Client Success Story

Catholic Health System
Summit Downtime Reporting System

Catholic Health System
Buffalo, New York

CLIENT
Catholic Health System
New York

CHALLENGE
Providing access to critical data during HIS or Network downtime.

SOLUTION
The Summit Downtime Reporting Solution was installed across the 4 facilities.

RESULT
Catholic Health System has maintained data availability through an unplanned outage and during routine downtime.

PROFILE

Catholic Health System, a network featuring four acute care hospitals, primary care physicians and imaging centers, is located in Buffalo, New York, and the surrounding regions. Like many other small networks Catholic Health System continuously strives to surpass current patient care standards.

Determined to comfort and care for patients at a higher standard presents a major challenge in hospitals, as they are often facing a variety of operational challenges. Finding a way to increase patient care while maintaining treatment standards is a focal point for Catholic Health System (CHS), the organization's emphasis on technology showcases this commitment to patient care.

CHALLENGE

Healthcare IT has grown leaps and bounds over the past decade, but like any other technology, it has its flaws. The largest being in the form of Network downtime and HIT system outages. This downtime often leads to inaccessible key patient data, and can last for any given length of time. CHS, like many other health systems, didn't have a plan in the event of HIS or Network downtime. If the situation ever arose, they had the challenge of providing continuous patient care yet no means to access critical patient data.

The healthcare industry faces unique challenges when it comes to business continuity. HIPAA guidelines mandate that key patient data remains available at all times and results of downtime can also lead to legal and financial problems for the hospital. Hospitals need a solution that can keep data available regardless of what happens within the network or the EHR system, whether it be planned or unplanned downtime.

SOLUTION

CHS selected the Summit Downtime Reporting System to meet its business continuity needs in addressing data availability during downtime. The technology platform is designed as a separate entity from

"Installing the Summit Downtime Reporting System has made us a more valuable and efficient organization. Summit DRS saved us during a Siemens outage and has supported us during scheduled system maintenance. We feel confident knowing that we can always deliver quality patient care even during an HIS or Network downtime."

– Dennis O'Sullivan, Manager
   Catholic Health System

the EHR system and network, in which all pertinent patient data is stored in various machines strategically located throughout the hospital. This ensures that patient data is accessible 24/7 and is made available to clinical staff members in the event of the primary HIS, Ancillary systems or Network downtime.

Summit Healthcare supports organizations during the implementation period with best practices, and compressive training. The Summit DRS technology is virtually turn-key and can be live in as little as eight weeks.

RESULTS

The Summit Downtime Reporting System has allowed Catholic Health Systems to pull critical patient information, making them more reliable and efficient in their delivery of patient care during any downtime situation

The hospital has installed the solution across the four facilities on all nursing units including the emergency room. Critical data is now accessible during downtime in over 95 machines throughout the hospitals.

Currently, the setup is configured to update patient report data on an hourly basis with the census report every four hours. This model ensures that information is always available to support patient care.

The solution has already paid dividends for Catholic Health System, as their EHR went down during the

initial go live period of the installation. Though the EHR was unavailable for hours, a technician working on the setup was able to quickly print out information reports and ensure relevant patient data was still accessible to staff.

SUMMIT HEALTHCARE

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

Summit Healthcare has over 1,000 clients in the hospital marketplace, including close partnerships with complementary technology and value-added resellers. www.summit-healthcare.com