

# Digital Filing Cabinet

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Preliminary content audit process - NCAL

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- Overview
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The current kp.org Forms & Publications sections of the website are regionalized and contain access to forms, publications and articles.

In anticipation of an expanding array of online document delivery capabilities, the future state Digital Filing Cabinet should facilitate digital access to all available documents and forms.

The principle objectives have been identified as:

- 1. Transform Forms & Publications & My Requests into single area**
- 2. Integrate and enhance workflow for requests and delivery**
- 3. Deliver requests in My Documents (along with other info from kp)**

A complete evaluation of existing documents and forms is recommended to identify content which is most relevant to the member's experience and needs.

Based upon an examination of the analytics of the existing content and in consultation with regional subject matter experts familiar with legal and historical patterns, a process for organizing and structuring the content can begin.



## Forms and publications

### ◀ Locate our services

#### ● Forms and publications

- Plan services and information
- Forms
- Newsletters and articles



## Plan services and information California

Find information on services and features related to your plan, including coverage information, service directories, and member guidebooks.

Printer friendly

### ▶ Coverage information

Here, you'll find helpful documents related to your plan coverage, such as what to do if you need care while you're traveling, how to get emergency care, and more.

### ▶ Directories

Find directories and more to help you make the most of your plan. [You can also order some of these publications by mail.](#)

### ▶ Guidebooks

Guidebooks include information on how to get care, preventive guidelines and immunization, your rights and responsibilities, policies and procedures, and a comprehensive list of facilities with department hours and phone numbers.

### ▶ Additional services

Learn about our additional services: cosmetic, preventive care, and vision.

### ▶ Help in your language

Learn about our interpreter services.

## Related links

- [Continuation of coverage](#)
- [Health and wellness](#)
- [My coverage and costs](#)

### In your area

- » [Guidebooks](#)
- » [Formulary: covered drugs](#)
- » [Quality report](#)
- » [Member rights and responsibilities](#)
- » [Notices and updates](#)

### Information requests

You can request copies of medical records, forms, certifications, and other documents. [Learn more.](#)

An inventory of available documents and links on the Northern California version of this page was scraped from here:

- <https://healthy.kaiserpermanente.org/health/poc?uri=center:forms-and-publications&article=87B54070-3C93-11E1-A9EF-B7EA623C6C34>

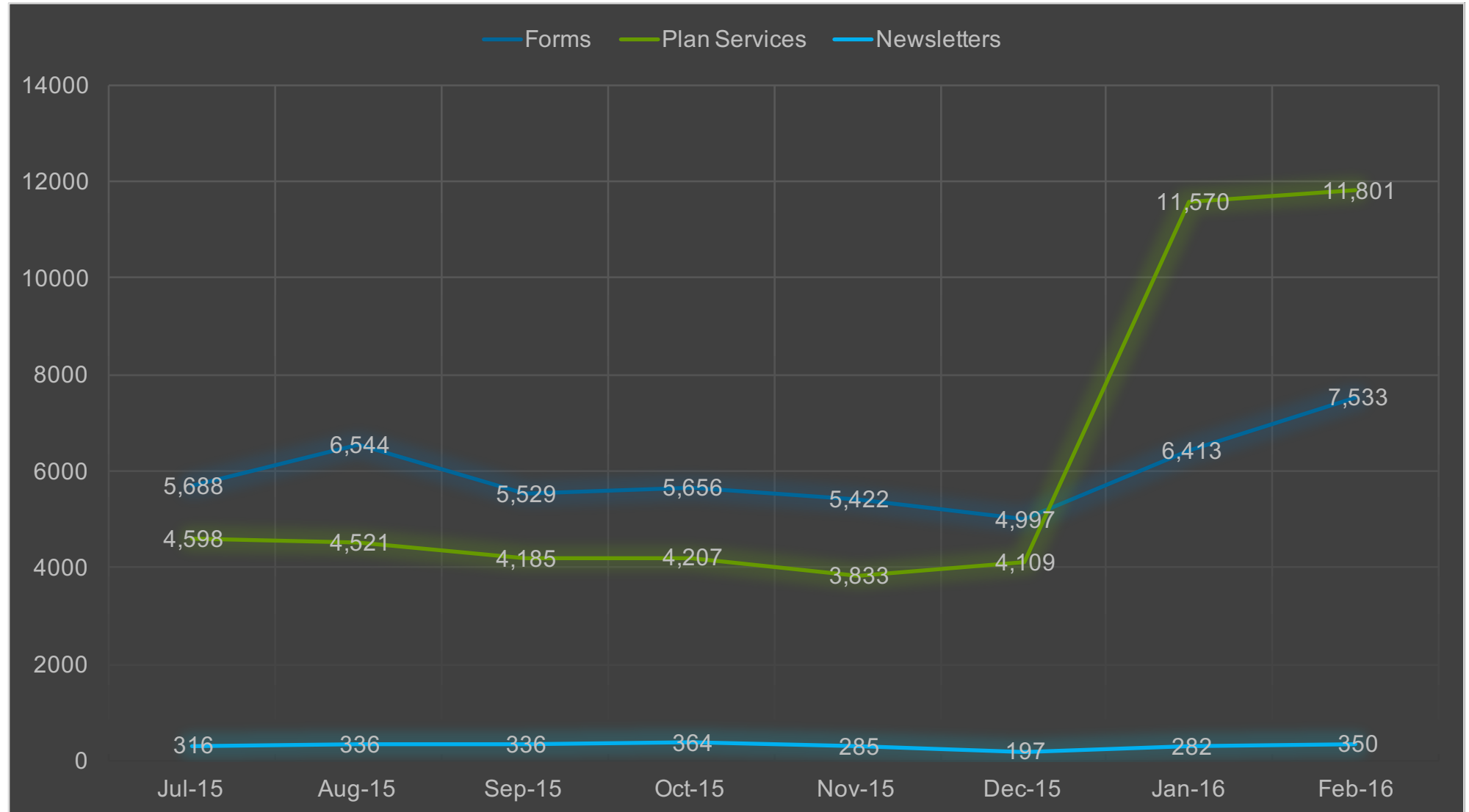
And placed into a [Google spreadsheet](#) to separate header/footer links then unique content links were consolidated in an Airtable:

- <https://airtable.com/shrpcxG7Eq3Cslgsf>

Airtable is a collaborative relational database for analysis and pattern identification and more. Jane Newman and Camille Partee both have access.

# NCAL Forms & publication article visits – July 2015 – February 2016

Webtrends data was requested and shows newsletters and articles are the least accessed with forms and plan services publications having seasonal spikes due most likely to new member onboarding. More detailed analysis is recommended to understand which forms and service guides require the most visibility.





This process was only applied to a single page within the Northern California site, so more detailed analysis is in order for each page, and each regions' unique content requirements.

The process of designing a flexible enough customer experience to accommodate the greatest needs will benefit from the overview and categorization of all content needed and available and consideration for the methods available for serving up that content based upon popularity, regulatory requirements and governance needed.