How Avera Designed Modern Healthcare's Website of the Year



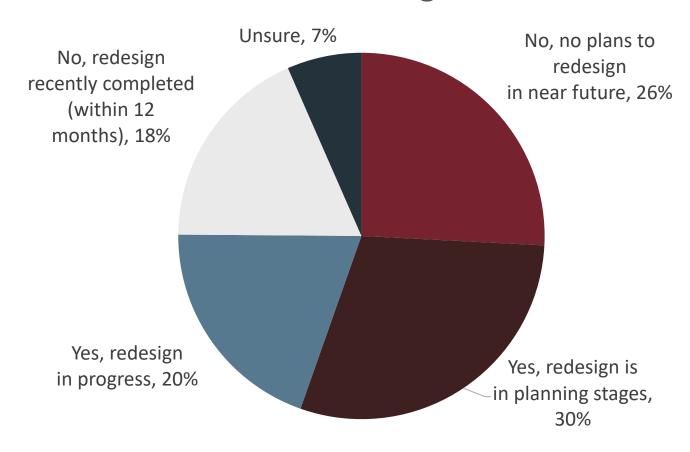


Ben Dillon Chief Strategy Officer, Geonetric

- Helps organizations across the country embrace online strategies to engage health consumers
- SHSMD President & eHealthcare Strategy & Trends Editorial Advisory Board Member
- Master's degree in eBusiness and strategic management from the University of Iowa and a bachelor's degree in computer engineering from the University of Michigan

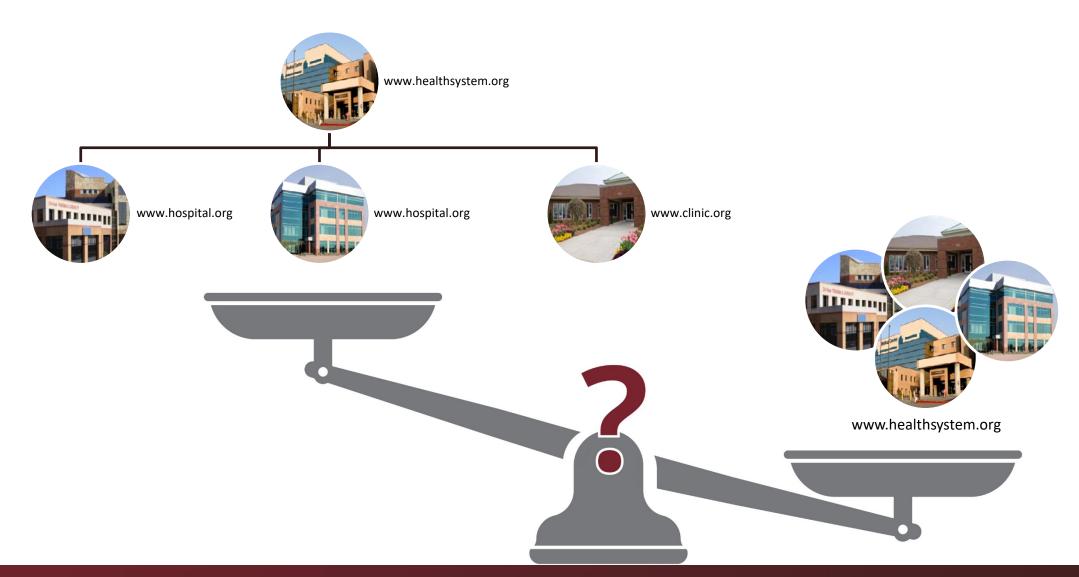
Where the redesign cycle has **slowed** in recent years, we see a **wave** of redesign planning underway now.

Plan To Redesign



When organizations **get serious** about **catching up** or **getting ahead** in digital marketing, it nearly always starts with a redesign!

The Silo-To-System Shift



The Balancing Act

Too separated:

- Hides great content (particularly around services!)
- Makes the experience harder for visitors
 "Can't get there from here"
- Fragmenting SEO sometimes competing against yourself

Too integrated:

- Lose the unique story of individual locations
- Not good enough for increasingly localize SEO

One Experience with Robust Locations

- Health systems are less "Hospital-centric"
- System-level story for service lines
- Meaningful information living at the facility level
- Different "location personas"

Different Balance Point For Every Organization

- Very strong individual brands
- Operational reality vs. brand vision
- Geography, regions, campuses...

Avera's Evolution



Avera Corporate Website



Avera Regional Hospital Websites



Avera McKennan Affiliated Clinics

Physicians at Spencer Family Care



Dr. Sherry Tighe, MD's web site



Avera



Critical Care & Quality



Change Font Size A A A

Avera Health Plans

Find a Doctor

Find a Facility

Events Calendar

Health Library





Technology Leader



Avera #

Avera, the health ministry of the Benedictine and Presentation Sisters, is a regional partnership of health professionals who share support services to maintain excellent care at more than 229 locations in eastern South Dakota and surrounding states.

From Gospel times to the present, care of the sick has been seen as a special calling and privilege. Avera's sponsors, the Benedictine Sisters and the Presentation Sisters, encourage all Avera caregivers to understand their work as a healing ministry and to demonstrate, by their words and actions, God's love for all people.

