## Unleash the Power of Your Website's Health Library

**GEONETRIC**<sup>®</sup>

#### **About Geonetric**

- Sophisticated CMS, VitalSite, designed for healthcare
- Responsively-designed websites and intranets
- Effective, cross-channel marketing campaigns
- Content development and strategy

#### www.geonetric.com



#### **Geonetric Clients**



#### **About StayWell**

- Adult English/Spanish Health Library
  - 12,000 topics
- Pediatric English/Spanish Health Library
  - 12,000 topics
- Medical Illustrations and Photos
  - 1,400+
- Healthy Living Guides
  - Blood Pressure 

     Smoking Cessation
     Stress Management
     and more
- Health Centers
  - Asthma Cancer Diabetes and more
- Your Family
  - Children's Health 

     Men's Health
     Older Adults
     Women's Health



#### **StayWell Clients**







## **Webinar Information**

- Webinar lasts one hour
- Enter questions at any time
- Recording will be posted in our webinar archive within 48 hours
- Please take the post-webinar survey which will appear at the conclusion of the webinar
- Follow along on Twitter using the #Geonetric hashtag

#### Takeaway: Web Writing for Healthcare eBook



#### Fill out the survey at the end of today's webinar for this free eBook!

- A comprehensive guide for healthcare content development and strategy
- Packed with examples of great healthcare content in practice, including health library integration

#### GEONETRIC®

## **Today's Presenters**



**Ben Dillon** Chief Strategy Officer Geonetric



**Rachelle Montano** VP Professional Services StayWell



## Unleash the Power of Your Website's Health Library

**GEONETRIC**<sup>®</sup>

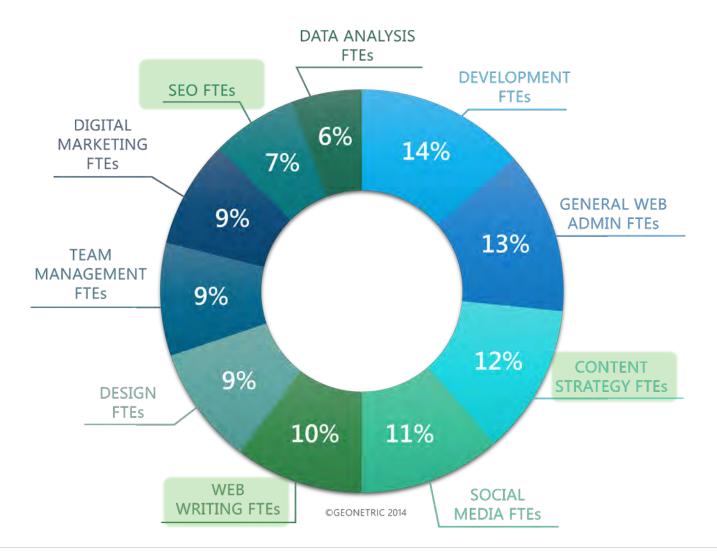
#### **Objectives for Today's Presentation**

#### You'll walk away with ideas on how to:

- Increase engagement and foster brand loyalty with a health library
- Present a consistent user experience by integrating your health library with the look, feel, and navigation of your site
- Effectively cross-promote providers and services with health library content
- Integrate health library content into your online and offline marketing efforts



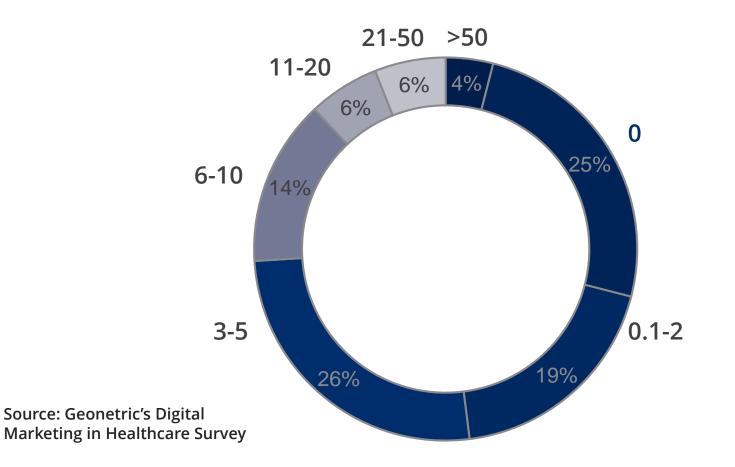
#### **Average Staffing Mix by Role**





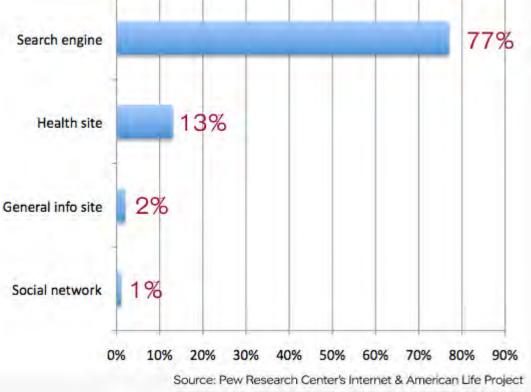
Source: Geonetric's Digital Marketing in Healthcare Survey

