

WEB RENEWAL UPDATE

LAUNCHING JUNE 28, 2021

QUESTIONS AND ANSWERS FOR STAFF, PHYSICIANS, STUDENTS AND VOLUNTEERS

What changes will I see on June 28?

Our new sites feature numerous improvements over our previous ones:

- Streamlined desktop and mobile functionality and responsiveness. Both layout and design of the website was based on user testing and feedback from both patients and providers;
- An integration with the Healthwise website (a component of HealthLine 811), providing hundreds of articles, videos and infographics with patient education content that is clinically-reviewed and maintained;
- ER Wait Times functionality for both Saskatoon and Regina acute hospitals;
- Online symptom-checker tool, health decision tools and calculators;
- Single, provincial listing of SHA health facilities, with the ability for patients to locate the facilities nearest to them.
- Contribution portal that allows portfolios to own, edit, and maintain their own content;
- No more intranet logins- our new employee intranet is open to everyone, including students, volunteers, external health organizations and all physicians, with no username and password required. Two smaller areas, Leader Resources and MyConnection, contain personal or sensitive information that will still require permissions. RHA intranet access will also remain as it is currently.
- New provincial content:
 - * Virtual Care;
 - * Research;
 - * Clinical Appropriateness;
 - * Translation and Interpretation Services;
 - * Central, public access to provincial Policies;
 - * Connections with two other provincial websites: Moms & Kids Health Saskatchewan, and Sexlifesask.ca

Are the old RHA websites and intranets going away?

Both the SHA website and SHA intranet as they exist today will go away as of June 28; however we will retain archived copies of these sites, just in case anything was missed in the migration.

The remaining RHA websites and intranet sites will continue to be available for a period of time; however we anticipate that we will close off the external websites within the next year, leaving us with a single, provincial website. As we approach those next steps, the changes will be communicated well in advance.

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What role did patients and families have in the creation of the new website?

It was very important that our new website was designed first and foremost with our patients and families in mind. Patients and families have had a variety of roles in the project to date, including participating in initial research and recommendations, development workshops, they helped us to test site navigation and the naming of the different sections you see on the homepage. We also have a patient family partner on our project steering committee.

User feedback is going to remain an important element of the design moving forward, as well. Additional investment was put into a real-time feedback function that you'll see throughout the site, and in the months ahead we will be setting up a cross-functional governance model for the sites that will evaluate ongoing user feedback, site analytics and requests for new functionality.

I don't have any content on the new website. Is it too late to add some?

We are no longer accepting new content submissions between now and launch date; however once the new website has gone live, those individuals who have been trained will be able to add new content and make changes. You know your business best. All new content will be required to align with our online content strategy. All portfolios with content on the new sites will also require individuals on your teams to be trained to do regular maintenance and upkeep.

The SHA website is the home for all provincial information; if your portfolio has not established provincial standards and processes to meet patient needs, you are not ready to have your information on the SHA website. Communications has tools available to help you review your RHA information and begin the process of transitioning it.

I have lots of documents that link to the existing SHA website; will these links break?

Yes. The new website is on a completely new system, so all URLs will break once the move takes place. Links within other materials you may have, including posters, brochures and patient education material, will also require updating. Advance notice of this change is being provided to you in order to anticipate this change and make plans to update your information with the new links once the new site becomes active. Our health system is large and inter-connected, so many areas and organizations will be affected.

Our main home page URL: www.saskhealthauthority.ca will remain unchanged.

How will the SHA be promoting the new website to patients, families and health providers?

In order to continue our health system focus on pandemic response, we are proceeding with a 'soft launch' of the new website. This means that we will continue to reference it in all material; however we will not be pursuing broad advertising at this time. This is because quite a bit of content has not yet been standardized provincially, so while the new site is an improvement, it is not completely reflective of all areas, and we want to support those teams in making that happen. We hope to be able to take next steps with broader promotion in 2022. In the meantime, everyone is welcome to share the site with their families, friends and partners, and we thank you in advance for your patience as we continue to develop more content for the site in the months to come.



**Saskatchewan
Health Authority**

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The new employee intranet looks a lot like the old one. What has changed?

Early on in our website project, a number of portfolios within the SHA expressed concern about the amount of content on former-regional health authority intranets, and the work that will be required to transition them. It was at that time that we decided to address this project in stages, and place our initial focus on the external website.

That being said, there are a few changes that users will notice to the SHA intranet:

- No more intranet logins- our new employee intranet is open to everyone, including students, volunteers, external health organizations and all physicians, with no username and password required. Two smaller areas, Leader Resources and MyConnection, contain personal or sensitive information that will still require permissions. RHA intranet site access will also remain as it is currently.
- Better responsiveness and functionality on mobile devices;
- Some slight adjustments to heading titles (i.e. 'Departments and Services' instead of 'Departments.'
- The process of posting to the intranet is exactly the same as posting to the website; there is no longer a need to post information twice.

The old websites were really out of date and had too much content on them. How will that be fixed with the new site?

The old RHA websites had more than 10,000 pages of content on them. As we transitioned information to the new website, a big element to that change was cutting down the amount of content on the site to keep information simple and streamlined for patients. All portfolios had a role in evaluating their existing content and making decisions around what was best kept.

All SHA portfolios that have content on the new website will also help us review the content each year to ensure it is still accurate and serving their purpose on the site. An annual audit cycle will be created to facilitate this review, and will also include page analytics, so you can see how well your content is performing. With our new publishing model, all portfolios will be trained to maintain and update their own content, reducing some of the bottlenecks in updates that had been previously experienced.

Lastly, a cross-functional governance model will be established for both sites that will evaluate ongoing user feedback, site analytics and requests for new functionality. This will ensure that these tools are being treated as corporate assets, and aligned with our strategic priorities, using data as the backbone to drive future decision-making.

Where do I go if I want to learn more about the web project?

At any time, you're welcome to review the Web Renewal report and previous updates available on our main [web page](#). If you have additional questions, please raise them with your portfolio's communications consultant or email info@saskhealthauthority.ca.