



# The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

## Final Copy of Case Study

**Status:**

Laureate

**Year:**

2013

**Organization Name:**

Mercy

**Organization URL:**

[www.Mercy.net](http://www.Mercy.net)

**Project Name:**

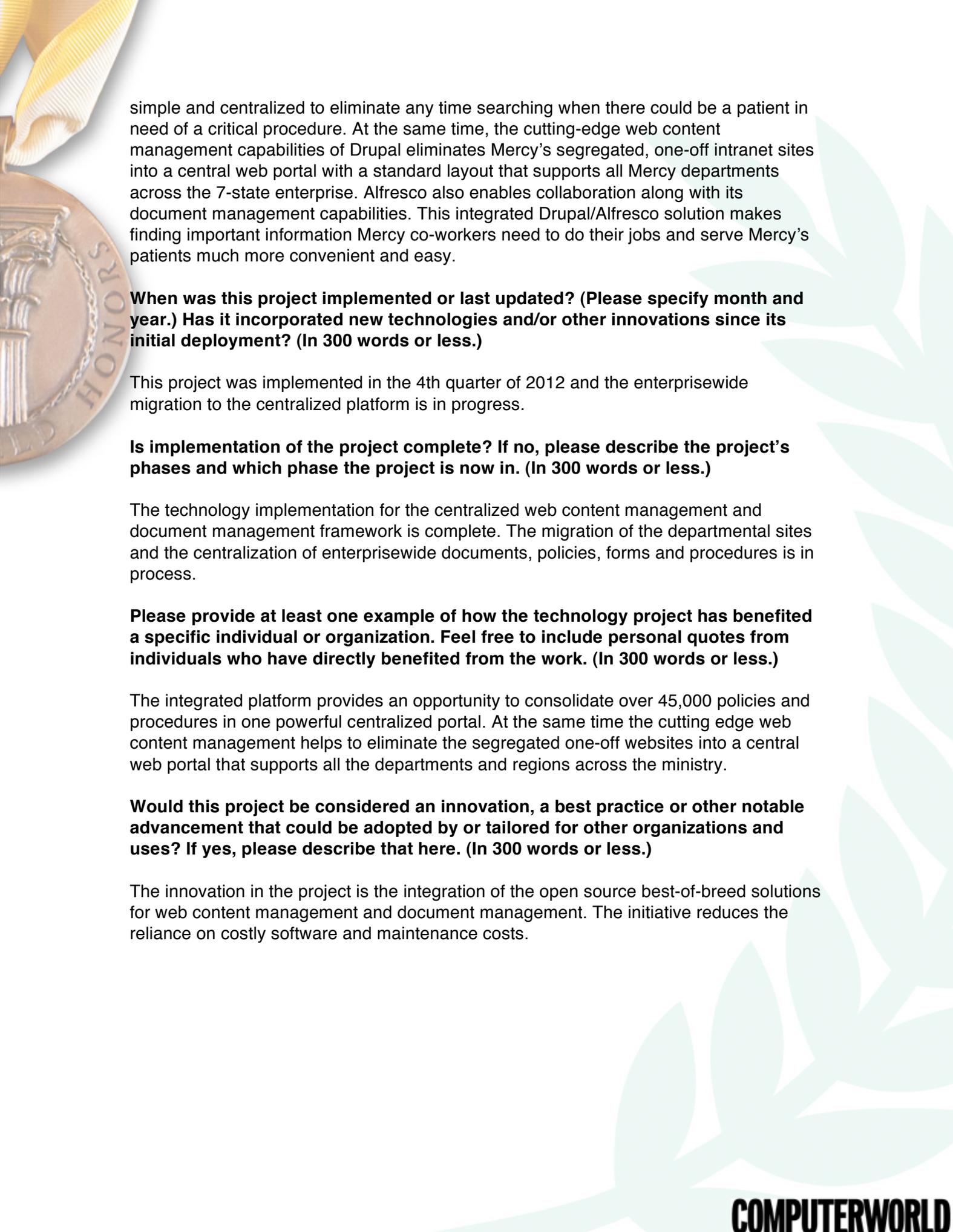
Open Source Web Content and Document Management for Mercy

**Please select the category in which you are submitting your entry**

Emerging Technology

**Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)**

With 40,000 caregivers and co-workers dispersed over a 7-state region in various hospitals, clinics and healthcare facilities, it's easy to see how Mercy's intranets, along with policy and procedure documents, were once so scattered across disparate systems, in different formats with different layouts, with no central location for storing and/or accessing. To fix this problem, Mercy has implemented a two part solution -- Drupal, a best-of-breed open source integration solution for web content management and Alfresco for document management. Mercy has been recognized at the Alfresco Devcon Conference as a premier healthcare organization to implement this integrated, centralized solution. Drupal and Alfresco coupled together not only save Mercy millions of dollars over the years, they also provide the industry's best portal solution. The integrated platform allows Mercy to consolidate over 45,000 policies and procedures in one powerful, centralized portal. With this solution, Mercy has standardized their layout for easy reading, built-in reminders for consistent review and approval to maintain compliance with healthcare regulation, and most importantly, made accessing them

A gold medal with a ribbon is visible in the top left corner. The medal features a classical architectural design and the word "HONORS" is partially visible. A large, light green leaf graphic is positioned on the right side of the page, extending from the top to the bottom.

simple and centralized to eliminate any time searching when there could be a patient in need of a critical procedure. At the same time, the cutting-edge web content management capabilities of Drupal eliminates Mercy's segregated, one-off intranet sites into a central web portal with a standard layout that supports all Mercy departments across the 7-state enterprise. Alfresco also enables collaboration along with its document management capabilities. This integrated Drupal/Alfresco solution makes finding important information Mercy co-workers need to do their jobs and serve Mercy's patients much more convenient and easy.

**When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)**

This project was implemented in the 4th quarter of 2012 and the enterprisewide migration to the centralized platform is in progress.

**Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)**

The technology implementation for the centralized web content management and document management framework is complete. The migration of the departmental sites and the centralization of enterprisewide documents, policies, forms and procedures is in process.

**Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)**

The integrated platform provides an opportunity to consolidate over 45,000 policies and procedures in one powerful centralized portal. At the same time the cutting edge web content management helps to eliminate the segregated one-off websites into a central web portal that supports all the departments and regions across the ministry.

**Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)**

The innovation in the project is the integration of the open source best-of-breed solutions for web content management and document management. The initiative reduces the reliance on costly software and maintenance costs.