Roses...Just Because

Starting February 15th, purchase a dozen long-stemmed roses for only \$20! A variety of colors - first come/first choice. Last day to order is March 14th.

Today's Scripture & Reflection

Read today's scripture with a reflection and prayer written by a colleague of Avera.

Contact Us | Privacy Policy | (605) 322-4700







Avera 2.0



Our Services

Find a Location

Find a Doctor

Events Calendar

Health Information

Careers

Experience Avera

Our Facilities



Avera McKennan



Avera Queen of Peace



Avera Sacred Heart



Avera St. Luke's



Avera Marshall

View All >



Avera Quality & Pricing

Learn more about the quality of care provided throughout Avera and our pricing report.

Reflections

Read today's scripture with a reflection and prayer written by a colleague of Avera.

Avera Prayer Line

The Avera Prayer Line offers you the ability to pray for others or to post a prayer if you are in need of prayer.

Avera Health Plans

Affordable, comprehensive health care benefits to fit your needs.

Avera News

Up-to-date news and press releases about Avera.

Avera, the health ministry of the Benedictine and Presentation Sisters, is a regional partnership of health professionals who share support services to maintain excellent care at 300 locations in eastern South Dakota and surrounding states.

Recent News

- New Ways to 'Discover Your Child' January 20, 2011
- Get Fit While You Sit! January 18, 2011
- Avera McKennan Welcomes New Collaboration to Promote Lab Excellence January 17, 2011
- Pediatric Rehabilitation January 17, 2011
- New Medical Device to Treat Aortic Aneurysms Without Open Surgery January 14, 2011

Avera Facilities - Interconnected



View the latest TV spot

.

Avera, quality health care nearby home -Look no further.

From Gospel times to the present, care of the sick has been seen as a special calling and privilege. All Avera caregivers are encouraged to understand their work as a healing ministry and to demonstrate God's love for all people.

