

# Client Success Story

## Charleston Area Medical Center

Leverages Summit Downtime Reporting System as part of business continuity strategy



### CLIENT

Charleston Area Medical Center  
- A network of hospitals in West Virginia.

### CHALLENGE

As CAMC started implementing CPOE and the patient chart was no longer the source of the most current patient data, it became apparent that CAMC needed access to critical patient information in the event of a downtime. Previously, CAMC could always depend on the patient chart for this information.

### SOLUTION

The Summit Downtime Reporting Solution supports their business continuity strategy.

### RESULTS

- CAMC is now prepared to provide continuity of care in the event of a HCIS or network downtime

### PROFILE

The Charleston Area Medical Center is a not for profit regional referral center consisting of three hospitals with a total of 838 inpatient beds. With 6,000 employees, a nationally renowned heart program and the only kidney transplant center in West Virginia, CAMC is uniquely positioned to serve the region through exemplary care.

CAMC Memorial Hospital, the network's largest facility, features 424 beds and can provide services in cancer, family, internal and cardiac forms of medicine. The facility boasts one of the most active heart programs in the United States.

CAMC General Hospital, on the other hand, focuses more on trauma and rehabilitation featuring a 268- bed facility with stroke center and kidney transplant center.

CAMC Women's and Children's Hospital is the only free-standing hospital of its kind in West Virginia - providing care on a smaller scale offering more specialized treatment types.

### CHALLENGE

The healthcare industry's increasing dependence on electronic records systems is no exception at CAMC. With an integrated HCIS model across all three facilities, making business continuity and data loss prevention a priority was critical to the organization. When an HCIS or network outage occurred the operational challenges because of data availability issues were difficult to manage and frustrating for both the end users and patients.

The days of not worrying about planned and unplanned system outages were over. The use of paper records has become almost obsolete at CAMC and the reliance on the electronic data was higher than ever.

## SOLUTION

CAMC resolved any downtime issues by implementing the Summit Downtime Reporting System. The Summit DRS solution provides a foundation for business continuity in the event of a HCIS system or network outage.

The solution was deployed in all clinical departments of the hospital across the three facilities including nursing, pharmacy, laboratory and radiology departments. The Summit Downtime Reporting system established in these departments routinely deliver to designated downtime machines critical patient reports such as rounds, medication administration (MAR), lab, radiology, active orders and the patient census. The iteration for report generation varies to adapt to their different workflow and patient needs. The MAR for example is updated and sent to the downtime machines every hour where as the patient census report is updated and sent every 12 hours.

## RESULTS

CAMC was able to put the Summit Downtime Reporting System to work rather immediately through both planned system outages and even a few unplanned outages. The planned monthly system updates temporarily bring their HCIS down which in turn deploys their business continuity plan with Summit DRS at the forefront. The clinical end users can immediately access critical, patient reports and continue with operations while the system update is completed.

CAMC currently has 114 downtime machines deployed and available across all three facilities providing secure report access to over 500 end users.

Implementing a downtime reporting solution on such a scale can be extremely challenging, especially for a hospital network with three facilities that are so diverse from an operational perspective. However, Summit Healthcare delivers a solid implementation and training plan for the client to ensure a successful deployment. The Summit DRS solution ensures proper training to a core group of designated hospital staff on how to run the system, add/modify downtime stations and further

*“Establishing our Summit DRS solution within hospitals is among the more essential tasks we perform,” said **Ted Rossi, CEO, Summit Healthcare.** “While our entire portfolio of technology is valuable to hospitals, business continuity strategies have become absolutely necessary. When emergencies strike, hospitals often find themselves at their busiest. If a network or system outage occurs, the hospital staff have to deal with their patients first and can’t be faced with the inability to access critical patient data. Summit DRS ensures that key patient data is always available and provides a business continuity strategy for any type of outage event.”*

educate additional staff members on the functionality of the DRS system. The goal of course is to ensure that CAMC is prepared as the business continuity solution grows and expands to meet their evolving needs.

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