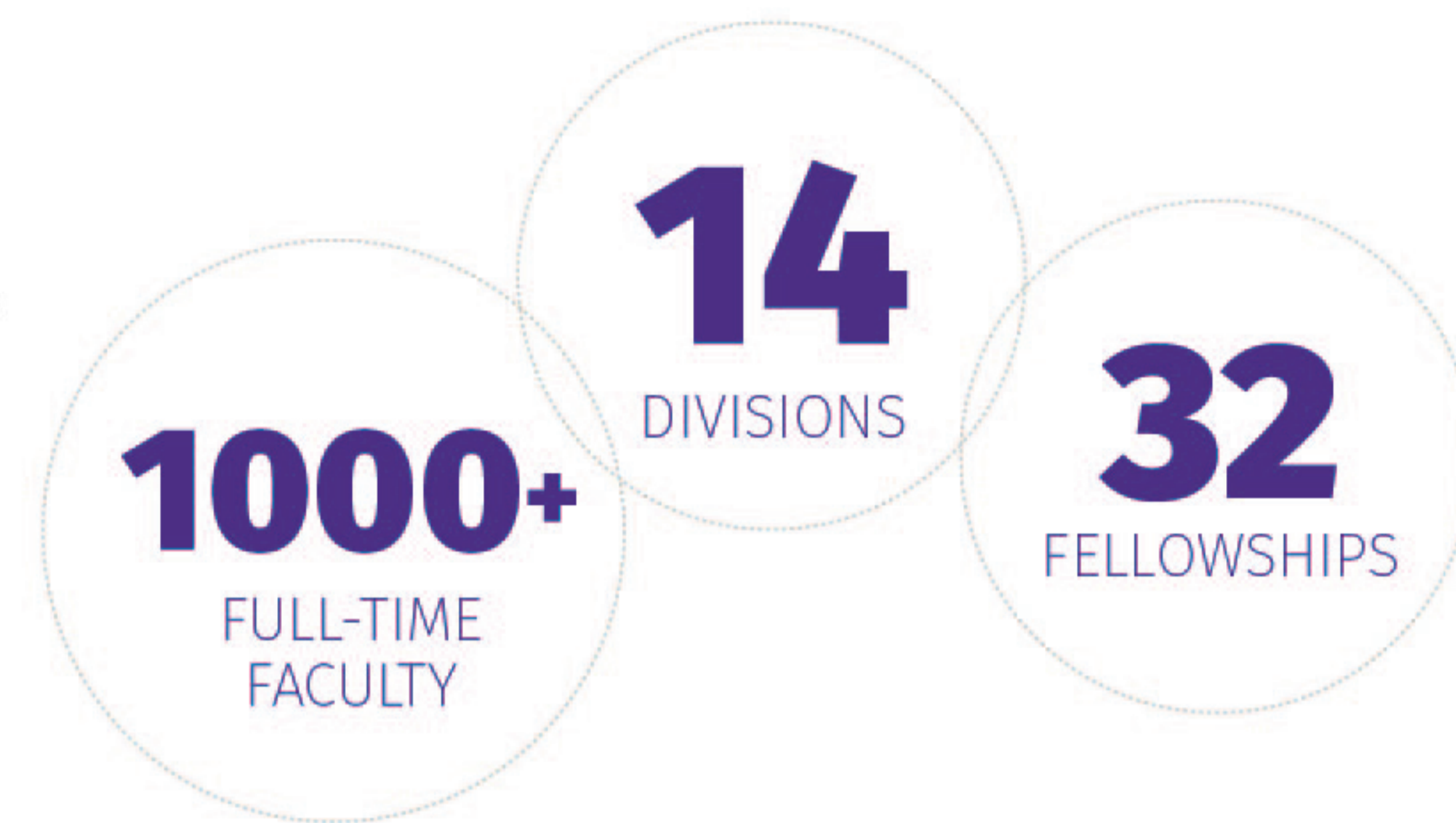


## Background

The Department of Medicine is the largest department in both the University of Washington and the School of Medicine.

With over 3,500 faculty and staff, it comprises 14 subspecialty divisions, 30 centers and institutes, six residency programs and 32 fellowships.



## Problem

### No web services support

While each division and unit within the department was responsible for managing their own websites, nearly all lacked the technical staff or financial resources to do so effectively.

Sites were created, some over ten years ago, in a myriad of ways – including static HTML and unmaintained content management systems.

Non-technical staff members managed websites with little/no training and competing priorities.

### As a result, these websites featured:

- Stale content
- Outdated designs
- No brand cohesion
- Not accessible to people with disabilities
- Not responsive to mobile devices



Select division home pages prior to joining the framework.

## Solution

Centralize web services to eliminate the technological barrier, allowing staff to focus on content.

