

HOW UCLA HEALTH'S CENTRALIZED DASHBOARD EMPOWERS EMPLOYEES AND FACILITATES COMMUNITY

UCLA Health used its expansive communication network -- Mednet -- to keep doctors, nurses, researchers and staff informed on the latest news and connected to each other.

PROBLEM

Three months into the pandemic, our community was already at a breaking point -- from the burnout of following the ever-changing guidance and the vitriol flowing from the politicization of basic science. Meanwhile, moms and dads were managing restless kids, making sure they were actually Zooming in to their 4th-grade classrooms.

We recognized a growing desire from within and beyond the organization to connect health care workers with mental health resources. While leadership established a Central COVID-19 Command Center to guide daily decisions, our rank-and-file front-line workers -- from clinicians to hospital staff -- were at risk of being isolated and on their own. How could UCLA Health find a way to bring the community together?

INSIGHT

What was needed was a way to invite employees into larger, roundtable dialogues, so they could feel like an active part of the solution.

What if, in spite of the grueling chaos of the COVID-19 pandemic, UCLA Health fostered and facilitated a central, digital gathering space where its 37,000 employees could connect each day, to gather the information they need and take the actions necessary to be their best possible physician, nurse or clinician?

Quick Links

Mednet email (onsite & remote)
Paging | COVID-19 Paging
UCLA directory

Timesheets

DGSOM/FPG – Time Suite | Web Clock
Medical Center – Time Suite | Web Clock

Resources

At Your Service | UCPath
CICARE | eCard
Cornerstone Portal
Disaster information
Downtime resources
Medical Staff | IT Resources
Nursing dept
UCLA operating system
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I Want To...

Change password
Learn about DUO for MFA
Access eForms (Forms Portal)
Scan using ICAP
Get a pager, phone or other device
Visit the UCLA Health IT website
Submit an IT service request
Access SOFI | PEER
Locate policies and procedures
Check clinical privileges
Store and share files using Box
Visit the Employee Experience Center

Track COVID Symptoms

Health | Campus | Research

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OHIA portal
Capacity | MOVERS | Tableau server

Frequently Used

CareConnect

Access CareConnect – remote | local
Search tip sheets & eLearnings
Review updates
Register for training
Request optimization

Clinical References

Lippincott - Procedures | Advisor
DynaMed Plus | UpToDate | Micromedex
Embase | PubMed
CURES Database

Additional Resources

Compliance services
Conference Rooms - DGSOM | Hospitals
Support services center
See more>

SOLUTION

UCLA Health turned to a landing page called Mednet -- our health system's central, digital gathering space -- to serve as a bridge to connect UCLA Health staff to the resources they needed to deliver their most optimal care.

By using the Mednet platform to promote health equity roundtables, a COVID-19 discussion featuring a visit from Dr. Anthony Fauci, and ongoing mental health guidance that ensured staff felt engaged and cared for, UCLA Health's Mednet became a central dashboard for tens of thousands of employees to stay connected to our broader community in the midst of a pandemic that threatened to isolate.

Employees logged into Mednet multiple times each day to check in on the latest COVID-19 statistics, connect with colleagues through email, and RSVP for compelling community events (i.e., a dialogue about clinical policing on the one-year anniversary of the death of George Floyd; and a discussion about advancing an Anti-Racism Roadmap to build a more equitable UCLA Health).

By evolving our programmatic offerings and maturing our visual communications style, we created crisp, clean and compelling communications that inspired our community to come together and stay in touch with each other -- from the day the NBA went dark to the day the vaccines arrived. Advertising an event on Mednet could increase RSVPs by 25% in as little as 24 hours (i.e., we successfully achieved this when promoting an LGBTQ+ Pride Month Drag Show). It's impossible to overstate how valuable Mednet has been to UCLA

Health in a time of social distancing. Even though

we were often physically apart, Mednet showed how important it was to always stay connected.

mednet | keeping U connected

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METRICS

In 2021, UCLA Health drove over 1.5M monthly site visits to its internal, employee-facing website, Mednet.

JANUARY 2021:

1,786,660 visits

FEBRUARY 2021:

1,698,808 visits

MARCH 2021:

1,939,203 visits

APRIL 2021:

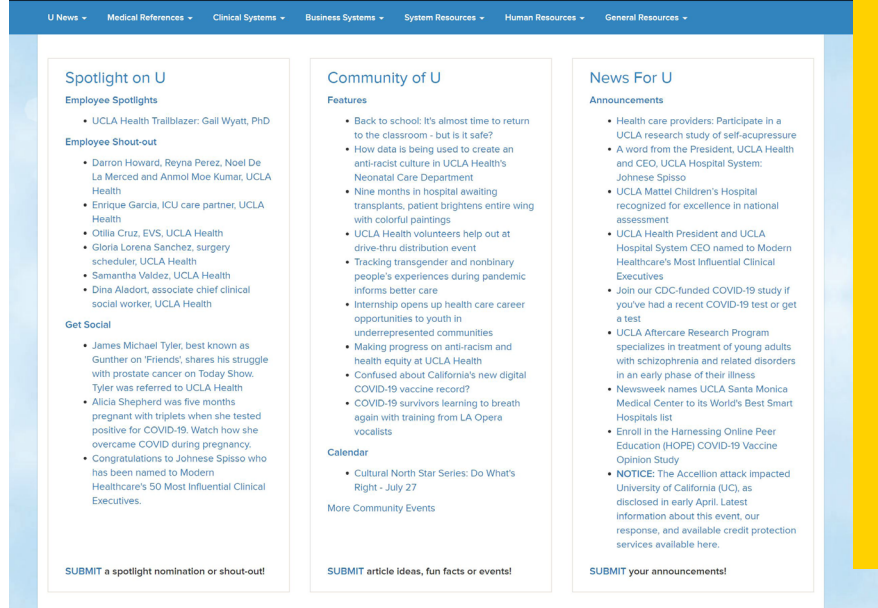
1,887,857 visits

MAY 2021:

1,793,972 visits

Our landing page for Health Equity, Diversity and Inclusion became one of our most popular pages, demonstrating that our employees care about our most deeply held values.

By advertising our LGBTQ+ Pride Month Drag Show on MedNet in the days leading up to the performance, we successfully **grew RSVPs by 25%.**



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UCLA Health

BEST DIGITAL INTERNAL COMMUNICATIONS: MEDNET
MEDNET.UCLAHEALTH.ORG