## Content Marketing Hubs: How to Build Trust and Boost Traffic



## A shifting philosophy



### Let's think about the patient journey...



We focus almost completely on the moment of decision.

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Joe Public only cares about healthcare when he cares about healthcare. DJOE DOESN'T CARE Vabout HOSPITAL

A Manifesto for Transforming Healthcare Marketing

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57% of customers' time during the purchase cycle spent before engaging with the service provider

Source: CEB/Gartner

### It falls to marketing to significantly improve the nurturing process.

## Content Marketing

• Content that is educational (and often entertaining) but not promotional – it doesn't talk directly about the products the company sells.

## Brand Journalism

• A flavor of content marketing where organizations use the tools of journalism to tell their story.

### Content Guidelines

- Timely Linked to a specific season
- **Consumable** Short paragraphs and subheads
- Credible Quotes a system podiatrist
- Audience-focused Second person language, inviting the user to read on
- Actionable Cross-links to podiatry services, doctors; newsletter sign-up

## Content Marketing: Useful + interesting

Dear Hyper:

### "Cardiology"



### Who we are

At Northwell Health, our skilled cardiologists offer advanced cardiac programs in areas including coronary artery disease, electrophysiology, heart failure, structural heart disease, cardiac rehabilitation and women's heart health.

have expanded cardiac programs.	offer outstanding cardiac care. The following hospitals	
Huntington Hospital	Lenox Hill Hospital	Long Island Jewish Medical Cente
Peconic Bay Medical Center	Sandra Atlas Bass Heart Hospital at North Shore University Hospital	Southside Hospital
Staten Island University Hospital		

### "Suddenly Hypertensive"



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## "Every one of you is a media company."

Gary Vaynerchuk

(Probably after several other people, but...)

### The Branded Content Hub

Companies and brands across industries are using a content hub approach to collect **highquality content that is useful and interesting** to their target audience.

These sites use an **editorial look, feel, and tone** to create an engaging, branded experience.



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### The Health Content Hub

Healthcare organizations are getting into the game as well, building on their trusted brand to engage consumers and patients with timely, useful content.

These hubs provide a **central point of engagement** that is typically supplemented through email newsletters, social media and paid advertising.

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September 23, 2015 / By Family Health Team Think Age Spots Aren't So Cute? Here's What to Do Your doctor has told you that those brown spots that appeared suddenly on your skin are nothing to worry about they are simply age spots. That's great news. But if you don' like how they look, hare's expert advice on how can you get rid of them and avoid getting more. Read More							

September 28, 2015 / By Lungs, Breathing & Allergy Team Are You Eligible for Lung Cancer Screening Covered by Medicare? ADVERTIGEMENT







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### Healthcare and Content Marketing

Using content marketing



Feel their content marketing efforts are "very effective"





### Content Marketing Gap Analysis: Use vs. Effectiveness



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# What does content marketing do for us?

## Addresses Key Challenges

- Builds awareness and preference ahead of decision points.
- Engages consumers in health-related topics.
- Nurtures health consumers through long, slow journeys.

•

"Yes, we tie it to patient acquisition, but that is not [the primary] objective of Health Hub... Not every consumer in the marketplace is ready to buy your product. [The Hub] helps us talk to patients in various stages of the publishing funnel..."

> — Scott Linabarger, (former) senior director of Cleveland Clinic's Health Hub Ragan Healthcare Communications: *Your Role in the Age of Brand Journalism and Content Curation*

### Bonus benefit:

• With the reduction of traditional journalism, media is looking for help finding and developing stories

### **SE NEWS**

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MENTAL HEALTH

### Finding the Right Medication: Gene Test May **Help Treat Depression**

by Shamard Charles, M.D. and Lauren Dunn / Aug.07.2017 / 3:00 PM ET / Updated Aug.07.2017 / 6:39 PM ET

Patients with depression often struggle through weeks or months of

trial-and-error to find the right antidepressant. Now the burgeoning field of pharmacogenomics - how genes affect a person's response to drugs - is helping more patients avoid debilitating and all-too-

Sarah Ellis will never forget her darkest days battling depression and the series of prescriptions the Sioux Falls, South Dakota mother of

JULY 24, 2017 | AVERA WRITERS

### GeneFolio - Innovative Genetic Test Identifies the Best Medications for You

Have you ever taken a new medication and experienced bothersome side effects? Or wondered if a new medication is working for you? If so, you may benefit from GeneFolio

- a... READ MORE

FROM OUR EXPERTS, LATEST TECHNOLOGY -

**Genetic Testing May Help Find Depression Medication** AUG.07.2017 / 01:42

common side effects of psychiatric medications.

three endured.