#### Number of Content Contributors Outside of the Core Web Team





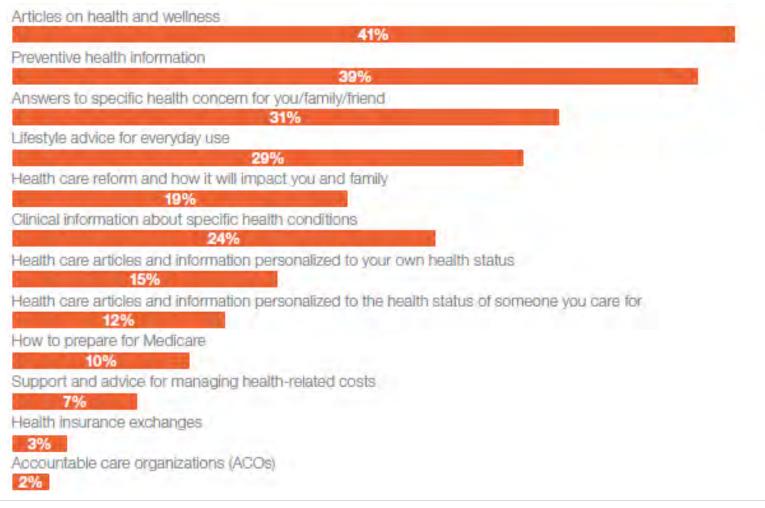
## The last time you went online to look for health information, how did you begin looking?





10/15/2014 **13** 

#### **Consumers are seeking help to stay healthy, as well as answers**





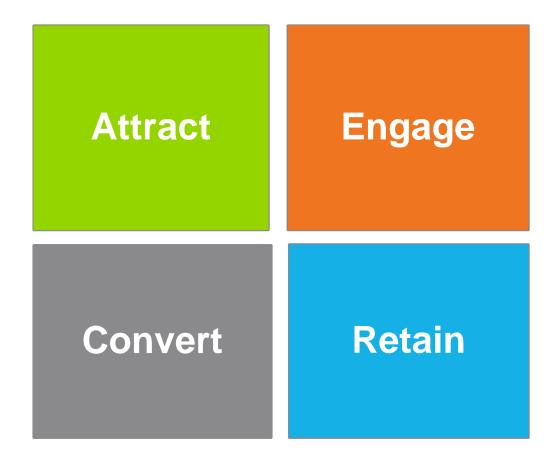
## **Today's Consumer Experience**



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## **The Digital Objective**

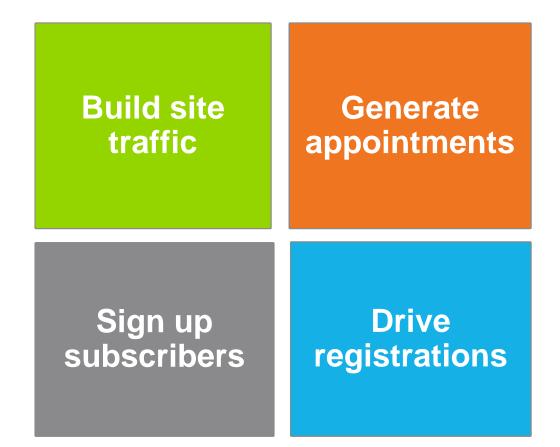
Solutions purposefully designed as digital marketing tools to:





#### **The Digital Objective**

Build digital health solutions that can help you...





#### **The Digital Objective**

Build digital health solutions that support organizational goals...

Build	Improve your
relationships	payer mix
Improve	Elevate
market	brand
perception	awareness



#### **Health Information**

Consumers are hungry for it.