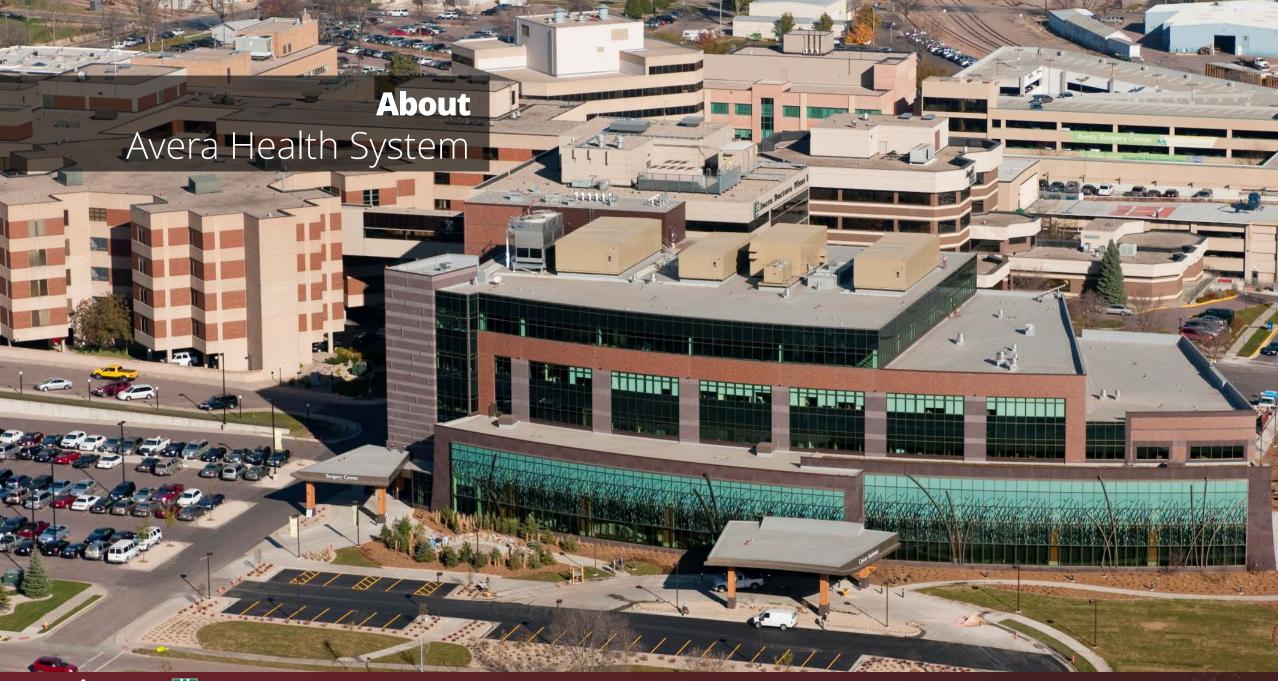


Avera Health Today



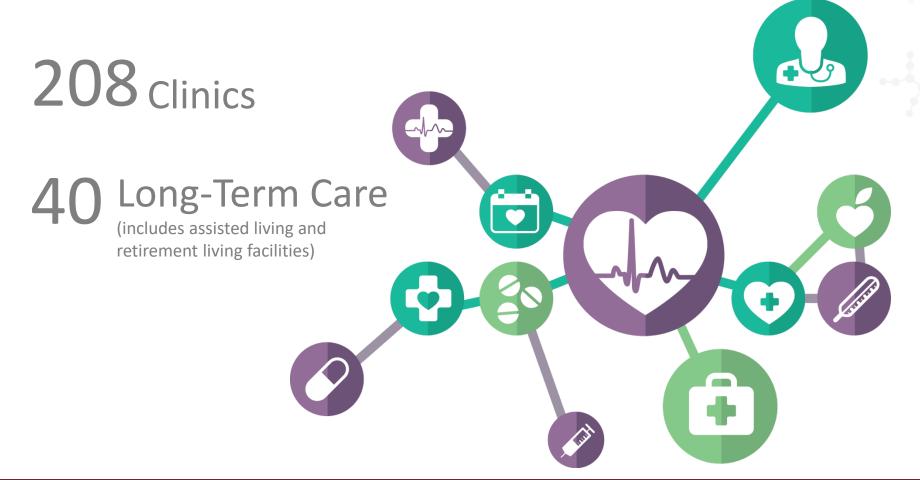
Lindsey Meyers, MBA Vice President of Public Relations, Avera Health

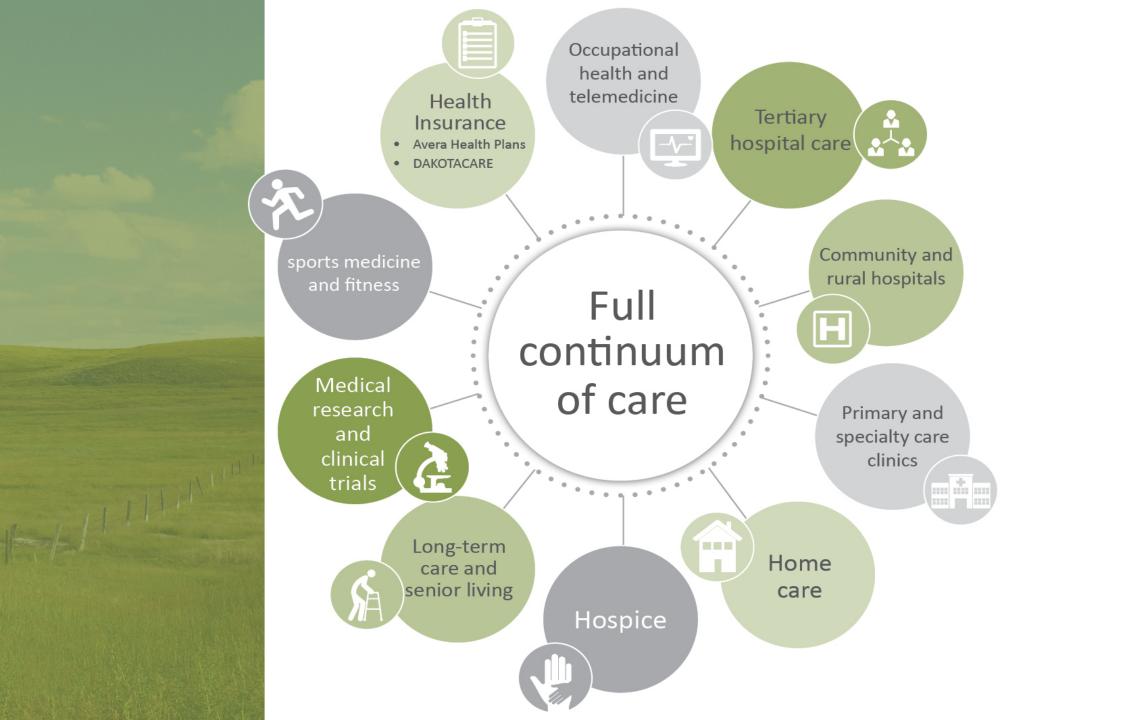
- Has been with Avera Health for 11 years
- 5 years of healthcare journalism prior to that
- MBA in Health Care Administration
- BS in Journalism from South Dakota State University

