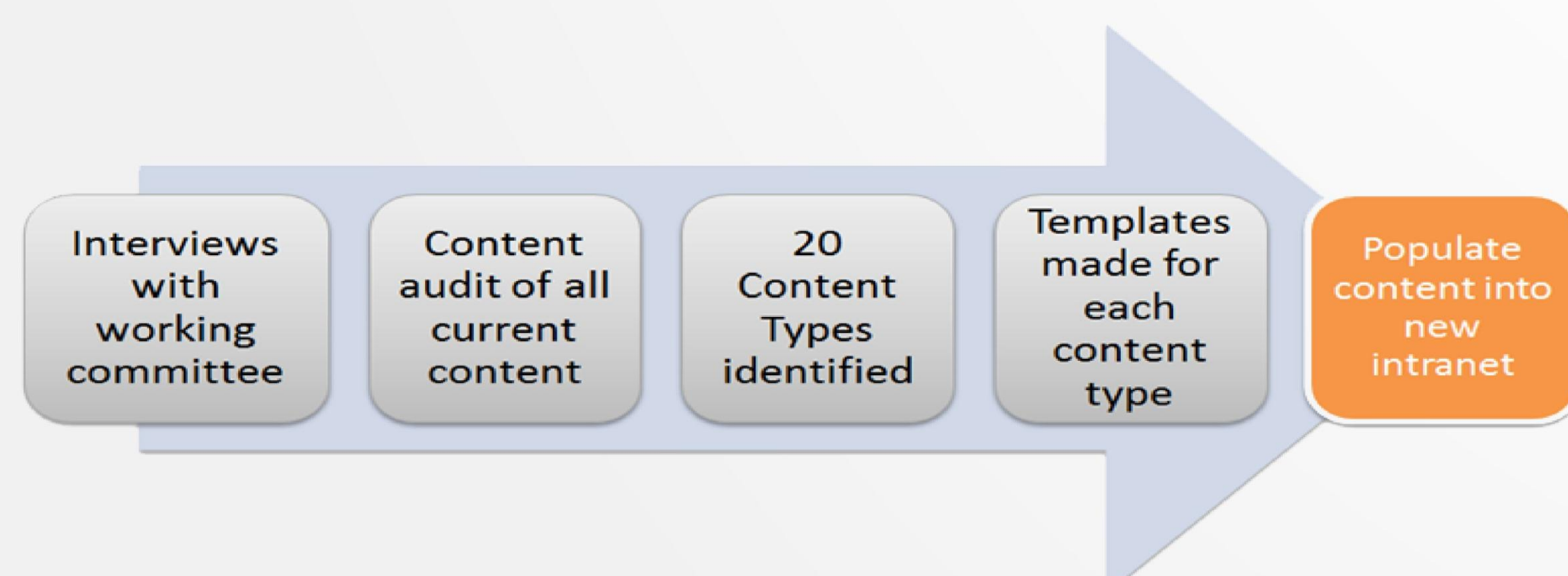
INFOPEDIA

➤ Provide a social platform that facilitates cross-institution sharing of information and documents

➤ Enable consistent sorting of information and easy searching

METHODOLOGY

"How do we build an intranet for 20,000 staff across 10 institutions?"

➤ Formation of cluster-wide working group

Interviews with working committee → Content audit of all current content → 20 Content Types identified → Templates made for each content type → Populate content into new intranet

