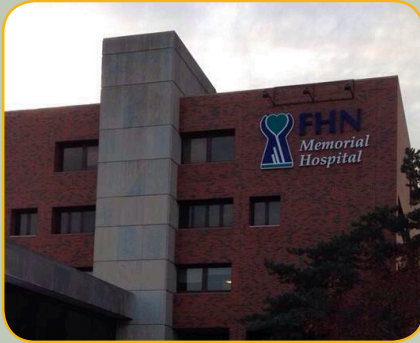


Client Success Story

FHN Memorial Hospital

Leverages Summit Downtime Reporting System as Part of Business Continuity Strategy



FHN Memorial Hospital

PROFILE

From their very first days as the Globe Hospital in 1902 to 2002 and beyond, FHN has been committed to the health and well-being of the people of northwest Illinois and southern Wisconsin. An average of 1,500 people visit FHN each day for their healthcare needs; 560,000 patient contacts annually. They have over 100 medical providers with 40 specialties throughout 23 locations in 5 counties across northwest Illinois. Their Emergency Department offers therapeutic hypothermia to help reduce brain injuries resulting from cardiac arrest and a teleneurology program to provide state-of-the-art care for neurological emergencies 24/7.

FHN is the only healthcare provider in their service area that offers affiliations with all three major hospitals in Rockford, Illinois, as well as with the University of Wisconsin Hospital and Clinics in Madison, Wisconsin. They received the American Heart Association/American Stroke Association's Get With The Guidelines® – Stroke Gold Plus Quality Achievement Award in 2017, and are one of just 12 Satellite Education Centers for Poison Control in Illinois.

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.

CLIENT

FHN Memorial Hospital
Freeport, IL

CHALLENGE

They needed a more robust downtime solution that was both easy to use, and reliable.

SOLUTION

The Summit Downtime Reporting Solution.

RESULT

- Project Management; Installation and configuration
- 18 departments receiving critical Downtime Reports daily.



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 business continuity solution, Downtime Reporting System (DRS) and after a product demonstration, were really impressed by the team at Summit, and the product and service offerings. DRS 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 Reporting System. 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 Reporting 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.

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

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 DRS 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 DRS 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 at FHN Memorial

SUMMIT HEALTHCARE

Summit Healthcare is the choice of hospitals and providers who want to take full control of their healthcare systems integration and information management requirements. Since 1999, we have worked to provide the industry with the most flexible integration technology with complementing tailored services and solutions.

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