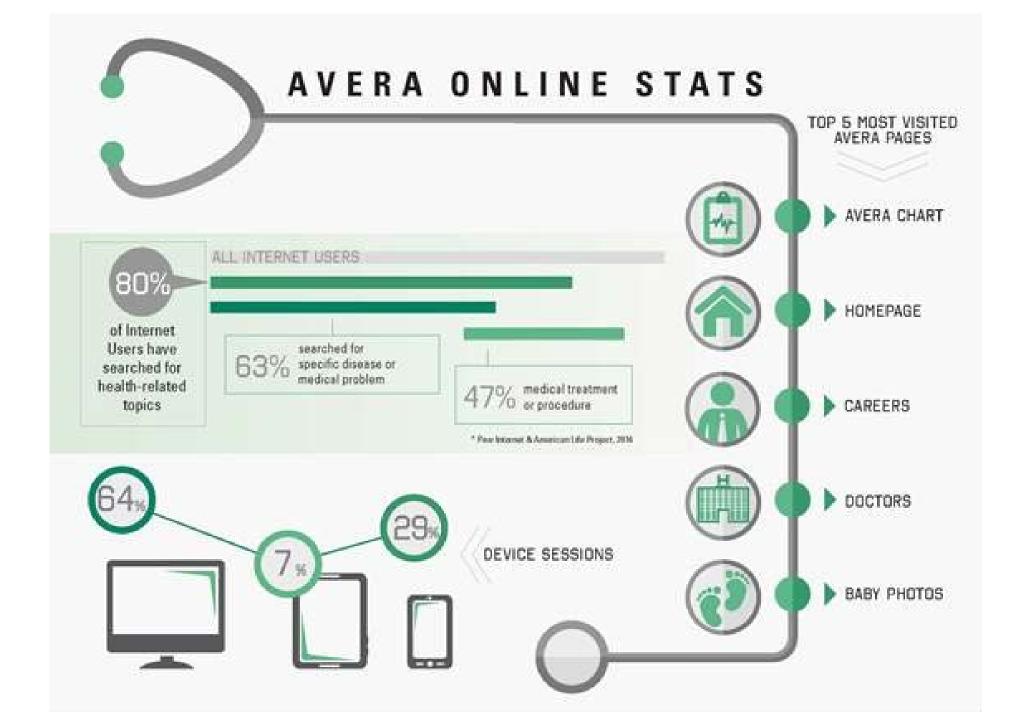


Avera By The Numbers

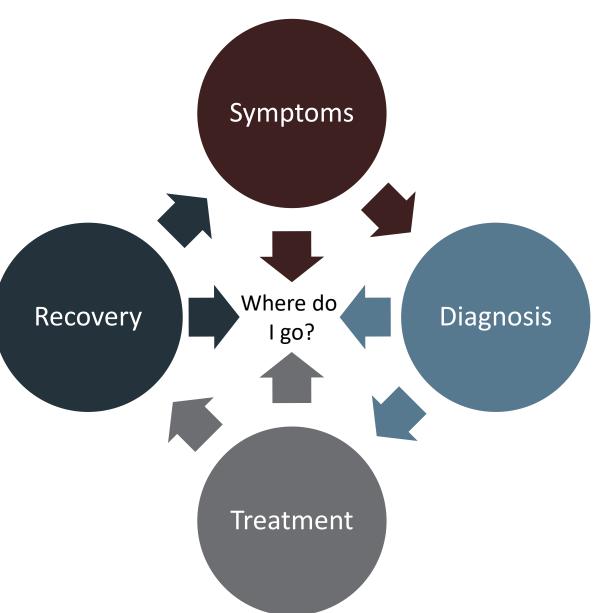
33 Hospitals







The Buying Cycle



The Shift

- 9,000+ pages => 3,000 pages
 - Eliminate redundant pages
 - Consistent rules for physicians and locations
 - Still celebrating the individuality of facilities
 - Large facilities have more behind them than smaller facilities
 - Interconnecting locations, services and physicians
- Evolving our content strategy to be consumer-centric

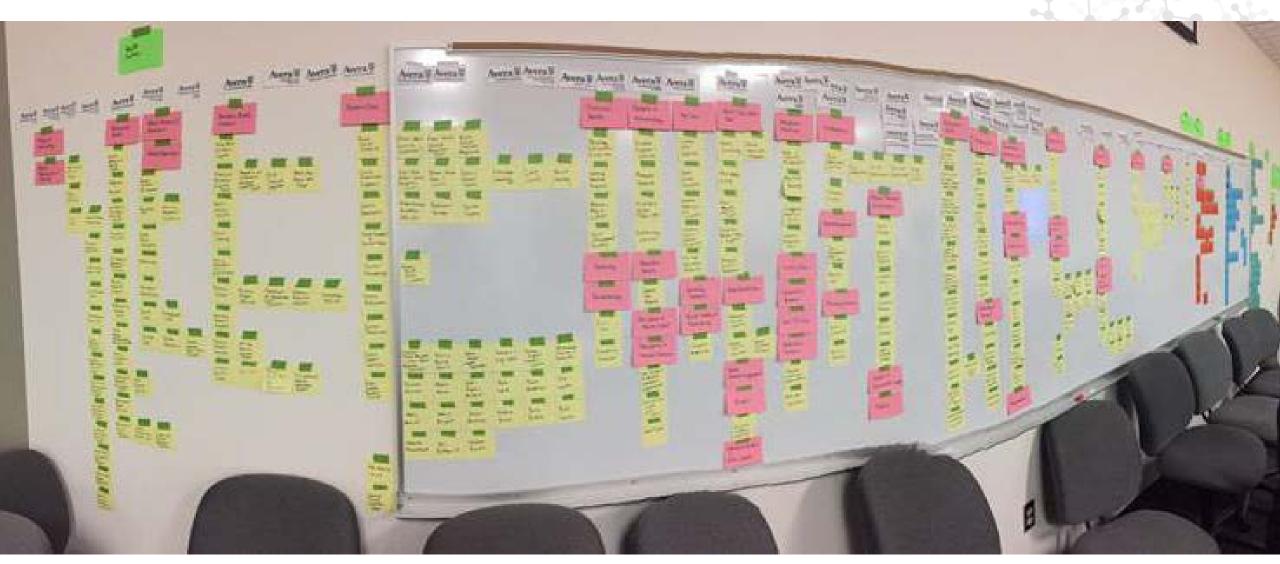


Gaining Buy-In

- Working with execs
 - Met at least monthly with senior leadership
- Governance committee
 - Broad representation
 - Pages and pages of governance rules
 - Need to be specific to the organization!