# Millions

**Read health magazines** 

**40%** Of online consumers seek it via social media

#### 6,000+ Healthcare apps for mobile devices



## **Today's Consumer**

**Rise of Empowerment and Consumer Experience** 

1990s	Early 2000s	Mid 2000s	Late 2000s	Today
Beginnings of consumer empowerment and	Consumer empowerment on the rise	Focus on consumer experience mainstream	Credibility, integrity critical factors	Empowered with knowledge and control
experience	Information	Emerging focus on	Online feedback increasing creating	Individualistic
	transparency	credibility and integrity	greater empowerment	Craves meaningful
	Greater focus on experience	Increasing	Distraction =	experience
	Time becoming	customization	entertainment	Engagement on their own terms
	increasingly limited	Social networking becomes	Shorter attention spans	Increasingly
	Growing emphasis on balance, spirituality family,	mainstream creating new market dynamics	Message overload	intolerant, hostile about poor service
	community	aynamics		Desire to simplify
				Time is a scarcity

Organizational Control Individual Control/Influence



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#### **Consumer Experience**

**Today's Consumer Expects More** Health Benefits Cost





#### Health Care: The Age of the Consumer

**Driven By Convergence of Multiple Trends** 

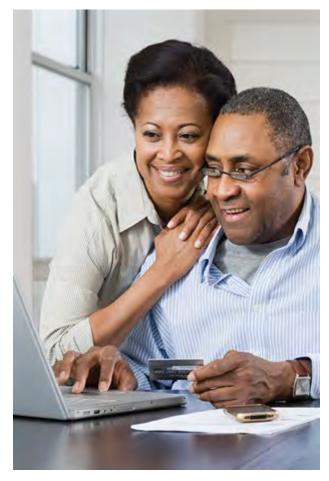
- Retailization of Health Care
- Health Care Reform
- Information Age
- Rising Health Care Costs
- Unhealthy Lifestyles
- Empowered Consumers





## **Creating a Positive Experience**

- Regular and relevant ongoing communication
- Create value, relevance and loyalty
  - Understanding the environment
  - Leveraging market research/insights
  - Demonstrating value
- Market segmentation
  - Use data to provide a holistic view of the consumer driving more relevant and effective communications





## **Creating the Content Strategy**



#### Consumers

#### Web Goal

- Increase brand awareness
- Engage with Internet technologies
- Build a relationship
- Present relevant physicians and services
- Provide calls to action

#### **Content Strategy**

- SEO & SEM leveraging health content keywords
- Relevant content delivered through multiple Internet technologies
- Integrated content that provides a doorway to the appropriate physician or service





# Syndicated Health Content as a Marketing Tool to Drive ROI

- Customized & SEO-friendly
- Cross-walks (and Integration) for convenience
- Be social
- Always fresh & current
- Include your doctors / medical staff
- Personalization
- "Content Marketing" to support your advertising
- Start with your home page





#### **Engage Visitors Right Away**

Sisters of Charity of Leavenworth Health System		Co	ntact / For Vendors / The Lar	ding D »	
ABOUT US LOCATIO	NS QUALITY & PATIENT CARE	CUSTOMER SERVICE	CAREERS	NEWS & FINANCIALS	
<section-header></section-header>	ELLNESS LIBRARY >> « • •			Bubmit	

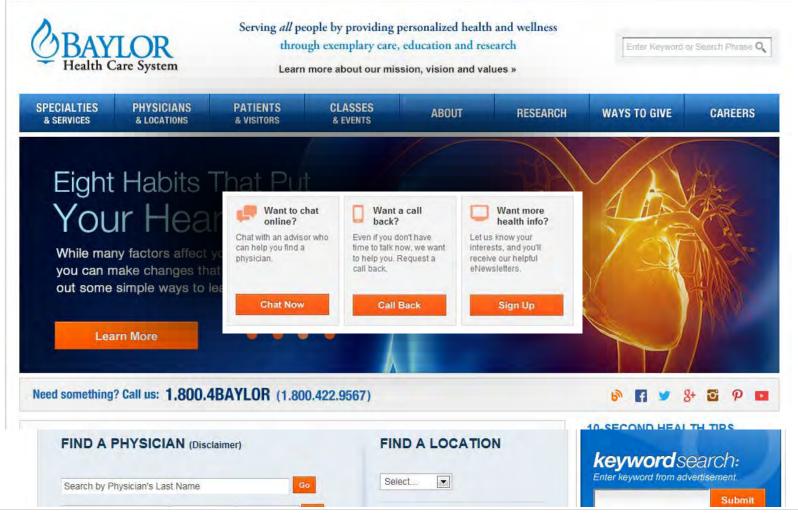


#### **Engage Visitors Right Away**





#### **Attract & Engage from Your Home Page**





#### **RESULTS: Increased Health Engagement**

#### Baylor Healthcare System, TX –

• Multi-prong campaign to drive more traffic to HealthSource

#### **Results:**

- 10,000 quizzes completed
- 7,000 risk assessments
- 2,500 calculators
- Total Health Source visits increased 189.84% in six months.



