



Children's Hospital Boston Implements Coveo to Ensure Optimal Patient Care

Founded in 1869, Children's Hospital Boston (Children's) is the nation's leading pediatric medical center and the largest provider of health care to Massachusetts children. With 392 pediatric and adolescent inpatient beds and 225 specialized outpatient programs, Children's records approximately 25,000 inpatient admissions, schedules more than 524,700 clinical visits, and performs 25,000 surgical procedures and 200,000 radiological examinations every year.

Access to vital clinical care and institutional operations information is of paramount importance to Children's. Shelley Norton, document repository administrator, coordinates the hospital's institutional knowledge and ensures that hospital staff can quickly access relevant content that is critical in the treatment of patients. Norton also works with content overseers to ensure content meets institutional publication standards.

Unique Requirements for Multiple Audiences

Children's enterprise search requirements are challenging. There are several internal audiences, each with varying educational backgrounds and institutional roles, all of whom need access to different types of information.

“*In the healthcare industry, every second counts. Accessing the right information impacts children's lives.*”

Shelley Norton
Children's Hospital Boston

Coveo Customer: Children's Hospital Boston

Industry: Healthcare

Business Goals:

- ▶ Speed access to critical information to all hospital staff
- ▶ Leverage existing IT information infrastructure across multiple systems
- ▶ Improve content accuracy and relevancy

Coveo Solution: Coveo Enterprise Search

Results:

- ▶ Instant access to a comprehensive view of information required to treat patients meets hospital standards for exceptional service, exceptional care.
- ▶ Better research study information management supports research staff to develop cures for pediatric illnesses.
- ▶ Easier identification of out-of-date or redundant content reduces risk and improves compliance.

Coveo Customer Success Story

Children's Hospital Boston Implements Coveo to Ensure Optimal Patient Care

Furthermore, because hospital content is stored in multiple environments—Microsoft SharePoint site collections for an institutional document repository (eLibrary) and collaboration team sites, as well as a separate internal content management system—hospital staff began noting difficulties locating information.

“Accessing the right information impacts children’s lives,” says Norton. “With hundreds of thousands of documents stored in disparate repositories, and a multi-disciplined staff with various needs, education levels, and technical abilities, it was clear we needed a way for our hospital staff to easily and quickly search for and access critical information across multiple data sets. We needed to unify our search environment but we quickly found that out of the box, SharePoint’s search capabilities limited our options. We simply did not have the staffing to support developing SharePoint’s native search tool to a level that would meet our needs,” said Norton. “In addition, our internal Web site used a light Google installation that could not be extended to include the SharePoint eLibrary and team site environments.”

After studying the existing information architecture, Norton concluded that implementing a robust enterprise search solution that could present SharePoint and other internal site content in a single results interface, would be the best way to provide a comprehensive view of information to staff.

Finding the Right Solution

“In the health-care industry, every second counts,” said Norton. “We needed to ensure that clinicians in the hectic emergency room at 3 a.m. could easily locate precise, critical, patient care information. If the search results returned redundant or obsolete content, not only would staff productivity decrease, but patient care could be negatively affected as well.”

After Microsoft SharePoint and the Google Search Appliance failed to deliver the results they were looking for, Norton set new criteria for an enterprise search solution.

Ensuring the best possible care for patients is of utmost importance at Children’s. Nursing and medical staff needed a quick, single view of a “constellation of relevant information,” including patient care policies and procedures, information about who is authorized to provide specific levels of care, reference tools, forms,

and family education materials specific to a condition or procedure. This constellation would ensure that health-care providers and support staff could meet institutional expectations and requirements for exceptional care and service.

“Microsoft SharePoint and the Google Search Appliance failed to deliver the results they were looking for.”

The need to display unified results was also shared by researchers requiring clinical study requirements to advance their work, hospital staff looking for personnel policies and benefits information, and safety and emergency management personnel managing incident response. The solution also needed to satisfy statutory, regulatory, and compliance requirements by identifying outdated or redundant documents.

Norton began looking for a best-of-breed enterprise search solution that could easily search the hospital’s online assets and present the information to end users quickly and in a way that was very easy to understand. An industry colleague recommended that she review Coveo Enterprise Search.

“We decided to download Coveo and try it on our own data,” said Norton. “We liked the idea of seeing how the solution would work on our data, in our environment, and really put it to the test to ensure it would work for our unique requirements and multiple audiences.”

She continued, “Coveo was extremely easy to download, implement and deploy. Within hours, Coveo was up and running, indexing all of the documents contained in our eLibrary. The initial results were astounding. We then worked with Coveo’s Professional Services team to index all of our SharePoint team sites and internal Web content. I have nothing but good things to say about Coveo’s technology, or the team itself.”

With its central, unified index, Coveo quickly identifies relevant, credible content for Children’s staff regardless of storage location. On the front end, the consumer does not need to know where the information is stored; configurable facets help users rapidly navigate and filter large volumes of content to locate specific information, assess result relevancy, and create the feeling of

Coveo Customer Success Story

Children's Hospital Boston Implements Coveo to Ensure Optimal Patient Care

personalized search. On the back end, the content did not need to be moved into a single centralized repository—an effort that would have taken a great deal of time and money. Coveo permitted anonymous access to the internal Web content management system while respecting SharePoint security trimming in the eLibrary and team sites.

“*With Coveo Enterprise Search, health care providers and researchers at Children's have instant access to the precise information required to treat patients and push their research forward towards developing cures for pediatric illnesses.*”

Shelley Norton, Document Repository Administrator, Children's Hospital Boston

“Right from deployment, Coveo's search technology provided us with a simple, easy-to-use interface that helped our users identify the information they were looking for quickly,” said Norton. “We've been very satisfied with the abstracts, the quick views, and the document summaries provided in the search results, as well as the additional user ranking provided through the user communities.”

High User Adoption Translates to Optimal Patient Care

One of the biggest challenges for Children's was implementing a solution that would be used by a hospital staff with varying degrees of technical sophistication. Recognized for its ease of use, Coveo surpassed expectations by providing advanced technology with a familiar feel, which has greatly facilitated user adoption across the organization.

With its user-friendly interface and faceted search, Coveo Enterprise Search allows Children's staff to search content stored across SharePoint and other internal Web sites. Entering keywords, users can then filter through results by authorship, site grouping or other pieces of metadata, to easily locate the most fresh and relevant information.

Also key to increasing user adoption is individual accountability of the accuracy of content. Central to her enterprise search strategy, Norton makes sure that content owners take an active role in making sure their content is accurate and up-to-date. They use search results to identify and eliminate content that is considered redundant or outdated—documents that can present a tremendous risk to hospital staff, as they can provide invalid information that can negatively affect patient care. This helps users better understand their duties in terms of managing their own content, which has helped build a broader, more accurate base of knowledge throughout the institution.

“Through Coveo's search technology, our users can find the right documents and clearly determine which documents are the ones most needed to meet their objectives,” said Norton. “Overall, the user response has been really terrific, and Coveo's ease of use has driven high adoption across the hospital.”

“Coveo Enterprise Search is playing a key role in ensuring that our hospital's staff is getting the information they want, when they want it,” added Norton. “With Coveo, health-care providers, researchers, and administrative staff at Children's have instant access to the precise information required to treat patients, push research forward towards developing cures for pediatric illnesses, and meet our safety and compliance obligations.”



Contact Coveo:

Sales:

1 800 635-5476 (US/Canada toll-free)

00 800 2673-7642 (International toll-free)

Media & Analysts: 418 263-1111 x233