It's a Process...



Find a Physician at this Location

Featured Health Services

Blood Diseases and Disorders

Brain and Spine Care

Cancer Care

Digestive Health

Emergency and Trauma

Genetic Testing and Counseling

Heart and Vascular Care

Infectious Disease and Public Health

605-322-8000

Avera McKennan

Health Center

Visitors

Hospital & University

Avera McKennan Patients and

Volunteer at Avera McKennan

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Art at Avera McKennan

Avera Children's Hospital

Avera McKennan Inpatient

Kidney Care

Laboratory

Nutrition

Pain Management

Pharmacy

Pregnancy and Birth

Radiology and Imaging

Respiratory and Pulmonary Care

Surgery

Telemedicine

Therapy and Rehabilitation

Transplant

Weight Management

Wellness and Preventive Care

Women's Health

Wound Care



Avera McKennan Hospital & University Health Center

As the flagship facility of the Avera Health System, Avera McKennan Hospital & University Health Center delivers comprehensive health care and extensive medical specialty services to residents of South Dakota, North Dakota, Minnesota, Nebraska and Jova.

Innovative Health Services Close to Home

No matter where you live in the Upper Midwest, you and your doctor can rely on Avera McKennan for the same top-quality health services you'd find at major medical centers and regional referral facilities.

Get fast access to a wide range of specialists at Avera McKannan through our innovative <u>aCARETM telemedicine</u> services, available at more than 300 Avera clinics and doctor offices across the region.

In the Sloux Falls area, you can visit the hospital or one of our affiliated primary care clinics, physician offices or walk-in/urgent care locations.

Also, learn about the largest building project in Sioux Falls history. <u>Avera on Louise</u>, an innovative new health campus coming in 2020. View a <u>time-lague video of the construction</u> <u>grogress</u>.

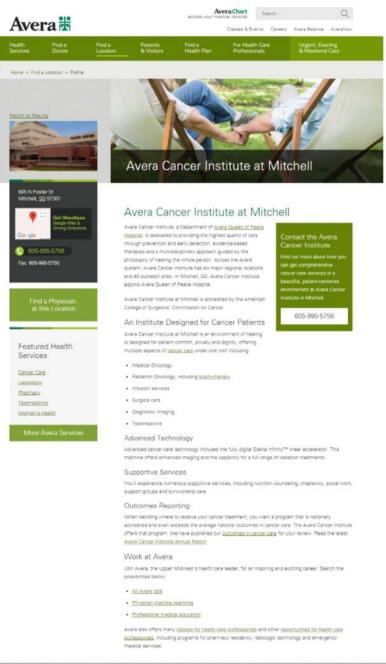
Advanced Technology & Expert Care

When you face a health challenge or life with a chronic condition, you want the best possible care for your situation. Trust Avera McKennan for an extensive array of advanced technology and services, including:

Contact Avera McKennan

Find out more about nationally recognized, top-quality, personalized health care for yourself and your family. Contact us online or call Avera McKennan Hospital & University Health Center in Sioux Falls, SD, at 805-322-8000.

Contact Us Online





The New Avera.org

- Universal Events Calendar
- Links to providers, News and Associated facilities
- Foundation Area
- "I Want To" Button
 - Pay bill
 - Access AveraChart
 - Find a job
 - Register for a class or event
 - Look at baby pictures

Services

- Universal service story
- Universal Education
 Information-one place that it talks about "this"
- Drive to local services
 - Panel on the side of the webpage
 - Concise list of Health Services with similar naming structure

Physician->Location->Service Interconnections

Health Services

Cancer Care

Avera Cancer Institute

Cancer Screenings & Diagnosis

Cancer Genetic Testing & Counseling

Cancer Treatments

Cancer Research & Clinical

Cancer Survivorship

Cancer Resources

Cencer Support Services

Helmsley Trust

Cancer Care Locations

Cancer Care

When you live with cancer or receive a cancer diagnosis, you want experienced health care partner to help you through every stage of your journey. That's what makes Avera Cancer Institute your best choice.

Nationally Accredited Cancer Specialists

Gain from the expertise of Avera cancer specialists-including med oncologists, hematologists, transplant physicians, gynecologic oncologists, genomic physicians, radiation oncologists, surgeons, genetic counselor and oncology-trained nurses-who work togethe address your particular needs.

Genomic Medicine: Personalized Cancer Treatment

Trust Avera's leadership in genomic medicine—a precise and personalized, genomic-based, scientific approach to cancer care. Ti process identifies genetic mutations in the tumor so that treatment can be designed specifically to treat your specific case.