**Health Library Content** Integration: Because not everyone comes to your web site via the front door!



#### **Health Library Content Integration**

Goal: Take advantage of meeting site visitors' needs, and achieving web site goals, even if they don't enter the web site via home page.

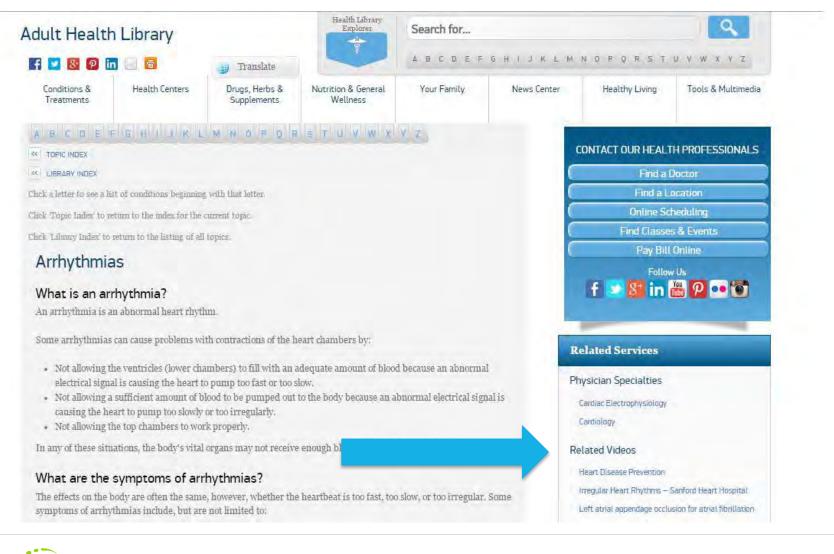
Presents hospital-specific relevant information in the health library to drive web site visitors to the information which will allow them to take action with the hospital.

- Taxonomy driven
- Client-specific nomenclature for service, specialties, videos, etc.
- Access to application for real-time updates and additions



## **Sanford Example**

STAYWELI



#### **Roper St. Francis Example**

About Us Contact Us For Media For Health Professionals 🛛 🗗 🚼 🚼 🚼 🔝 HAVE A QUESTION? Need a doctor referral? Call (843) 402-CARE ROPER ST. FRANCIS Search Our Site FIND A DOCTOR \* REQUEST AN APPOINTMENT MEDICAL SERVICES \* PATIENTS & VISITORS \* COMMUNITY -LOCATIONS Click 'Library Index' to return to the listing of all topics. Find a Doctor Arrhythmias What is an arrhythmia? Follow Us An arrhythmia is an abnormal heart rhythm. Some arrhythmias can cause problems with contractions of the heart chambers by: · Not allowing the ventricles (lower chambers) to fill with an adequate amount of blood because an abnormal electrical signal is causing the heart to pump too fast or too slow. · Not allowing a sufficient amount of blood to be pumped out to the body because an abnormal electrical **Related Services** signal is causing the heart to pump too slowly or too irregularly. · Not allowing the top chambers to work properly. In any of these situations, the body's vital organs may not receive enough blood to meet their needs. Services > Heart and Vascular What are the symptoms of arrhythm Videos The effects on the body are often the same, however, whether the h > New Technology for Treating Abdominal Aortic Some symptoms of arrhythmias include, but are not limited to: Aneurysms > 3-D Cardiac Mapping · Palpitations (a sensation of fluttering or irregularity of the heartbeat) Weakness Fatigue **Related Items** 

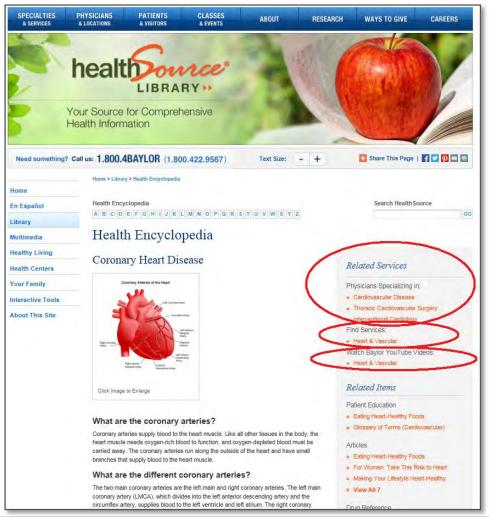
Low blood pressure

STAYWELL



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#### **Integration: Drives Results**





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#### **Results: Increased Appointments**