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## Tip #1: Show, don't tell

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#### July 20, 2018 / By Wellness Team

#### 7 Things You Probably Didn't Know About Epsom Salt

Epsom salt is cheap, easy to use and minimally invasive. Discover how this mineral powerhouse plays an important role in integrative medicine, promoting both physical and mental health benefits.

#### Read More

#### July 20, 2018 / By Heart and Vascular Team Recipe: Thai Swordfish in Red Curry Sauce

This Thai recipe works well with any firm fish, or scallops, lobster tail meat or shrimp. Substitute firm tofu for the seafood, and it becomes a stunning vegetarian entree.



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#### July 20, 2018 / By Digestive Health Team Gastroparesis: A Mysterious Stomach Disorder That's on the Rise in Teenage Girls and Women in Their 20s

It's not an eating disorder. It's a stomach disorder called gastroparesis. And it's preventing a growing number of teenage girls and young women from wanting to eat at all. Gastroenterologist Michael Cline, DO, explains.









Integrative medicine is known for treating the patient's mind and body, considering how these are closely connected. Epsom salt is one tool that integrative medical specialists often recommend for its physical and mental health benefits.

While no clinical trials have confirmed the benefits of Epsom salt, many doctors promote it for its ease of use, reasonable price and minimally invasive delivery.

Naoki Umeda, MD, from Cleveland Clinic's Center for Integrative Medicine, shares seven valuable insights on the health benefits of Epsom salt as well as its recommended usage:

There is no salt in it. Epsom salt was named for a bitter saline spring at Epsom in Surrey, England. It is not actually salt but a naturally occurring pure mineral compound of magnesium and sulfate.



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## Tip #2: Design Matters





#### JULY 10, 2018 | KIM VANDERPOEL, LPN

#### #TryltTuesday: Family Fun Backyard Games

One of my most favorite childhood memories was going to my grandpa and grandma's home for game night. Whether it was in the winter, with a wide array of board games... **READ MORE** 

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#### JULY 09, 2018 | AVERA WRITERS

#### Best Eating for Breastfeeding Moms

New moms realize that they're eating for two, but when they consider the complexity of information about food that's out there, it can be a swirl of stats, suggestions and misconceptions... READ MORE

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#### JULY 06, 2018 | AVERA WRITERS

### Fitness: Whether at Home or He the Gym, Just Get It In! Be

Like many other avid fitness enthusiasts, Abby Gramlick-Mueller doesn't feel like herself if she doesn't get in her daily dose of movement. "I've been active throughout my whole life," said Gramlick-Mueller.... READ MORE

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#### JULY 05, 2018 | DAWN FLICKEMA, MD

#### Herbs Amp Up Flavors, Health Benefits of Food

Food is many things, but in some ways, it's providing information for every cell in your body. The right foods in your diet can optimize your health, but when we eat... **READ MORE** 

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Home » Balance » #TryltTuesday: Kayaking-A New Adventure

## balance

JULY 03, 2018 KIM VANDERPOEL, LPN

### #TryltTuesday: Kayaking–A New Adventure

Last year when my husband requested a kayak for his birthday, I thought he was crazy.

We had never been kayaking before, and I was almost positive this would be one more thing we'd purchase only to

. . . . . . . . . . . .

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Our Picks Sections Q

TRUE STORY

### I Have Endometriosis

By David English, Lauren Urban



## Tip #3: Reuse and Recycle



**Doctors Get** Cancer, Too

**Getting Bunion Surgery** 

By Michelle Avedian

SO YOU'RE

What it's like to take care of the BIG TOE.

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By Nagashree Seetharamu, MD Oncologist







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Your Daughter's First Trip to the Gynecologist Who Hath More Fury Than the Gods? Toddlers.







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DIAR DOCTOR Can I Avoid Hair Loss During Chemo?

By Veena John, MD The facts about cold caps. Oncologist





It's the hardest and most

## Tip #4: Not All Content is Written



## Tip #5: Feed the Beast



## Tip#6: Integrate Throughout

## **Connection Points**

- Articles should point to related providers/services/locations
- Articles should connect to related articles
- Providers/services should connect to relevant articles
- Email push should link to providers/services/locations





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JULY 12, 2018 | AVERA WRITERS

#### When a Head Injury Becomes Life Threatening

Natosha Schurch remembers the three times she rode a tube down a snow-packed hill with her two youngest kids on a Saturday afternoon in January.

