

Compass

Friday, January 28, 2011

express

Compassionate care led by Catholic values



IN THIS ISSUE

- 2 CompassionNET top 10...
- 3 How-to reference...

Welcome to CompassionNET.ca!

It's a bulletin board, a billboard and post-it note. It's a library, a filing cabinet, and a tool box. It's a town square, a classroom and a sounding board. It's CompassionNET.ca and it's your new Covenant Health intranet.

Crafted over eight months of consultation, planning, designing and building, CompassionNET officially opens its doors for business on computers across Covenant Health on January 24, 2011.

Under the project leadership of Deirdre Tombs in Communications, a Covenant Health Intranet Steering Committee worked with Alberta Health Services Information Technology and consultants from nForm to take our collective hopes and dreams of greater connection and access to create a site that is streamlined, clean, user-friendly and useful.

CompassionNET is a shared resource. While the structure and process are maintained by Communications, the site is authored by a wide team of subject matter experts committed to ensuring the content is up to date and relevant.

Across Covenant Health, many individuals have worked hard this fall to rewrite, reorganize and upload information that we hope will make your work easier and connect you to the people and information you need to do your job.

Thanks so much to Deirdre Tombs and Jared Bodeux (design), our content leads, and to all who have contributed to the development of CompassionNET and will be keeping it alive and current as it grows into the future. In developing the site, we also created opportunities for you to share news and information and learn more about the news and views of your colleagues and leaders.

We hope CompassionNET will be a place where we can all learn and grow—where ideas are born, discoveries are made, problems are solved and hearts are moved.

This is the first phase in the development of a robust internal communications tool to meet our needs. There is still much work to be done. That's why we've established an ongoing Steering Committee, made up of intranet, information technology and content leads and users, to guide the development of this important resource and to ensure it meets user needs and positions us for the future.

I encourage you to take some time to get to know this new resource and I welcome your feedback. Enjoy!

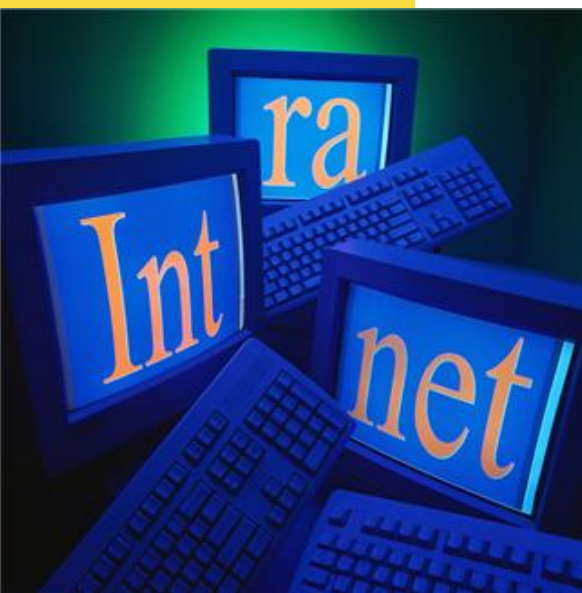
Fran Ross, VP Communications
fran.ross@covenanthealth.ca
780.735.7888

COMPASSIONNET STEERING COMMITTEE

The Steering Committee is responsible for the ongoing development of CompassionNET. Chaired by Fran Ross, VP Communications, the group meets 6-8 times per year to consider major requests for development, set priorities for six month development cycles, provide advice on significant issues that arise and monitor the effectiveness of the site.

Members to date are Fran Ross, Deirdre Tombs, Lori Bartley, Ashley Carlson, Lorna King, Jon Gilchrist, and Noel Kelly/Randall Blanton (AHS).

We are looking for four keen users to join this committee—people who use the intranet regularly and are willing to share their great ideas and thoughtful feedback. If you're interested, contact me at fran.ross@covenanthealth.ca. Terms will be for one or two years.



CompassionNET

YOUR TRUSTED SOURCE

CompassionNET, Covenant Health's new intranet, is a communication tool that will help us to build and engage our team. CompassionNET is named after our mission to serve with compassion—why we do the work we do. It also reflects our goal to create more than a tool, but something that will support our teams and encourage engagement.

CompassionNET will be your trusted source for essential information, featuring: policies and procedures, an education calendar, the staff directory, news and more. It gives you communication tools at your fingertips: submit your news, education session, or give feedback via online opinion polls.

Creating a new, robust intranet is a long process that requires ongoing development. CompassionNET will

continue to grow in time; at launch, the site will give you access to some essential Covenant Health tools and information.

A telehealth demonstration of this new tool later is planned for later in February, including a walk through some of the features.

Watch CompassionNET.ca and *Compass Weekly* for details.



