



Boston Children's Hospital
Until every child is wellSM

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

Snapshot:

- ▶ **Industry:** Healthcare, Pharmaceuticals & Biotech
- ▶ **Geography (HQ):** Boston, MA, USA
- ▶ **Types of Users:** Healthcare providers, researchers, and administrative staff
- ▶ **Coveo Solution:** Coveo for Knowledge Management
- ▶ **Connector Types:** MS SharePoint, custom CMS connector



Client

Founded in 1869, Boston Children's Hospital (Boston Children's) is the nation's leading pediatric medical center and the largest provider of healthcare to Massachusetts children. With 395 pediatric and adolescent inpatient beds and 225 specialized outpatient programs, Boston Children's records approximately 25,000 inpatient admissions, schedules more than 550,000 clinical visits, and performs approximately 25,000 surgical procedures and 150,000 radiological examinations every year. Shelley Norton, document repository administrator, coordinates the hospital's institutional knowledge and ensures that hospital staff can quickly access relevant content that is critical to patient treatment and care. Norton also works with content owners to ensure that published content constantly meets institutional standards.

Challenge

Boston Children's employees – healthcare providers, researchers, and administrative staff – had difficulties finding the information they need, as content is stored in multiple locations: an institutional document repository (eLibrary) and collaboration team sites residing in Microsoft SharePoint, as well as a separate content management system (CMS) for its intranet. To ensure that its employees always have relevant information at their fingertips, Norton wanted to improve the search experience so that they can easily find pertinent information.

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

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

Learn more and request a demo:

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Coveo for Knowledge Management

Business Goals:

- ▶ Provide optimal patient care and treatment options based on well-informed decisions
- ▶ Ensure documents and medical records comply with statutory and regulatory requirements
- ▶ Improve cost-efficiency of IT investments

“Accessing the right information impacts children’s lives,” said Norton. “With hundreds of thousands of documents stored in disparate repositories, and a multi-disciplinary staff with different needs and technical abilities, it was clear we needed a way for our hospital staff to easily and quickly search for and filter critical information from multiple sources. We needed to unify our search environment but we found that out of the box, SharePoint’s search capabilities limited our options. We simply did not have the staffing to develop SharePoint’s native search tool to a level that would meet our needs,” Norton explained. “In addition, our CMS used a light Google installation that could not be extended to include the SharePoint environment.”

After studying the existing information architecture, Norton concluded that implementing a robust enterprise search solution that could present content residing in both SharePoint and its CMS in a single results interface would be the best way to provide Boston Children’s staff with a comprehensive view of available information.

Selection & Implementation

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

Delivering the best possible care for patients is of utmost importance at Boston Children’s. Healthcare providers need a quick, single view of a “constellation of relevant information,” to ensure that they meet institutional expectations and requirements for exceptional care and service. The wide range of information required includes 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.

The need for unified search results was shared by other groups of employees: Boston Children’s researchers who use a variety of data in the different repositories to inform their research; employees looking for personnel policies and benefits information; and safety and emergency management personnel who require an overview of necessary procedures when managing an incident response. On top of having the ability to connect the different repositories and surface the content via a customizable interface to meet the different user requirements, the search solution must also have a unified index with data enrichment capabilities, so that content owners can use it to quickly identify outdated or redundant documents to maintain compliance with statutory and regulatory requirements.

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Coveo for Knowledge Management

Results at a Glance:

- ▶ Optimized knowledge sharing among care givers and administrators in support of delivering highest quality patient care
- ▶ Reduced challenges associated with duplicate and outdated content, to support a proactive regulatory compliance and privacy culture
- ▶ Accelerated adoption of the hospital's collaborative and knowledge management solutions by enabling effective, unified, and secure search

Norton began looking for a best-of-breed enterprise search solution that has the end-to-end capabilities to meet Boston Children's Hospital's expectations. An industry colleague recommended that she review Coveo.

"We decided to do a trial with Coveo," 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 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 intranet. I have nothing but good things to say about Coveo's technology, and the team itself."

As Coveo's unified index was able to consolidate and interrelate content from the multiple repositories, Boston Children's was able to avoid moving all those content into a centralized repository – an effort that would have taken a great deal of time and money. This unified index enabled Boston Children's employees to search and access content from multiple repositories through a single user interface that includes configurable facets to help hospital staff rapidly navigate and filter search results. Importantly, because Coveo's solution honors all security trimming, Boston Children's staff will only see content for which they have permission to access.

"Right from deployment, Coveo 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 quick views and document summaries provided in the search results, as well as the additional user ranking provided through the user communities."

"With Coveo, healthcare providers, researchers, and administrative staff at Boston Children's have instant access to the precise information required to treat patients, advance research towards developing cures for pediatric illnesses, and meet our safety and compliance obligations. "

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

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Results

Recognized for its ease of use, Coveo surpassed Boston Children's expectations by providing an end-to-end solution with a familiar feel, which has greatly facilitated user adoption across the organization. Coveo's user-friendly interface and faceted search allows Boston Children's staff to search content stored across SharePoint as well as its proprietary CMS. Users can filter search results by authorship, site grouping or other pieces of metadata to easily locate the freshest and most relevant content.

Encouraging individual accountability for content accuracy, which is central to Norton's enterprise search strategy, is one of the key factors for increasing user adoption. To achieve this, Norton ensures that content owners take an active role in keeping their content accurate and up-to-date. The content owners use search results to identify and eliminate content that is considered redundant or outdated – documents that can present a tremendous risk to hospital staff and negatively affect patient care. This has helped users better understand their duties in terms of managing their own content, which has contributed to building a wider, more accurate knowledge pool throughout Boston Children's Hospital.

"With Coveo, 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." Norton added: "Coveo is playing a key role in ensuring that our hospital's staff is getting the information they want, when they want it."

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