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FHN

Use Case
Leveraging Summit's Downtime Technology as Part of Business Continuity Strategy

Client

FHN Memorial Hospital

Freeport, IL

Challenge

We rarely get advance notice that a disaster is ready to strike. The catastrophic impact to patient safety, revenue loss, customer service and trust caused by downtimes is an unfortunate reality in today's world. As organizations continue to make the transition to electronic data exchange and rely more on EHR technology, it is imperative that there is a reliable business continuity solution in place. To give your organization the best shot at success during a disaster, you need to put a current, tested plan in the hands of all personnel responsible for carrying out any part of that plan.

FHN Memorial had a homegrown solution in place but as they migrated to the Meditech 6.15 platform they realized they needed a more robust downtime solution to protect patient data and confidentiality throughout FHN's organization, as well as ensure all of that patient information would be readily available in the event of a network or EHR downtime event.

Solution

FHN Memorial was looking for a solution that provided a 100% confidence level for coverage during a planned or unplanned downtime event. They had heard about Summit Healthcare's downtime solution and after a product demonstration, were really impressed by the team at Summit, and the product and service offerings. Summit's downtime solution was robust, secure, easy to use, and streamlined. The solution would cover all aspects of the organization from primary care to the hospital regardless of planned or unplanned downtime.

The technology platform is designed as a separate entity from Meditech and their network. All pertinent patient data is stored in various downtime machines strategically located throughout the hospital. This ensures that patient data is available 24/7, and is made easily available to clinical staff members in the event of a downtime.

Summit Healthcare also offered project management and other implementation services, acting as a vital extension of FHN's in-house resources, making them an essential IT vendor partner.

Results

Summit Healthcare managed the implementation and set up of FHN's downtime solution. Project management services included install and configuration, the scripting for 5 reports, product training, and a knowledge transfer upon completion of Go-Live. They now have one streamlined and reliable solution in place. The Summit downtime solution has allowed FHN to run critical patient reports daily. The reports are encrypted and then distributed to the assigned workstations throughout the hospital.

Staff members from 18 different departments are able to access reports specific to 10 active directory authentications, with between 100-150 users. Their departments include Cardiac Services, Pharmacy, ED, Telemetry, Ambulatory Clinics, OB, ICU, Lab, and the Cancer Center, among many others. The reports are being pushed based on pre-determined times to specific downtime stations throughout the hospital.

About Summit Healthcare

Summit Healthcare is the choice of hospitals who want to take full control of their healthcare system integration, automation, business continuity, patient matching, and data archiving technology. Since 1999, we have worked to provide the industry with the most flexible interoperability and RPA technology with complimentary tailored services and solutions.

> "Summit is an essential IT partner for FHN as they understand the value component of business continuity for planned and unplanned events. The approach of Summit's downtime solution allows for a high valued continuity which aligns with our mission statement of wise stewardship of resources. When assessing the multiple events that could occur and the likelihood of those events, only the downtime solution approach provided a 100% confidence level for coverage. The solution covers all aspects of the organization from primary care to the hospital. We are extremely pleased with Summit!"
>
> - **Mike Williams,** CIO, FHN Memorial

Summit Healthcare

The reports being distributed include:

- Daily Appointment Schedule - Every 24 hours
- Surgical Scheduling - Every 24 hours
- ACU Work Schedule - Every 24 hours
- ED Surveillance Report - Every 24 hours
- PHA MAR - Every 4 hours

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