

Case Study

Main Line Health

Summit Downtime Reporting System; Providing business continuity during HIS or network downtime

CLIENT

Main Line Health
Suburban Philadelphia, Pennsylvania

CHALLENGE

To establish a business continuity strategy across multiple facilities that would provide 24/7 access to critical patient information should the HIS or network experience a downtime

SOLUTION

The Summit Healthcare Downtime Reporting System

RESULTS

- Solution live in 2 months
- 90 downtime stations deployed
- 4,600 report instances distributed daily
- 26 clinical reports available

PROFILE

Founded in 1985, Main Line Health (MLH) is a non-profit health system serving portions of Philadelphia and its western suburbs. At its core are four of the region's most respected acute care hospitals — Lankenau Hospital, Bryn Mawr Hospital, Paoli Hospital and Riddle Hospital — as well as one of the nation's premier facilities for rehabilitative medicine, Bryn Mawr Rehab Hospital, and Mirmont Treatment Center for drug and alcohol recovery. Main Line Health, with over 10,000 employees and 2,000 physicians, provides the area's most advanced medicine, as well as health-centered care, education and research to help the community stay well ahead on the path to life-long health.

CHALLENGE

As organizations strive for a comprehensive electronic medical record and bring more systems electronic, Main Line Health realized quickly the impact either a system or network downtime would mean to patient care so they began the necessary steps to outline a business continuity plan. The plan included a search for a technology provider that could provide the means to access critical patient data securely and immediately should either the HIS or network experience a downtime. This also needed to include all downtime situations- scheduled, unscheduled or even a disaster. Main Line Health needed a scalable yet robust solution to handle the volume of reports they would be distributing yet meet an aggressive, short implementation cycle.

The project as led by Bryn Mawr Hospital, Lankenau Hospital, Paoli Hospital and the Bryn Mawr Rehab Hospital, needed a technology vendor that could meet the unique needs of the different facilities within a reasonable project budget.

SOLUTION

Main Line Health selected the Summit Healthcare Downtime Reporting System (DRS) to improve and support their business continuity plan. Summit DRS encrypts and routes critical patient reports and delivers

them to designated downtime machines that are located in accessible places throughout care facilities. DRS is designed to be highly customizable, allowing the various facility teams to adapt the solution to their specific requirements and ensure that each unit contains accurate and up-to-date patient data in the event of either a HIS or network downtime. Summit DRS presents the end users with the reports they need to do their specific job by segmenting out only pertinent reports based on their job function and location.

The inherent flexibility and security in the Summit Healthcare Downtime Reporting Solution was a driving factor for Main Line Health, including the ability to customize and adjust to the growing needs of the multiple facilities without compromising patient data. Summit DRS provides multiple levels of security with audit logs, time out features and report encryption.

The Summit Healthcare DRS solution is virtually turnkey, enabling Main Line Health to go live “in the dark” on month two with a full end user rollout in month three.

RESULTS

The Summit Healthcare Downtime Reporting System is installed and functioning on over 90 downtime units across the Main Line Health facilities with over 3,500 designated core end users that can access the critical reports. DRS is currently distributing over 4,600 daily

reports each driven on various department defined frequencies. Some report examples include pharmacy medication administration, active orders, assessments, vitals and supporting laboratory results. This is a just a snapshot of the types of reports with demand continuing to grow from hospital departments.

Main Line Health is currently in a hosted model with their core HIS vendor bringing their system down for routine maintenance on a scheduled basis. Since go live they have been able to validate the Summit DRS solution with great success and continue to provide access to critical patient data during their planned outages.

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

“Patient safety is of utmost importance at Main Line Health and we needed to ensure that our staff had access to critical data should we experience a scheduled or unscheduled downtime of our HIS or Network. By implementing the Summit Downtime Reporting Solution we can feel confident that operations can continue during a downtime while we work to address getting the system restored.”

- Karen Thomas, CIO, Main Line Health

For More Information:

Summit Healthcare
35 Braintree Hill Park, Suite 303,
Braintree, MA 02184
Phone: 781-519-4840
Fax: 801-720-9545
www.summit-healthcare.com