She remembers the fourth and last run, when she and her 6-year-old son decided to split up and ride separate tubes. Riding with her toddler in her lap, it seemed like they were going too fast. Her tube turned around backward she couldn't see where they were heading.

What she doesn't remember is crashing head-to-head with her 6-year-old son, who headed down the hill right before her, and then hitting her head on something else, knocking her unconscious. Her first memories after the crash were crawling around in the snow, looking for her daughter.

Although some on the scene assumed she wasn't hurt too badly, two "angels" as she described them, prayed for her, watched her children, and called the ambulance.

"I remember my head hurting and a loud booming sound in my left ear," she said. "When we got to the hospital, my son and I both had CT scans. Thankfully, he only had a concussion. But I had a fractured skull and two brain bleeds."

#### Unbearable Pain

The first CT showed the bleed was small enough that she could remain under observation. Yet as time progressed, Schurch remembers increasing pain that became unbearable, causing her to scream.



"She was very sleepy and we rushed to do another CT. The brain bleed had significantly increased in size. So we had to rush her to surgery or she wouldn't have survived the night," said <u>Wissam Asfahani, MD</u>, Avera Medical Group neurosurgeon who cared for Schurch at <u>Avera McKennan Hospital & University Health Center</u>.

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As she continues her recovery, she goes to therapy at Avera's <u>Balance and Dizziness</u> <u>Clinic</u>, as well as speech therapy to help resolve her memory issues. "I feel very blessed to be where I am."

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## Getting Started









## With one difference: Write once, publish everywhere.

## Finding Topics

- Pitch stories adjacent to your main topics. You won't write about your nephrologists, but "traveling if you need dialysis" could work.
- Look at search history, talk to providers and patients, and keep an eye on breaking news...





#### Gender reassignment requires a holistic approach By: Sonja Vojcic

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Bruce Jenner's journey is shining a light on a transformative surgery that he will reportedly discuss Friday during an interview with Diane Sawyer.

Gender confirmation is the process of changing one's genetic sex. Those who perform the surgery and the team providing emotional and spiritual support say the decision to have the operation is often difficult and one that requires support for the whole person – mind, body and spirit.

Dr. Loren S. Schechter, a plastic surgeon at Advocate Lutheran General Hospital in Park Ridge, III., is one of the few plastic surgeons in the world who performs gender confirmation surgeries.

He offers some insight about the comprehensive approach used when changing genetic sex.

#### What is the gender confirmation process?

The World Professional Association for Transgender Health has created internationally-accepted standards of care to provide guidance for

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#### JULY 17, 2018 | KIM VANDERPOEL, LPN

#### #Try it Tuesday: Summer Fresh Salads

Whether you're planning a picnic for the family reunion, or need a quick dinner at home, nothing says summer like a fresh salad bursting with seasonal produce. Today, I'd like to ... READ MORE

JULY 13, 2018

THY LIFESTYLE RECIPES

#### LAUREN CORNAY, RD, LN

#### We All Scream For It -Make Your Own Healthier Ice Cream

Summertime and ice cream are perfectly matched - but there are many facts about this treat you might not know. Here's a look at a few of them, as well as...

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JULY 11, 2018 LAUREN CORNAY, RD, LN

I don't know if it's my habit of overcooking, the price tag, or something else, but seafood is rarely a protein choice served at my house. But I'm not alone; two-thirds... READ MORE



Ten Tasty Tips For

Tackling Seafood

### **Recipes!**

### balance

#### APRIL 04, 2018 | LAUREN CORNAY, RD, LN

#### This Thai Salad Makes Getting More Veggies Delicious

Unfortunately, being a dietitian does not inherently cause you to crave lettuce. But every now and then you come across a salad recipe so good it makes eating lettuce downright enjoyable. This is one of those recipes!

You can add to this recipe with some lean meat, such as chicken breast or shrimp, or just enjoy it as it is. It's a great change-of-pace meal that still offers protein, thanks to the edamame, which can pack 17 grams of protein in a single cup.

#### Thai Salad

Print Recipe 🖷

#### Salad Base

1 16-ounce bag of frozen shelled edamame, cooked 5-6 cups of combination greens, such as 3-4 cups romaine lettuce and 2-3 cups cabbage 3 large carrots, chopped 1 red pepper, chopped 1 yellow pepper, chopped 1 cup cilantro leaves, chopped 3 green onions, chopped 1 cup sesame cashews



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## Always Improve

- What performs well?
  - Which topics?
  - Which headlines?
  - Which visuals?



### Platform Thoughts

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