➤ Worked with department champions and set up governance and permission structures for create pages
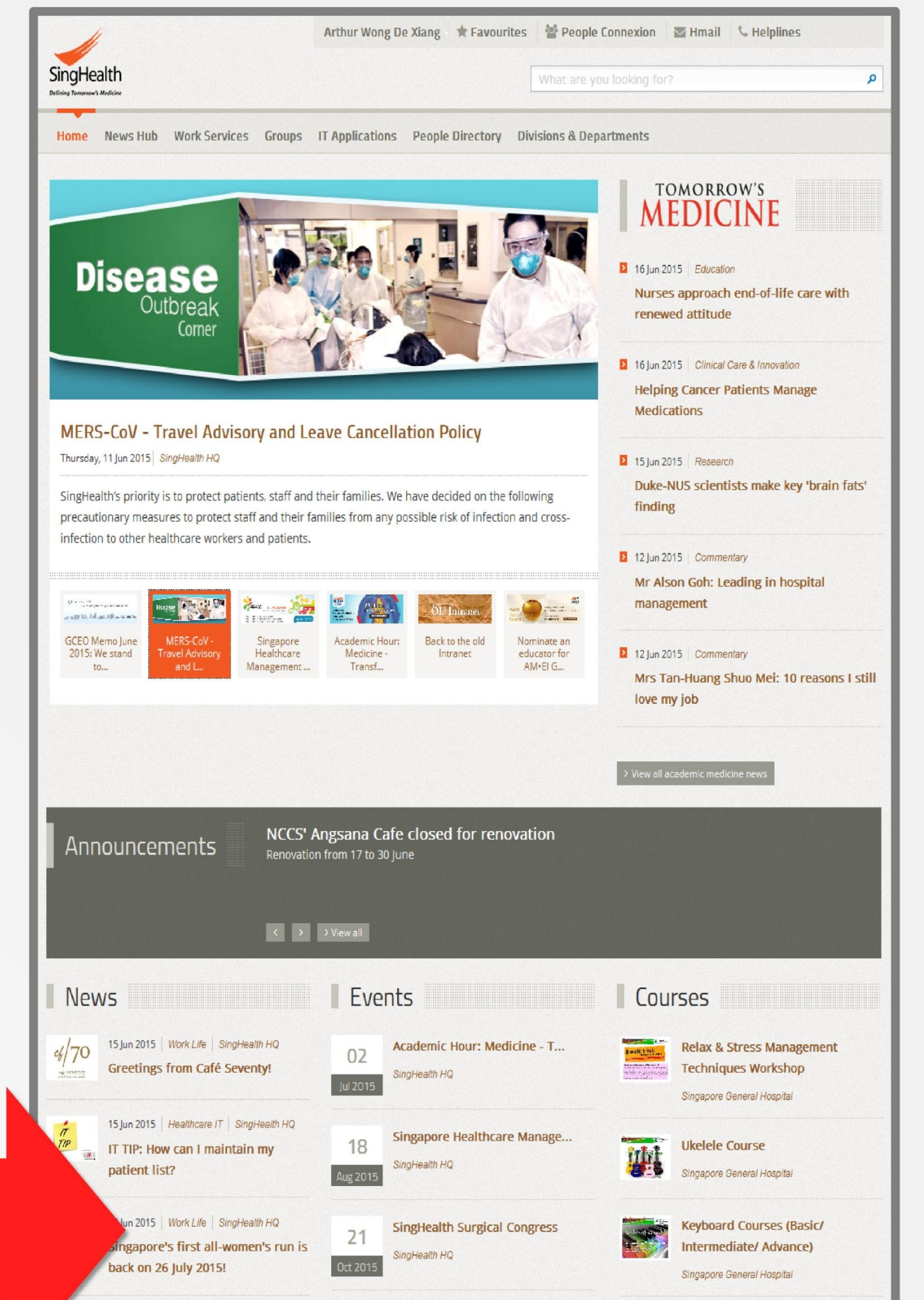
➤ Soft launch period to gain acceptance

