# Optimization of Intranet Communication to the Clinic

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## WHAT HAS BEEN ACHIEVED?

From the present initiative it was found that the structure of the intranet for the Hospital Pharmacy in The Capital Region of Denmark was not optimal and did not reflect the daily needs from the users.

The results from the workshops provided a clear guideline on how to restructure the intranet. It is important to make short cuts and optimize search function. In addition, the initiative revealed how to improve texts:

Write shortly, concisely and action oriented: "Tell us what to do"

- Write the most important first, then elaborate and insert links to learn more.
- Use subheadings for skimming the text.

#### WHAT WAS DONE?

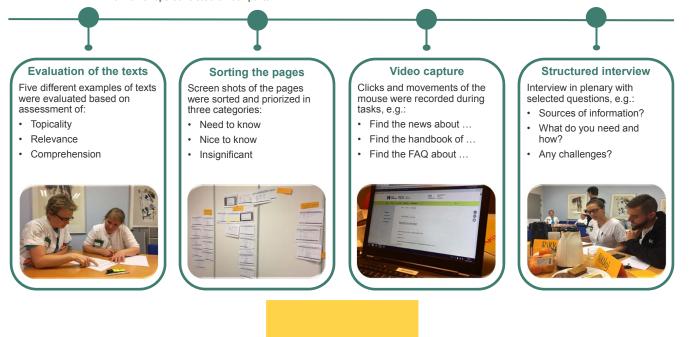
Workshops with usability tests were performed with three different professions who are expected to use the intranet information and communication from the Hospital Pharmacy.

## WHY WAS IT DONE?

The initiative was performed to investigate the accessibility and usability of the current intranet in order to improve intranet information and communication from the Hospital Pharmacy to the clinic.

#### HOW WAS IT DONE?

Workshops for selected professionals including pharmacists, pharmaconomists and nurses were held. The workshops consisted of four parts:



#### WHAT NEXT?

A campaign is planned to advertise the new intranet structure. Number of users and subscribers on the intranet pages is followed to see if the activity increases. Editors have been educated to write texts that are short, concise and written in an action oriented language.