Expert Teams, Evidence-Based Approach

Rely on our highly skilled, multidisciplinary physicians who collabor for your benefit by using evidence-based methods, such as bone marrow transplant, to deliver the best possible outcomes.

Advanced Technology Close to Home

Enjoy the same advanced cancer care technology and treatments at Avera that you expect to find at major medical centers, including the

Cancer Care

Avera Cancer Institute

Cancer Screenings & Diagnosis

Cancer Genetic Testing & Counseling

Cancer Treatments

Cancer Research & Clinical Trials

Cancer Survivorship

Cancer Resources

Cancer Support Services

View locations

Helmsley Trust

Cancer Care Locations

Avera Cancer Care Locations



Related Providers



Michael E. Peterson, MD Radiation Oncology. Oncology



Luis A. Rojas, MD, FACOG Gynecologic Oncology, Oncology



Brian Levland-Jones, MB, BS, PhD Hematology, Oncology



April J. Schnieder, CNP Oncology

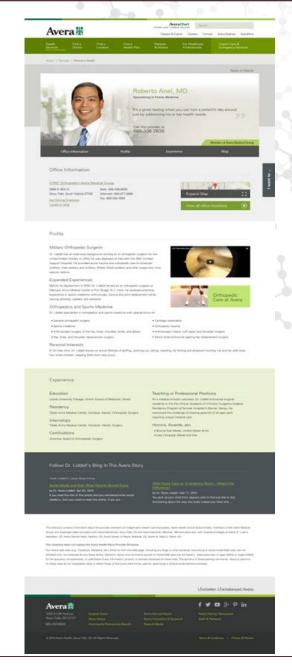


Glenn Preston, MD Hematology, Oncology

View More

Physician Bio

- Physician data in Cactus can't just claim that they're an expert in whatever they want
- Onboarding physician process to tag them appropriately
 - Photo
 - Coordinators and clinic managers work together
 - For those to be featured interviewed by a writer for bio
 - Video in many cases
- Don't allow docs to have an outside website