RESULTS
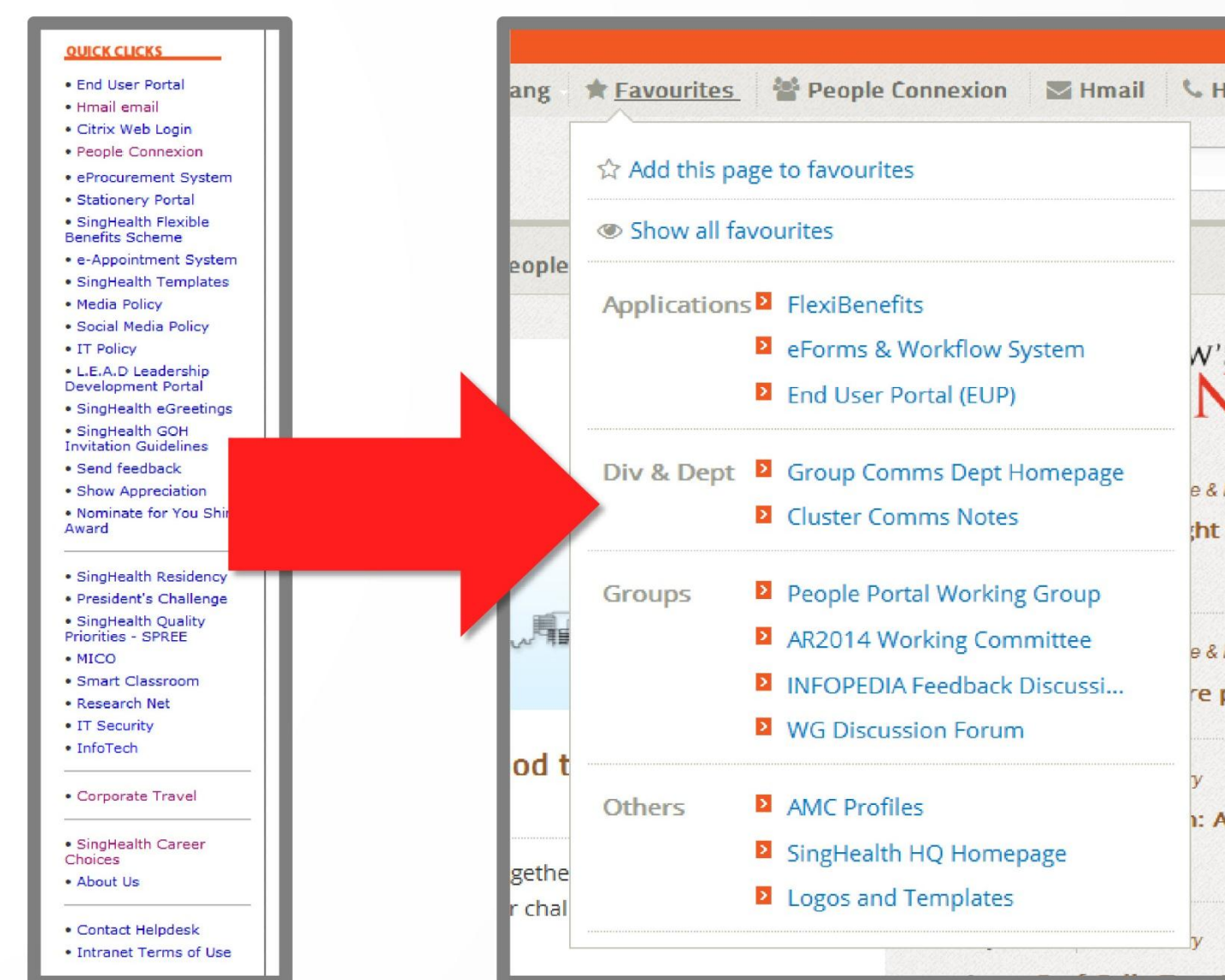
"How has the new platform benefitted our staff?"

