Introduction

Chris & Nancy from Mercy – about 3 yrs and 1 yr here
Talk a little about Mercy -

Mercy is the sixth largest Catholic health care system in the U.S. and serves more than 3 million people annually. Mercy includes 32 acute care hospitals, four heart hospitals, two children's hospitals, three rehab hospitals and one orthopedic hospital, nearly 700 clinic and outpatient facilities, 40,000 co-workers and more than 2,100 Mercy Clinic physicians in Arkansas, Kansas, Missouri and Oklahoma. Mercy also has outreach ministries in Louisiana, Mississippi and Texas.
We work in the IT department – Mercy Technology Services, or MTS, about 900 strong

Data Management Team - responsible for the stewardship of Mercy's data assets. Everything from

- patient data
- Go Green report or Chart Search
- Reporting
- metric tracking and dashboards
- clinician information
- location data, etc.

- To us…

mainly wiki support (only in the last year or so!) – helping new teams get started, answering questions, providing guidelines and standards, maintaining consistent help documentation on both of our wikis, etc.

Over to CHRISt – to tell you how we came to use a wiki…
While we're a non-profit there somewhat of a corporate culture.
Structured, siloed
Regional vs. HQ sort of vibe sometimes - us vs them - a lot has changed in the past few years
So how the heck did a wiki get started and survive in such a seemingly structured organization?
It started small, proved useful, and grew
No prior skills and knowledge started didn't know a thing; my background is in Communication Research and Theory. I have worked in IT for some time however and I found learning the intricacies of SMW to be interesting and necessary for my job. I'm also the kind of person who over researches things.

In fact, when we first started out… Mail merge story - Access database, excel, exported a single page to see how the XML was structured, Then used Microsoft Word Mail merge.
Started with our IT service center - people getting a ton of phone calls about our systems
hated answering the same questions over and over again. Started documenting common issues and resolutions

CSOpedia (MTS Wiki) (Customer Service Organization?)
service desk applications for tracking common issues and resolutions
Then we started keeping track of the applications we support. We tied it to an application and server tracking app called AIR/SIR (DEMO AIR). When a new entry in AIR created – wiki page is created for documentation, architecture diagrams, support structure, common FAQs, etc. Kept growing - infrastructure configuration, application configuration, server configuration. Processes, procedures, IT Job descriptions. 35,961,366 views since 2008, 460,000 in the last year, 9,000 page views a month - for an internal wiki with a max of 900 possible visitor, not too bad. Then Data folks got interested.
We created a new wiki, called the Information Portfolio in Late 2010

Same sort of need - sharing Common queries, sql statements, data locations in (database), available tools, etc.

Then Business folks

   HR, Quality & Safety, Staffing Operations..

Continuing the work around data to become a repository for knowledge as work progressed on new intranet solution (b/c wiki was faster/easier/available!)

108,053 pageviews in the past year, 2,000 per month. (OVER TO NANCY to talk about some of our big contributors)
Big Contributors

MTS Wiki – first Mercy wiki, started in 2008 - Contributors are mostly IT staff – technical audience
Main Page – stats at bottom – more than 35 million visits, 4,000 plus articles, nearly 7,000 images

Standards documentation – how things are done
Application info
Some semantic links for applications

Next – sample pages…
Examples of MTS Wiki pages

- Service Center
- Application Library

An application page – via AIR – data quality “lights” for both AIR and wiki

Next – InfoPort...
Information Portfolio

Accessible by all 40,000 co-workers, but relatively few are using…yet! (Only 287 regular users)

About 8.5 million visits since launch in December 2010 – about 3.5 years of existence

Less technical than MTS Wiki – more general information – building a knowledge base

Mercy’s encyclopedia about our data assets
A collaborative knowledge base – developed by those who know
A place to learn and share
A metadata repository

Next – big “section” around measures…the Repository…

Business users include…
Measures to Results to Improvement

Measures to Results (dashboards/reports) to Improvements

...then Measure again!
Measure Compendium – multiple (91) Measure Programs, each with multiple Measures – more than 800 Contributors are across the Ministry - clinical, financial, administrative

although Mostly our Clinical Quality and Safety group,

Next – measures and dashboards
tied to performance metrics and dashboards – SHOW Edit with form – multiple tabs, dropdowns, etc.