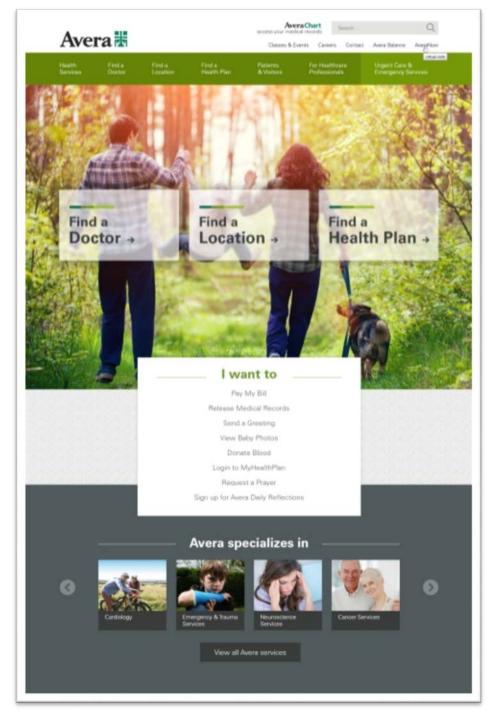


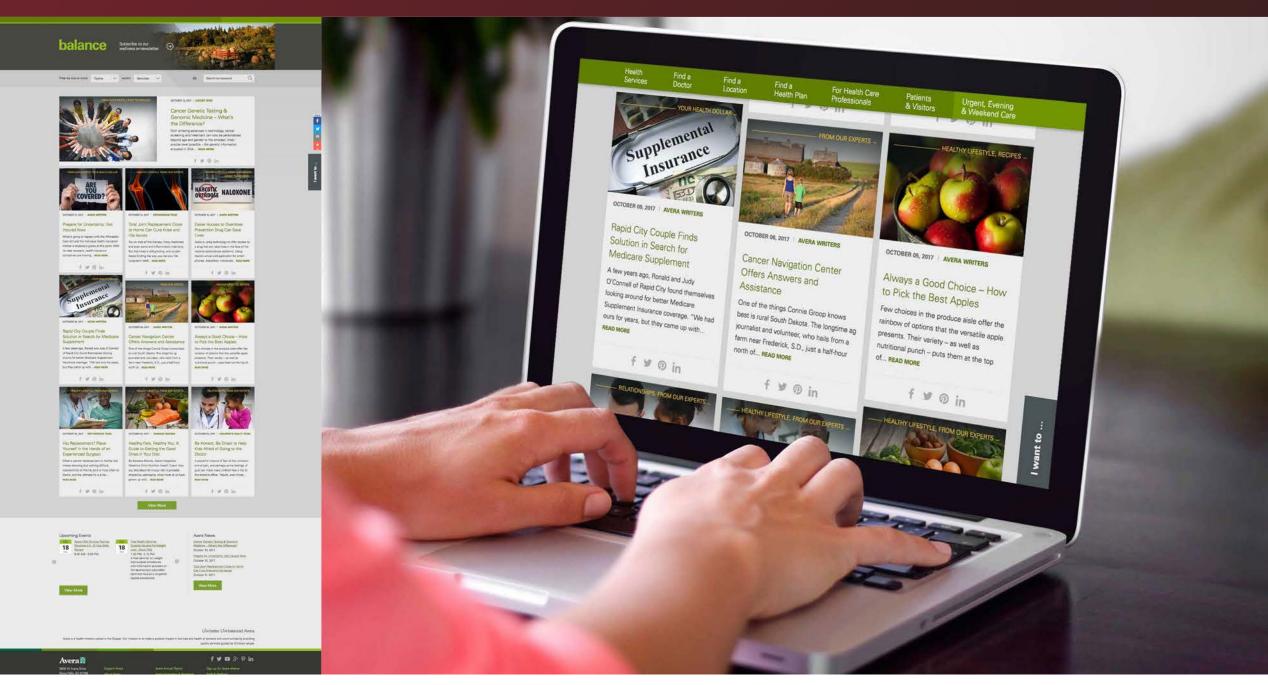
Previous Avera.org

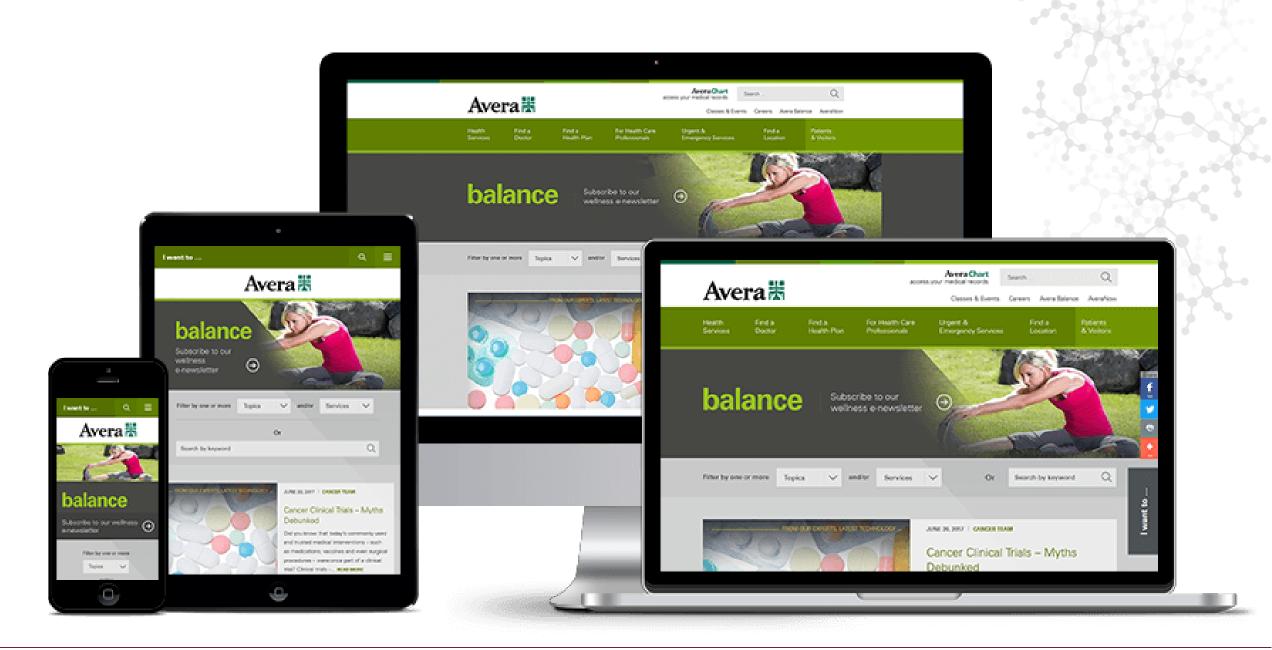


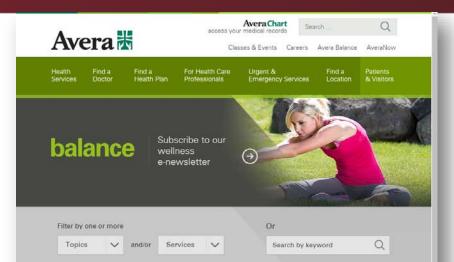
New Avera.org











449 Total Results



JUNE 20, 2017 | CANCER TEAM

Cancer Clinical Trials -Myths Debunked

Did you know that today's commonly used and trusted medical interventions - such as medications, vaccines and even surgical procedures - were once part of a clinical trial? Clinical trials -... READ MORE

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JUNE 20, 2017 AVERA WRITERS

From Texas to Sioux Falls: Cleft Repair Shows Instant Benefits (Part 2)

This is the second part of Emmalynn's story. Read the first part. It wasn't long before Brooke Lowe-Farmer noticed the benefits of her daughter Emmalynn's surgery to repair her cleft lip.... READ MORE



JUNE 19, 2017 | AVERA WRITERS

Wound Healing Awareness Can Save Limbs - and Lives

For most of us, a wound is a temporary setback, something we clean up, treat with the appropriate bandage and keep an eye on as it heals. You might not realize... READ MORE