#### Baylor Healthcare System, TX –

#### **Results:**

- 2,500+ visitors sent to "Find a Doc"
- 1,400 sent to Service Line Landing Pages
- Avg. Time on Page: 5:14 minutes





# Reverse Integration: Taking it a step further!



## **Reverse Content Integration**

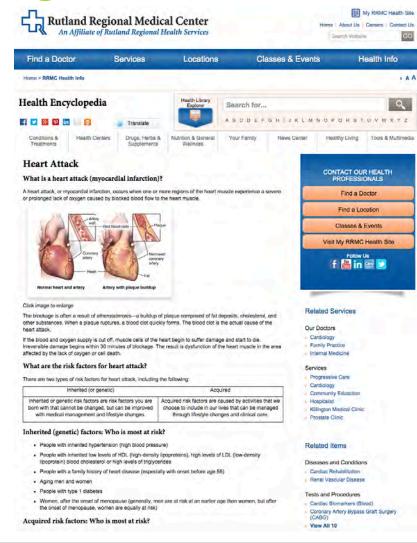
Goal: Augmenting hospital content with health information to engage, meet site visitors' content needs and achieve organizational goals.

Take advantage of syndicated health information throughout the hospital's site.

- Customized to meet specific hospital goals and technical requirements.
- Not a one-size-fits-all approach

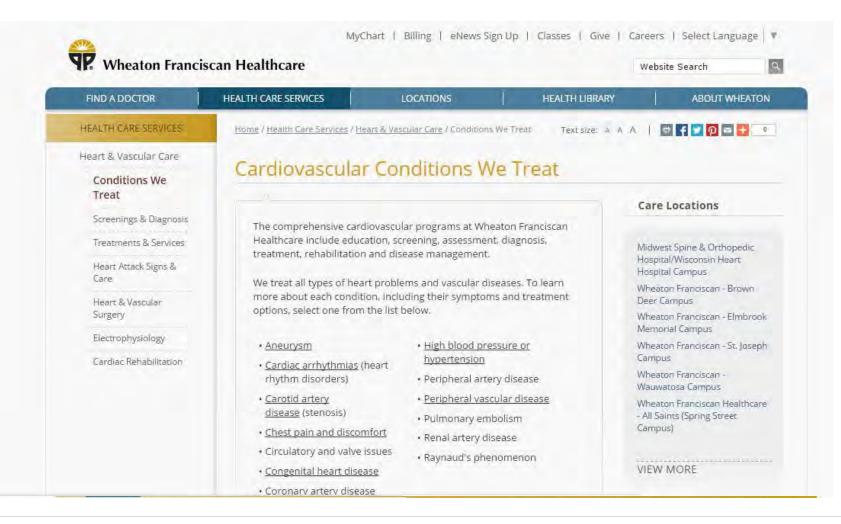


#### **Rutland Regional Medical Center**





## **Wheaton Franciscan Example**





#### **Sylvester Example**

MALEN AND NEW TRACK

Search Sylvester a About Us Locations Contact Us Make a Gift Español UNIVERSITY OF MIAMI HEALTH SYSTEM Patient Care Education Health Professionals Home Find a Doctor Research Giving Go back to Types of Cancer » Lung Cancer **Types of Cancer** What to Know First About Your Treatment Choices for Lung Cancer Lung Cancer Lung cancer can be treated. Your treatment depends on all of these things: Learn about Lung Cancer The type of lung cancer you have ٠ Prevention and Screening The size and location of the tumor Understanding your Diagnosis nealth Treatments If the cancer has spread to other parts of your body Learn about Malignant Mesothelioma Treatments can control the lung cancer and improve your quality of life by controlling Support & Services symptoms of the disease. Right now, there are no treatments that cure extensive lung cancer, which is cancer that has spread to the opposite side of the chest from where it Multimedia started or to distant parts of the body. But treatment may be able to cure lung cancer if it is found when it is limited, meaning it is confined to the same side of the chest where it started. Education



## **Stony Brook Example**

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### **Cooper Example**

#### Treatment for Angina/Angina Pectoris

Treatments for angina/angina pectoris available in South Jersey at Cooper include:

#### Angioplasty with Stent Placement

Angioplasty with stent placement is a minimally invasive surgical procedure performed to open clogged arteries and restore blood flow to the heart. It involves the temporary insertion and blowing up of a tiny balloon where the artery is clogged. Learn More >

View all treatments for this condition

#### Departments Specializing in Angina/Angina Pectoris Treatment

Departments at Cooper where Angina/Angina Pectoris is treated include:

