

# Client Success Story

Signature Healthcare - Replaces Homegrown Downtime Solution with Summit Healthcare's Industry-Proven Business Continuity Technology



Signature Healthcare

## PROFILE

Signature Healthcare is a 216-bed community-based, not-for-profit teaching hospital located in Brockton, Massachusetts, providing a full range of clinical services. Founded in 1896, Brockton Hospital is the oldest and largest inpatient facility in its service area, which is designated as the city of Brockton and twenty-one surrounding municipalities.

Signature Healthcare Corporation is comprised of the award-winning not-for-profit Signature Healthcare Brockton Hospital; Signature Medical Group (SMG), a multi-specialty physician group of more than 150 physicians practicing in 18 ambulatory locations; Signature Healthcare Office of Development; and the Brockton Hospital School of Nursing.

They believe their distinctive Signature Healthcare team approach is the way healthcare should be: medical professionals across many locations communicating and collaborating, taking advantage of technologies, methodologies and resources to make a difference in the lives and health of the community.

## CLIENT

Signature Healthcare  
Brockton, MA

## CHALLENGE

Replacing homegrown downtime solution with a proven technology.

## SOLUTION

Summit Downtime Reporting Solution

## RESULT

- 17 downtime stations throughout the hospital with reports from 22 units.
- Daily distribution of over 2,300 reports.

## CHALLENGE

Hospitals need a reliable, secure, and easy-to-use business continuity solution for uninterrupted patient care during an EHR or network outage. HIPAA penalties, lost revenue, patient safety issues and negative press are some of the risks from an unplanned or planned downtime. Due to a number of scheduled and unscheduled downtimes following an upgrade from MEDITECH Magic to 6.1, Signature Healthcare sought a more robust downtime solution. They had a homegrown solution in place, and while effective, it was highly inefficient.

## SOLUTION

Members of the Signature Healthcare Clinical Applications Team had previous experience using the industry-standard technology in Summit Healthcare's Downtime Reporting Solution (DRS). They recommended it as a potential answer to the hospital's downtime inefficiencies.

The Summit Downtime Reporting System is a secure, advanced, turn-key



technology platform ensuring critical patient data is available 100% of the time, regardless of network outages, EHR failure, or any other scheduled or unplanned downtime.

The technology platform is designed as a separate entity from MEDITECH and the network. All pertinent patient data and information can be stored in various downtime machines strategically located throughout the hospital, which ensures patient data is available 24/7 and easily accessible to clinical or non-clinical staff members in the event of a downtime.

## RESULTS

It took four months from install to Go-LIVE, full implementation of DRS at Signature Healthcare.

With the new downtime solution in place, less urgency is placed on individual staff members to get critical reports printed prior to or immediately after a downtime begins. The standard MEDITECH reports available within the solution include the Census, Patient Profile, MAR, LIS Patient Master Log, and the OR schedule. These reports run every 2 hours, with the OR schedule running every 4 hours, and are then distributed to workstations throughout the hospital.

*“Summit’s Downtime Reporting Solution gives us complete confidence that if Signature Healthcare were to experience any type of downtime, the hospital and staff would still be able to provide exemplary care to our patients. The quick implementation and valuable suggestions Summit Healthcare’s team provided really made them a great partner to work with. I highly recommend them.”*

*– Mike Moran, Clinical Applications Manager at Signature Healthcare*

All the reports are available at 17 designated downtime stations, which contain reports for 22 different departments including the LAB, MedSurg, ED, CCU, Nursery, and Behavioral Health units. 2,300 reports are distributed daily.

Per Summit’s suggestion, Signature Healthcare purchased red keyboards designating the assigned downtime work stations for quick access. In addition, Signature Healthcare is utilizing built-in Pulse Reports; automated daily emails providing details on which workstations are up-to-date, or had accidentally been powered off and weren’t currently receiving the latest reports.

## 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.

For More Information:

[www.summit-healthcare.com](http://www.summit-healthcare.com)