



## Web-based Team Collaboration :: The Wiki Way

## Case Study



### Industry

Health Care and Education

### Product

Axon Enterprise Collaboration Portal 2.0

### Why Axon?

- Ease of use and intuitive interface reduced ramp up time for end users (health care professionals)
- Ability to author and share content across a distributed team using a Web browser
- Ability to securely share documents online

### Benefits

UCHC connected the Safety.Net team members at its facilities distributed across the State of Connecticut after implementing Serebrum's Axon Collaboration Portal.

### Customer Profile

The University of Connecticut Health Center (UCHC) is a vibrant organization composed of the School of Medicine, School of Dental Medicine, John Dempsey Hospital, the UConn Medical Group, UConn Health Partners and University Dentists. Founded in 1961, the Health Center pursues a mission of providing outstanding health care education in an environment of exemplary patient care, research and public service. The Health Center's 206-acre campus is situated around a wooded hilltop in the beautiful, historic community of Farmington, Connecticut. The University's main campus is in Storrs, about 30 miles east of Hartford. With approximately 5,000 employees, the Health Center is Connecticut's 16th largest employer and an important contributor to the local and regional economy.

UCHC's Safety.Net Collaborative includes seven community-based health providers (CBHPs) in Connecticut and the University of Connecticut Health Center. The Collaborative was formed to address the unique health care needs of the low-income and uninsured residents.



*“Axon has the potential to improve the quality of the work that we do collectively, and to markedly improve our efficiency in doing that work. I think that the Axon wiki holds great promise as we move toward drafting a collaborative plan for the project in Phase 2.”*

**Dr. Tom Agresta**  
co-Investigator on the Safety.Net  
Collaborative  
University of Connecticut Health  
Center

## **Business Situation: Accelerate Project Delivery**

The Safety.Net Collaborative was awarded a two year grant from the Connecticut Health Foundation to develop and formulate a strategic implementation plan for Health Information Technology (HIT) and health information exchange (HIE) in community health organizations.

The overall project goal was to create a dynamic health information network to eliminate healthcare disparities through the use of information technology. The project timeline was condensed from the initial one year to six months and subsequent renewals were contingent on meeting project objectives within this timeframe.

## **Technical Situation: Need for Web-Based Collaboration**

All the organizations engaged in Safety.Net differ with respect to the degree of HIT adoption. Solving the internal communications challenges among team members was one of the major goals since advisory teams meet face-to-face three or four times per year. Hence the project management team began to look closely at a flexible, web-based communications platform to facilitate their project goal and objective of educating, informing and aligning team members. System criteria included:

- Access from multiple locations
- A HIPAA-compliant security framework that meet the State and Collaborative concerns of security and privacy in the usage, transmission and sharing of information.
- Easy-to-use graphical user interfaces for non-expert users.
- Facilitate collaborative writing, documents exchange/sharing and dissemination of information to authorized users within a secure setting.
- Allow users to author and modify content within a shared repository.

The Collaborative decided to deploy the Axon Collaboration Portal with an integrated visual wiki and a document management system as it met the demanding needs of offering a high level of security together with ease of use.

*“Axon is based on cutting-edge research funded by the National Science Foundation (for adapting wikis to collaborative requirements elicitation) and by the Department of Defense’s Space and Naval Warfare Systems Command (for enhancing the security of wikis to military standards). We are extremely pleased that the technology benefits and impacts health care delivery in a positive way.”*

**V. Krishna Polineni**  
President & CEO  
Serebrum Corporation

## Solution

Serebrum’s technical team, in close consultation with the project team of the University of Connecticut Health Center and Safety.Net Collaborative, worked out the requirements.

Axon was installed and configured on the UCHC internal network and continuously adapted with new features to closely align the Web-based application with the needs of the Collaborative.

The Collaborative is now using Axon to manage and disseminate project documents, exchange documents more securely within and outside the Collaborative, document activities, milestones and modifications to the plan and project timeline, develop progress reports, and document findings from the process evaluation.

## Results and Benefits

The healthcare professionals responded positively to using Axon and have been particularly receptive to its collaborative features, including the ability to access files from any location as an alternative to large email attachments. Serebrum is working closely with the UCHC team to add new features and customizations that further improve the return on investment.

Axon is a Web-based application tailored to facilitate and promote the interactions of stakeholders while simultaneously addressing legal, regulatory, usability and organizational issues. Axon is a reliable robust system that provides the following benefits:

- Allows users to easily create personal and project-based workspaces without compromising overall system security.
- A fully functional wiki for WYSIWYG content creation, document publishing, document distribution with a highly granular role-based access control.
- Empowers end users and project teams to perform at higher levels of productivity by providing online collaboration and cross-platform access, enterprise search, and an integrated document management system.
- 100% Ajax Web-based intuitive interface that

greatly accelerates end user adoption, learning and ramp up.

- Eliminates investments in zip drives, RW-CDs and floppy drives by providing unlimited project space. Reduces paper and printing cost.

## Products and Services Used

In addition to the off-the-shelf solution, Axon, Serebrum provided personalized training to UCHC users and administrators, along with detailed user manuals and administration guides.

Serebrum's development team and UCHC's project team collaborated virtually to define requirements and use cases.

Through continuous integration, Serebrum iteratively deployed new features at CMMI Level 2 standards.

## More Information

For additional information or to schedule a demo of how Axon can meet your specific needs, please contact us:

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