#### Cardiology

World-class cardiac care — in your neighborhood. Our physicians are experts in the treatment of heart disease and leaders in cardiac research. Utilizing the latest technology available to pinpoint and treat all types of heart problems, we produce superior outcomes for our cardiac patients. Visit Department >

#### Physicians Who Specialize in Angina/Angina Pectoris

Our angina/angina pectoris specialists include:

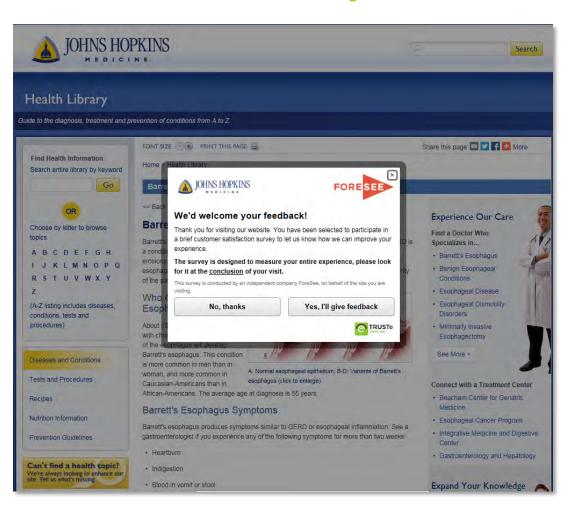


David S. Yorio, DO Family & Community Medicine



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### Integrated Health Information Also Improves the Online Experience





## **Increased User Satisfaction in 2013**

#### Hopkins Medicine and Foresee –

#### **Results:**

- Survey: Satisfaction score of visitors who...
  - visit at least 1 health library page = 84
  - do not visit the library = 77



# Integrating Health Content Into Your Marketing Efforts



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#### **Goal: Promote Your Medical Staff**





## **Mobile-Ready: Responsive Design**

#### Friendly:



STAYWELL



#### **Not Friendly:**



## Symptom Advisor Smartphone App

# Deliver the answers consumers want, when and where they want.

ChildrensPah Children's Hospital ... INSTALL APP 1 n n 10 Ratings ₽o InstaCare Doctors What should you do if your child develops a fever, cough, vomiting, rash, sore throat or head injury? What should you do about behavioral issues, from my toilet training to teaching responsibility to teenagers? When can your child return to school or **Rx Refill** child care after an illness? These are medical advice myH questions that all parents have. Health problems can arise anytime - evenings, weekends, when 5 + you're at work or traveling or your doctor's office is closed. GermWatch First Aid ChildrensPgh is designed especially for these

F

ChildrensPgh is designed especially for these concerns and challenges.

The Symptom Care Guides help you make smart decisions on what level of care (if any) is needed and how to provide speedy symptom relief for minor

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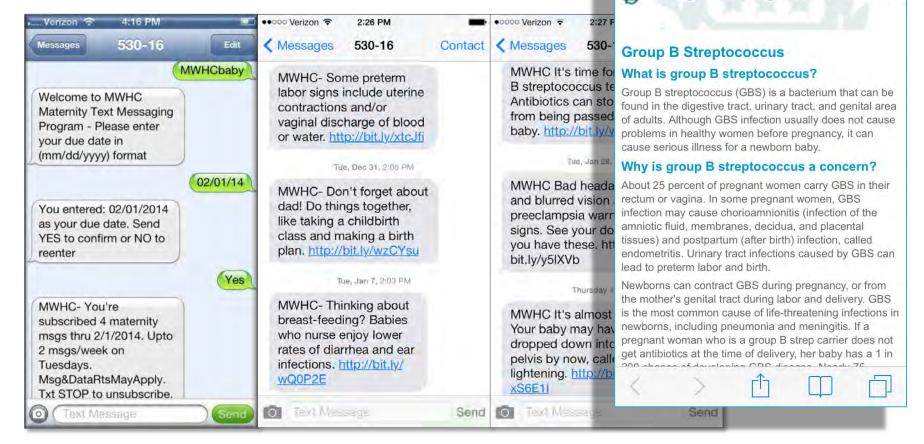
## **SMS Text Messaging**

#### **Programs Available**

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#### 🚔 Mary Washington Healthcare



### **Texts, Educational Articles and Videos**





## Enhance SEO Rankings: Edit with Marketing Messages

#### Diagnostic procedures for colon cancer

If a person has symptoms that might be caused by colon cancer, the doctor will want to get a complete medical history and do a physical examination. The doctor may also do certain tests to look for cancer. Many of these tests are the same as those done to screen for colon cancer in people without symptoms.