Q&S:
Current: Had been looking in rear view mirror – questioning what measure is being used on what report? What is the definition? Time period? Where is the data source?
What others tell us to measure?
Tomorrow: Single source of truth (foundational for all metrics)
Transparent to all
Apples to Apples comparison when using same measure
Educates
Ties to reports and dashboards

Also “connects” to clinical Program Catalog – PSI-03 attribute box

Next - Another “section” for improvements… clinical initiatives
Clinical Program Catalog
Mercy has a formalized process for memorializing programs and projects improving sharing across geography and reducing reliance on institutional memory.
Current: Event or issue occurs—tend to solve multiple times in multiple locations rather than once
Tomorrow: Replicate success once—agile/flexible save resources
Ties back to measures and measure programs... full circle!

Next – Aside from measures, also internal policies and procedures...
internal policies and procedures

HR - procedures for their team and also accessible to others; Confidential for their select few only

Nurse Staffing – procedures, contacts, and class events – recordings and handouts available – built templates and forms for them to standardize and centralize education about the Smart Square scheduling tool – one place for answers instead of constant emails and calls!

Next – another group that recently started using the wiki – Sustainability...
Sustainability – growing fast!

Best Practice Sharing. The Wiki expands Mercy’s ability to document and share sustainability best practices and knowledge. It will also provide opportunities for co-workers to share sustainability projects they are doing at home and within their community.

Next - Also using wiki for searches…
Data Learning Series – brief videos and instruction on many topics
Facets – monthly newsletter for our team, but available to all – use Semantic values here too

Now you've seen where we are...I'll let Chris tell you about how we've grown and our plans for the future.

Back to CHRIS – Growth and Future
Upgraded, new contributors from departments far removed from where we started
share some statistics on growth of users, pages, and traffic
Talk about how we've recently switched ticketing (customer service) solutions with plans to replace - wiki is still around!
setup a new intranet and started migration
starting work to upgrade SharePoint to 2013
Measure Compendium Growth, and quality
The most interesting thing is the ways we have leveraged SMW purposefully and accidentally.

Cathrine’s Attic

ICD Codes
This slide influenced by Yolanda's presentation and the conversation afterward.

How do we have such growth? How do we sustain it?

Nurture - understand who are your subject matter experts

This is our product. We don’t ‘sell’ it, we are aware of other solutions in the enterprise, and we’re honest

We do lots of things that don’t go anywhere, but sometimes they do - give people time - sometimes we’re faster or earlier

Monthly cleanup - pruning - special pages - tagging articles

people who edit are contributors - we avoid language like author or owner

plant lots of plants, strategically and nurture them to grow - some won't
We’re a multi-faceted shop, Drupal, SharePoint, and Wiki
different groups, history, and attention being paid to each
It will be interesting to see where we go and how the use of the wiki(s) will change
SharePoint 2013 is being worked on - we’re working with that team to include wiki results in the search engine.

hadoop

We just upgraded, Nancy and I took over a year ago and this past Feb we went from version 1.16 of Mediawiki (1.5 of SMW) to 1.23 and 1.9
VisualEditor, MobileFrontend, External Data, Semantic Forms, Echo, UploadWizard
The biggest thing is visual editor
we were using an old FCKEditor based WYSIWYG, people loved it, but it was terrible. Clunky, unpredictable, ancient
It's 2014, people expect an easy-to-use editor

**Wishlist**

- VisualEditor
- Tables in VisualEditor
- IE Support
- VisualEditor in Semantic Forms

right now contributors have a mixed experience - various browsers and versions of Windows
wikitext sucks - is challenging/not intuitive for new (and even more experienced) users (I'm sure I'm not going to be popular for saying that)
Thank You

Questions?
References

- http://semantic-mediawiki.org/wiki/File:SMW_logo_3524px.png
- https://www.flickr.com/photos/gsfc/6673661419
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