### Innovation: Web Framework

The Department of Medicine Web Framework is a customized content management system that provides:

- An easy-to-use, intuitive web interface for editing sites
- A single on-brand theme with accessible and responsive design
- Standardized navigation
- Feature sharing

### Open source software

Built using the Drupal multi-site platform, it allows management of multiple, independent websites using a single code base. Still, site-specific features can be easily integrated.

### Web services staff oversee:

- Code maintenance
- Security updates
- Database backups
- Feature creation
- Server management
- Content guidance
- User training

## Challenges

### Initial challenges

Due to financial constraints and uncertain buy-in from units, leadership required a successful site launch before making permanent staffing commitments.

### Current challenges

We are still limited to only one web developer for a rapidly growing demand.

## Results to date

Significant time and resources savings along with formation of mutual support network around a shared platform.

### Units on the framework:

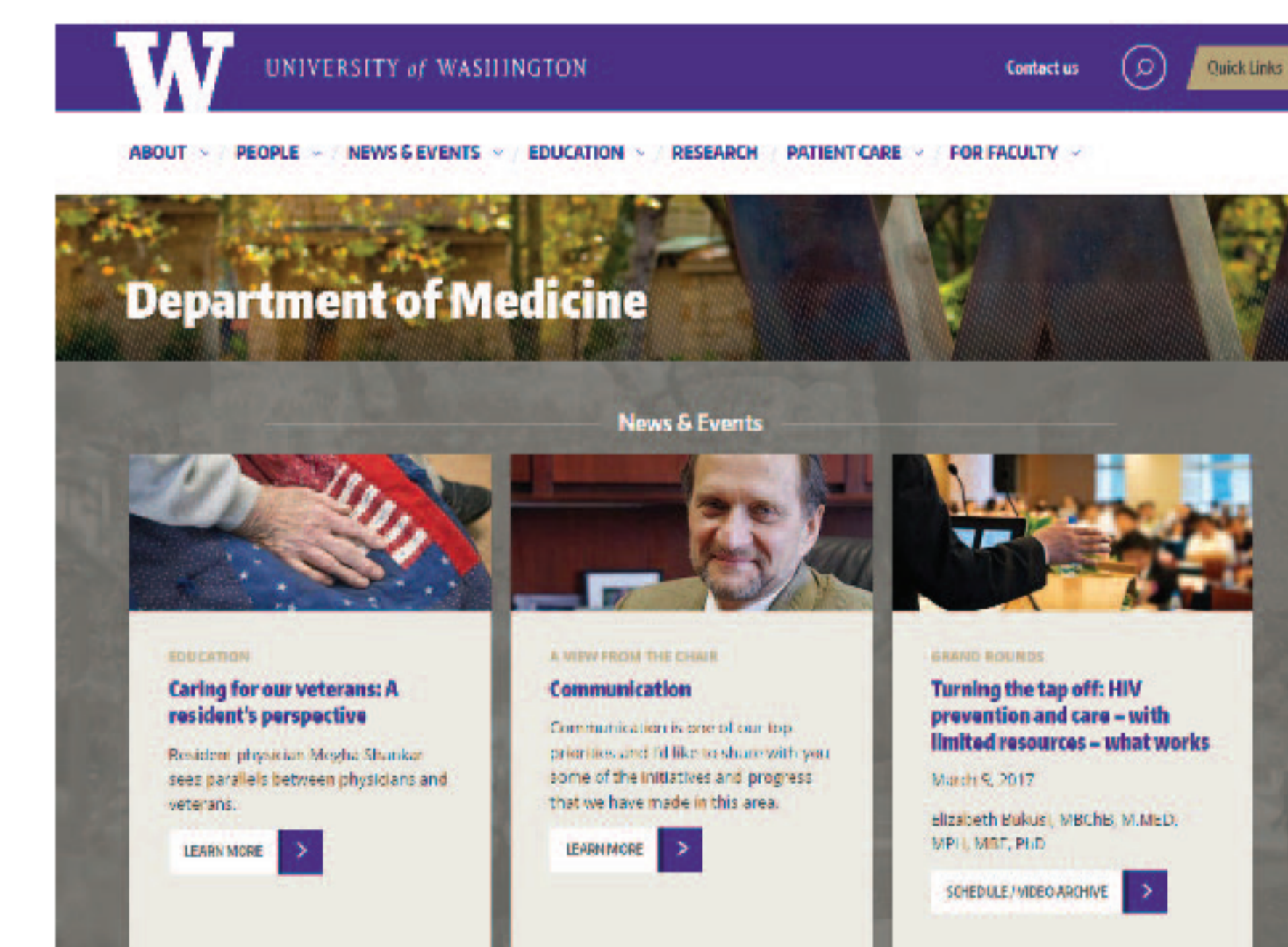
- Main department website
- Department-wide intranet
- Eleven divisions
- Medicine Student Programs