- Digital rectal examination. A doctor or other health care provider inserts a gloved and lubricated finger into the rectum to feel for anything
  unusual or abnormal. This test can detect some cancers of the rectum, but not the colon.
- Fecal occult blood test. This test checks for hidden (occult) blood in the stool. It involves placing a very small amount of stool on a special card, which is then sent to a laboratory.
- Flexible sigmoidoscopy. A diagnostic procedure that allows the doctor to examine the inside of a portion of the large intestine. A short, flexible, lighted tube with a small video camera on the end, called a sigmoidoscope, is inserted into the intestine through the rectum. The scope blows air into the intestine to inflate it and make viewing the inside easier.
- Colonoscopy. A procedure that allows the doctor to view the entire length of the large intestine. It involves inserting a colonoscope, a long, flexible, lighted tube, in through the rectum up into the colon. The colonoscope allows the doctor to see the lining of the colon, remove tissue for further examination, and possibly treat some problems that are discovered.
- Barium enema (also called double contrast barium enema). A fluid called barium (a metallic, chemical, chalky liquid used to coat the
  inside of organs so that they will show up on an X-ray) is administered into the rectum to partially fill up the colon. An X-ray of the abdomen is
  then taken that can show strictures (narrowed areas), obstructions (blockages), and other problems.
- Biopsy. a procedure in which polyps or tissue samples are removed (during a colonoscopy or surgery) from the body for examination under a microscope to determine if cancer or other abnormal cells are present.
- · Blood count. A test to check for anemia (that can be a result of bleeding from a tumor).
- Imaging tests. Tests, such as a CT scan, PET scan, ultrasound, or MRI of the abdomen, may be done to look for tumors or other problems. These tests may also be done if colon cancer has already been diagnosed to help determine the extent (stage) of the cancer.

If you have been diagnosed with colon cancer, search online to find a physician, or call 1.800.4BAYLOR for cancer treatment in Dallas-Fort Worth.

#### What are the stages of colon cancer?

When colon cancer is diagnosed, tests will be performed to determine how much cancer is present, and if the cancer has spread from the colon or rectum to other parts of the body. This is called staging, and it is an important step toward planning a treatment program. The stages for colon cancer are as follows:

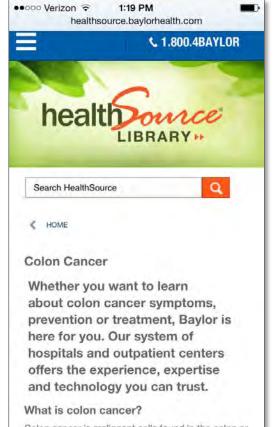
Stage 0 (Cancer in situ) The cancer is found in the innermost lining of the colon or rectum.

Stage I (also called Dukes' A The cancer has spread beyond the innermost lining of the colon or rectum to the second and third layers. The cancer

About This Site

perced to other parts of the hadi-

+ Cancer Care



Colon cancer is malignant cells found in the colon or rectum. The colon and the rectum are parts of the



## **AdminTool Included for Editing**

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Manage News Feed	treatment, Memorial Healthcare is here for you. Our system of hospita outpatient centers offers the experience, expertise and technology yo	
	What is colorectal cancer?	
Page Components Text or HTML page elements that are scheduled to appear on designated pages or docume document or article.	part of the digestive system. Because colon cancer and rectal cancers have many features in common, they are	sometimes
>> Create a New Component	referred to together as colorectal cancer. Cancerous tumors found in the colon or rectum also may spread to oth body.	er parts of the
Find Previously-Entered Components	Excluding skin cancers, colorectal cancer is the third most common cancer in both men and women. The Americ	
Schedule Components on a Document	estimates that about 140,000 colorectal cancer cases and about 50,000 deaths from colorectal cancer occur eac number of deaths due to colorectal cancer has decreased, which is attributed to increased screening and polyp i	
Schedule Components on a Persistent Page	improvements in cancer treatment.	
Schedule Components on a Pelastent Page	What are the types of cancer in the colon and rectum?	
ledia on-textual elements that may appear in the site – specifically images, PDFs or Flash files	A type of cancer called adenocarcinoma accounts for more than 95 percent of cancers in the colon and rectum a is meant by the term colorectal cancer. It is the type we focus on in this section. There are other types of cancer in the colon and rectum, but they are rare.	
Manage Images, PDFs and Flash Files	Here is an overview of the types of cancer in the colon and rectum;	
	<ul> <li>Adenocarcinoma. Adenocarcinomas are tumors that start in the lining of internal organs. Adeno means tumors start in cells with glandular properties, or cells that secrete. They can form in many different organ or the breast. In colorectal cancer, early tumors start as small adenomatous polyps that continue to grow into malignant tumors. The vast majority of colorectal cancers are adenocarcinomas.</li> </ul>	ns, such as the lung