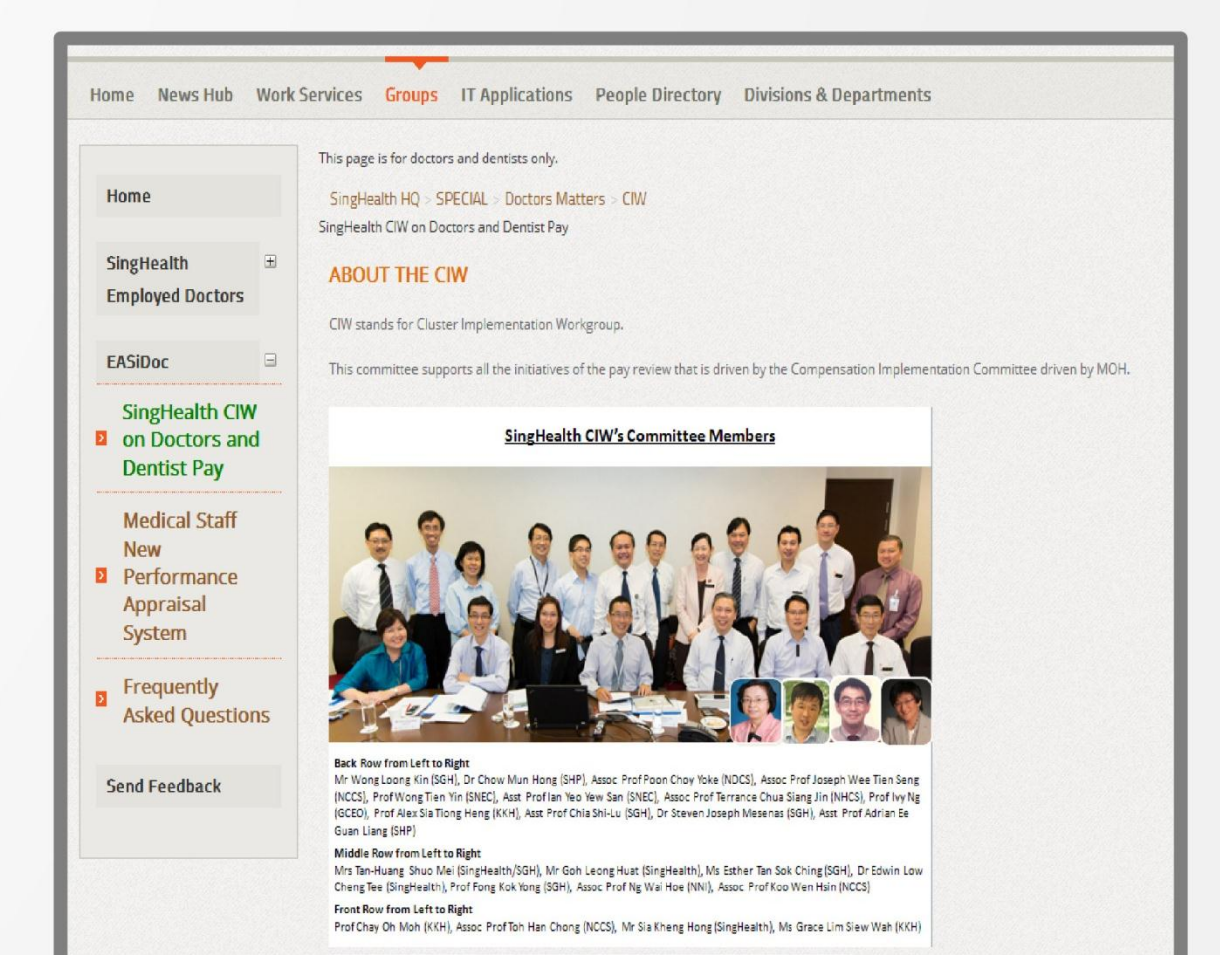
Above: The old intranet

Above: INFOPEDIA

Efficient
➤ Powerful **search engine** enables quick, intuitive search for staff to find what they want

➤ Personalised **favourites** allow one-click access to commonly used functions

Above: Cluttered links vs Customised Favourites

Informed
➤ **Less cluttered** and **more organised** homepage keeps staff up-to-date

➤ Inbuilt **Analytics** to track page effectiveness

Social
➤ Staff can start cross-cluster **discussion groups** and **share documents** without turning to outside applications like forums or social media

Above: A cross-cluster workgroup

CONCLUSION

INFOPEDIA was rolled out to the entire cluster in April. Since then, acceptance and usage has steadily increased as staff embraced the functions of the new system

➤ Future improvements include easy access via mobile devices and extranet

Avg. No. of **75,303** page views/day

Total no. of **726** sites in INFOPEDIA

No. of **16,940** favourite links created by staff

Avg. No. of **8,933** staff use/day

Total no. of **434** Groups created