



Improved Employee Engagement through Technology

Knute Nelson desired to update their previous under-utilized intranet system to improve internal communication and develop work efficiencies aimed at reducing reliance on paper, eliminating duplication and provide an environment for online collaboration.

Project Goals

- Increase awareness of internal events and standards
- Increase internal communication and collaboration
- Establish one source for information
- Engage more users
- Eliminate (reduce) e-mails
- Real-time announcements
- Single sign-on

Project Measures

- **Consistent Communication** as determined by the intranet's page usage statistics
- **Employee Retention** as determined by the organizations turnover report
- **Improved Communication** as determined by the communication survey

Project Description

Knute Nelson (KN) is introducing a significantly enhanced, robust employee intranet using HospitalPortal.net.

Vital to their employees' success, is providing relevant information regarding the organization and their position. A significant gap that KN identifies today is not having a centralized, go-to source for information. Knute Nelson employs 600 staff who live and work throughout the West Central region of Minnesota.

Of the 550, 61% work in Home and Community-based Settings; 48% of staff work remotely traveling extensively throughout the 29 counties to provide services to individuals in their homes. Staff travel throughout rural areas of Western Minnesota to perform their work.

Progress Report

From February through April, 2017, we completed the following work:

- Assembled Intranet Governance Team.
- Established Intranet Guiding Principles.
- Determined site branding and graphic design.
- Established policy and procedure management standards and expectations.
- Determined key metrics to gauge intranet success.

Next Steps

- Conduct a Communications Survey to understand greatest priorities of employees.
- Conduct training for system administrators and page admins to allow for decentralized system management.
- Build site content and engage page owners.
- Successfully 'go-live' with newly revamped KN360 site in October 2017.

Project Team Members

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