### **Social Media**





#### **Social Media**



My RRMC Health Site

Home | About Us | Careers | Contact Us GÖ Search Website

View All 29

Find a Doctor		Services	Locations	Cla	asses & Events	He	ealth Info
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The HBV shot will preven	nt this disease. T	This shot is given to ne	arly all new babies. Bab	ies should get anoth		14	
pefore age 18 months.					Articles		
f babies are exposed to globulin within 12 hours		ring, or after birth, both	a shot and a special tre	atment called HBV in	> Preventi	e Way to Keep th on Guidelines fo	
Experts recommend that all babies get the HBV shots between age 6 months and 18 m		onths to be fully prot		on Guidelines fo	Mag 18 to 20		
against HBV infection. G	etung both shot	s will nelp protect them	Irom HBV.		View Al		men 10 10 33
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Date Last Reviewed: 7/11/2 © 2000-2015 The StayWell C Intended as a substitute for p	014 Jompany, LLC. 780	Township Line Road, Yan	dley, PA 19067. All rights re	served. This information tructions.	is not 1 Dose	of HPV Vaccine I on: Study	May Offer
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#### **Social Media**



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STAYING HEALTHY WHILE YOU TRAVEL	Home / Health Library Search / S	Staying Healthy While You Travel	Text size: A A Å	
	Health Library			

#### **Staying Healthy While You Travel**

Preventing illness or injury is a big part of making your trip relaxing and enjoyable. Because some destinations have environments that may be very different from the area you live in, and travel to developing countries poses certain extra risks, it is important to take certain precautions.

#### Healthy preparations before you travel

If you are planning to travel outside the United States, the CDC recommends that you:

- · Prepare a complete travel itinerary, listing each destination, length of stay, and types of activities planned.
- Contact your travel agent to obtain local health information, including food and beverage precautions, information regarding insects and other pests, and the availability of emergency medical care.
- · Check with your insurance company to determine what coverage your policy provides for travel abroad.
- · Consider the potential benefits of travel insurance and medical evacuation insurance.
- · Contact your doctor for an up-to-date immunization record, and make an appointment to receive necessary vaccinations at least 6 weeks before you plan to leave.
- · Obtain specific information on preventive health recommendations based on your itinerary by contacting the CDC's Travel Information website.
- · Identify contact information for the U.S. Embassy or Consulate in the country or countries you will be visiting for assistance in case of a medical emergency.

Be sure to also get prescription medications refilled to last the entire duration of the trip. Take extra prescriptions for medications and/or eyewear, in case it is necessary to have them filled while abroad. Wear a medical information bracelet, if necessary, and take along a first aid kit for minor emergencies that may arise.

#### Healthy reminders for while you are traveling

Eat carefully if traveling to a country with an increased risk of traveler's diarrhea. According to the CDC, travelers' diarrhea is the most predictable travel-related illness. Here are some tips to try to avoid diarrhea:

- · Eat foods that are steaming hot and well-cooked, as these are usually the safest.
- · Avoid eating foods from street vendors, no matter how appetizing they look.

**Does Ordered Chaos Describe Your Life?** 



WE'VE GOT THE FIND ONE NOW >

## **Email Marketing**





### Increased Engagement – Increased Appointments

#### Springfield Clinic, IL –

 Colorectal Cancer Awareness campaign; utilized StayWell Colorectal Cancer Risk Assessment

#### **Results:**

28% increase in appointments / 9% increase in procedures performed.

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## **In Summary**

Today we discussed how to:

- Increase engagement and foster brand loyalty with a health library
- Present a consistent user experience by integrating your health library with the look, feel, and navigation of your site
- Effectively cross-promote providers and services with health library content
- Integrate health library content into your online and offline marketing efforts



## Questions?

G E O N E T R I C<sup>®</sup>

## Takeaway: Web Writing for Healthcare eBook



### Fill out the survey at the end of today's webinar for this free eBook!

- A comprehensive guide for healthcare content development and content marketing strategy
- Packed with examples of great healthcare writing in practice, including health library integration

#### GEONETRIC®

#### Sept Webinar: Email Marketing: The Opportunity You Can't Afford to Miss!

Sept. 23, 2015 1:00 pm CT



Attend this webinar and learn how you can use email marketing for everything from educating patients on health topics to driving service line volume. We'll also be workshopping examples and offering tips for improvement. Want to be included? Send your examples to corina.olinger@geonetric.com

> Register today! www.geonetric.com/webinars

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## **Thank You!**