CompassionNET Top 10

- 1. Policies and Procedures:** easy access to new and updated policies
- 2. The Spotlight:** home page highlights important information on CompassionNET
- 3. Education Calendar:** submit your education event and see what's happening across the province or at your site
- 4. Team News:** submit your news event and read about other team news
- 5. Staff Directory:** search for a member of the Covenant Health team, by first and last name or by phone number
- 6. Feature News:** read timely and in depth stories about what's happening across Covenant Health
- 7. Senior Leadership Team News:** hear what our SLT members have to say about what's important to them
- 8. Forms and Tools:** easy access to Covenant Health wide HR and Finance forms, RLS and other corporate tools.
- 9. Templates:** easy access to electronic letterhead, memo, and fax templates
- 10. Online Poll:** have your say in regular online surveys

“The whole idea of compassion is based on a keen awareness of the interdependence of all these living beings, which are all part of one another, and all involved in one another.”

—Thomas Merton

How to...

View the Policies and Procedures

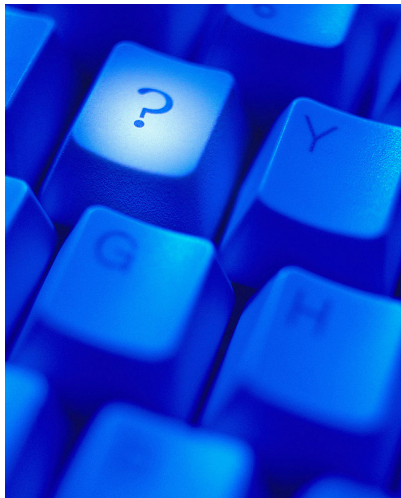
All approved corporate policies and procedures are posted on CompassionNET. The new corporate policies apply to all sites. More policies will be added on a regular basis, but if a policy is not listed, please refer to your site policies. The “Policies and Procedures by Site” page will have a link to the old regional intranets. Visit CompassionNET.ca/Policies.asp

View an education calendar event

The home page will link you to education events specific to your site on your portfolio page. General professional development and education sessions open to all are listed on the Education Calendar page, at CompassionNET.ca/EducationCalendar.asp.

Submit an education calendar event

In the Employee Education section, there is a “Submit Education Calendar Item” page. Simply fill out the form and send. Visit CompassionNET.ca/EducationCalendar.asp.



Submit a Team News item:

As with the Education Calendar, in the News section, there is a “Submit News Item” page. Simply fill out the form and send. Visit CompassionNET.ca/News.asp

Provide feedback on CompassionNET, corrections and suggestions:

If you have a question or comment on content in CompassionNET, please email the contact listed on the relevant page(s).

If no contact is given on a page or for general inquiries, email CompassionNET@covenanthealth.ca.

Get technical help

If you are experiencing technical difficulties with this site, please contact your local help desk. Visit CompassionNET.ca/ITSupport.asp for details.

NEXT STEPS

For the next six months, intranet development will focus on:

1. Adding Search Function (ASAP)
2. Improving the Education Calendar navigation and functionality
3. Improving the Team News navigation and functionality
4. Ongoing addition of content, as approved by the Intranet Steering Committee and Intranet Lead

Visit CompassionNET.ca/Requests.asp for Intranet development updates.

Request new pages or sections

The Intranet Steering Committee, which is comprised of Intranet content leads and users, and the Covenant Health Intranet Lead are responsible for the overall development of the Intranet—including reviewing and approving new pages or sections. If you have inquiries about what content might be suitable, contact the appropriate content lead:

*Human Resources: Lorna King
Quality (including Policies): Ashley Carlson
Mission and Ethics: Jon Gilchrist
Other: Deirdre Tombs, Intranet Lead*

If your department has a significant intranet development request (e.g. new section or tool) you can submit a New Project Request to the Intranet Steering Committee. Requests submitted from now to spring will be considered for development in the summer or fall. Visit CompassionNET.ca/Requests.asp for the form and more details about the development process.

It's a work in progress...

An intranet is more than a website. Although in reality it is a digital creation, that is a complex series of 0s and 1s, it's more like a living organism. You could say CompassionNET has just been born.

Technology constantly changes, as does the needs of the organization and the people it serves. CompassionNET will continue to grow and develop overtime in order to meet the needs of the Covenant Health team.

It's your intranet...

To begin, the new site has the essential tools and information, as determined by feedback from Covenant Health team members. The Intranet Steering Committee worked with nForm, consultants with over 20 years experience in website development, to create the framework for the new Covenant Health intranet. Along the way we conducted staff interviews and online surveys to understand what matters the most to our teams.

The Steering Committee then used this research to prioritize content for the launch. And this is just the beginning. We will need your input to continue to ensure this essential tool continues to meet your needs. As CompassionNET grows, you will have opportunities to provide feedback through surveys to ensure you get the right information and tools you need.