



Empowering staff with fast, targeted access to patient education materials

Overview

Legacy Health is a non-profit hospital system located in Portland, Oregon, the second largest in the Portland metro area. It consists of six primary-care hospitals, a children's hospital, and allied clinics and outpatient facilities. Legacy Health's 14,000 employees share a goal to create the best outcome possible for patients.

Challenge

Patient education is a critical driver of outcomes. Yet many healthcare organizations find it hard to assign the right materials at the appropriate time, making it difficult for staff to access relevant materials quickly or efficiently. The result: confusion, workflow disruptions, and inconsistent delivery of best-practice education. These inefficiencies not only slow down clinical teams but can also undermine patient understanding and engagement — and ultimately, satisfaction with their care.

Legacy, faced with similar challenges, wanted to optimize their clinician's experience and ease of accessing preferred education materials within their workflow. The goal was to provide fast, easy access to the materials needed, enhancing the productivity of their busy clinicians.

CLIENT



LEGACY
HEALTH

SOLUTIONS

Ignite on FHIR (IOF)

RESULTS

Increase in folder
feature utilization

988% ↑

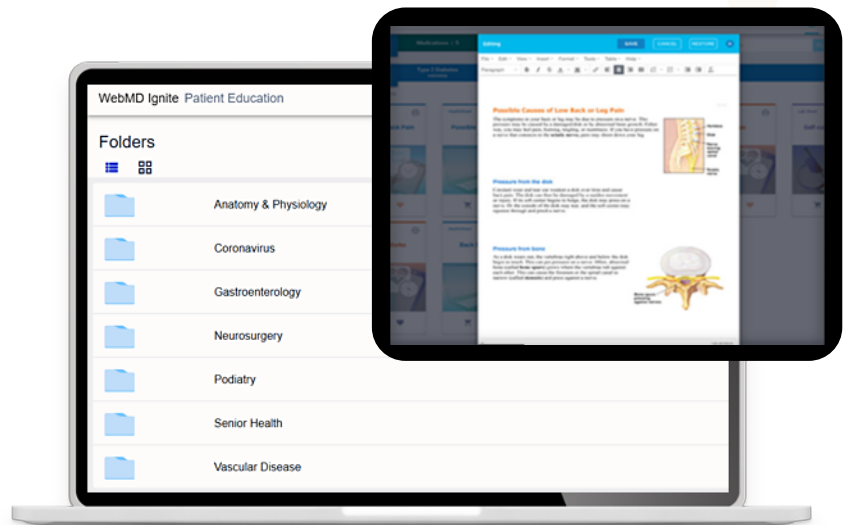
Solution

Ignite on FHIR is the premier patient education platform providing the largest, best-in-class health content, enabling your clinicians to help patients better understand their care. IOF provides a folder system with the functionality to optimize clinician workflows.

Leveraging patient-specific information and encounter details, the platform surfaces the most relevant resources at the point of care — while enhanced metadata and intelligent search features ensure fast, accurate results. Legacy clinicians can personalize the education by editing content, tagging personal favorites, or selecting from curated folders aligned with organizational priorities. They also have full control over delivery, including the ability to remove content when appropriate.

Importantly, every education handoff is automatically documented in the patient record and AVS, reducing administrative burden. By enabling smarter access, personalized delivery, and seamless tracking, IOF empowers clinicians to support patients with the right information at the right time. This not only deepens understanding at the point of care, but also promotes better health outcomes.

The easy-to-use folders feature within IOF is the key to success. The Patient Education Specialist at Legacy, working with specialty area educators, determines relevant content. Then folder managers are trained to create and maintain their areas. For those specialties without a dedicated manager, the Specialist reviews quarterly utilization data from WebMD Ignite to add the most frequently accessed and searched titles. Folder updates are highlighted in internal quarterly newsletters to promote engagement and usage of these materials.



The folder icon within the IOF platform makes it simple for care teams to locate and assign content aligned with clinical priorities. For example, the Diabetes system folder includes:

- **New diagnosis:** Key materials for newly diagnosed patients.
- **Sick day management:** Targeted resources for managing diabetes during illness.
- **Self-management tools:** Guides on glucose monitoring, medication, nutrition, and lifestyle.

Staff consistently report that the folder structure is a quick and effective way to find and deliver targeted education to patients. It saves time, reduces uncertainty, and ensures alignment with best-practice recommendations.

Results

Folder usage has grown significantly among Legacy clinicians, rising from 1.5% of assignments in Jan 2024 to 16.4% in Jan 2025, a **988% increase**. As an additional benefit, as folder use has grown, reliance on search has dropped by 24.5%. This demonstrates how well-curated content saves time, improves efficiency, and provides near-instant access.



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