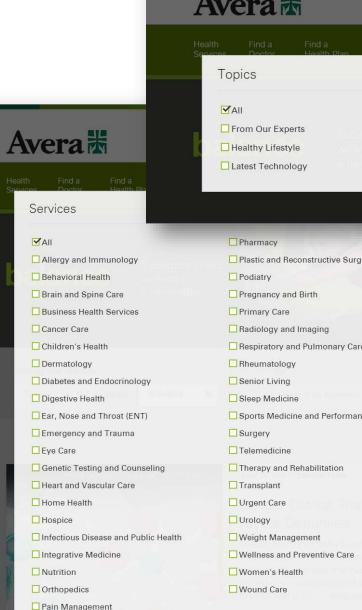
How to Get the Best

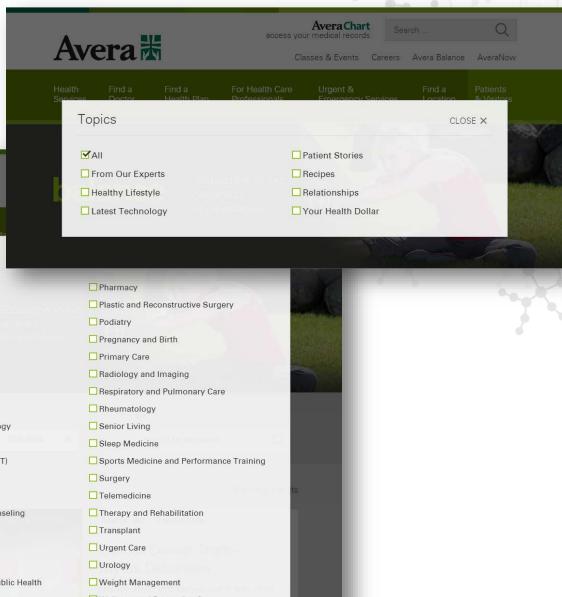
You hear it every day: eat more fruit! It's good for you and perfect for summer. But if you're new to fruit or you have two or three kinds you always... READ MORE

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FROM OUR EXPERTS

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Classes & Events Careers Avera Balance AveraNow

Home * Balance * New Moms Need Baby Steps, Too: Getting Back in Shape after Baby

balance

MAY 17, 2017 AVERA WRITERS

New Moms Need Baby Steps, Too: Getting Back in Shape after Baby

From the "We're expecting!" confirmation to the blessings of the birth itself, moms are busy planning and preparing for life as a parent.

Once baby arrives, it can be easy to just focus on baby and let go of fitness goals.

Sioux Falls mom Jessica Carmody decided not long after her daughter Elle was born, she was ready to get moving

"I've always been active and wanted to get my energy level back up and just move," said Carmody, 30, who works in health care marketing. "All moms returning to exercise should drink plenty of water. It is especially

important for breastfeeding moms as it helps with milk production.

Carmody knew she needed 30-60 minutes of daily exercise, but didn't want to be in the gym so

"We got out for family walks, and I would play Pilates DVDs at home or just try and squeeze exercise in here and there. Every bit helps," she said. "For me, it was all about getting outside and moving, and eating a balanced diet with plenty of fruits and veggies."

Moving Brings Benefits

Annie Siewert, MD, Avera Medical Group Obstetrics & Gynecology physician said exercise will benefit most moms

"About a week after birth, most women who have had uncomplicated deliveries can resume activity, but it's best to talk to your doctor if you had a complicated birth or C-section," she said. "Activity has so many great benefits for a new mom, and it can help increase overall energy levels by releasing hormones that make us feel good."

Siewert said exercise also brings the added benefit of helping rid extra weight from pregnancy.

"We know that exercise can really decrease postpartum depression," she said. "I recommend they start small and go; return to your pregnancy exercise routine, then slowly ramp up to prepregnancy levels."

Postpartum nutrition helps you stay active. Nursing moms can burn an additional 500 calories a

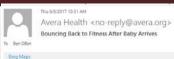


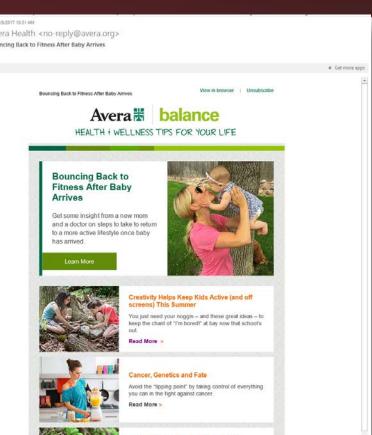














Creative Salads at the Root of Healthy Summer Eating

Eat more veggles and fruit - salads can help you do just that! This ongoing guide will help you build the best-tasting salads all summer long.



Brian Dix, DPM

"If your summer is lacking fun due to foot and ankle pain, let's work together. We'll find a solution and get you back to work or back to enjoying this season of fun."

View Profile >



Upcoming Events



Cancer and Chronic



Skin Cancer Prevention



Award-winning