### In preparation:

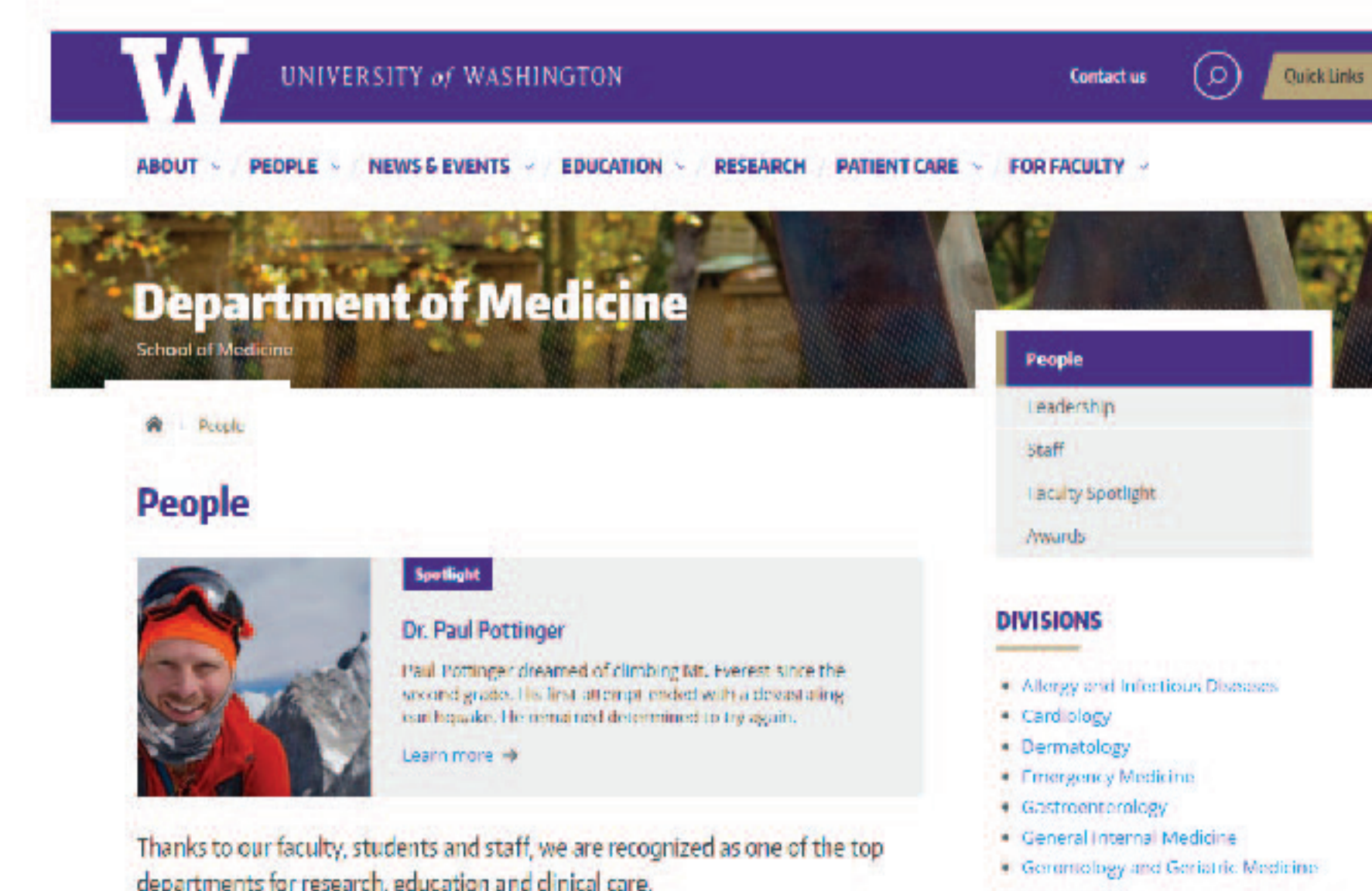
- Two divisions
- Internal Medicine Residency Program

### Current framework sites since Feb 2016:

- Department of Medicine public site
- Department of Medicine intranet
- Division of Allergy & Infectious Diseases
- Division of Cardiology
- Division of Dermatology
- Division of Emergency Medicine
- Division of General Internal Medicine
- Division of Hematology
- Division of Medical Genetics
- Division of Metabolism, Endocrinology and Nutrition
- Division of Nephrology
- Division of Pulmonary and Critical Care Medicine
- Division of Rheumatology
- Medicine Student Programs



New Department of Medicine home page.



Example web page exhibiting layout flexibility made available with drag and drop user interface.

## Future plans

Add more web services staff, offer a solution for intranets and a “light” version of the framework for smaller units and research centers within the department.