Case Study

Organization

Cuba Memorial Hospital

- Critical Access Hospital

- 20-bed inpatient unit

- 61-bed skilled facility

Solution Spotlight

- Managed Hosting Services for Paragon

Critical Issues

- Staffing requirements

- System maintenance

- Cost of ownership

Results

- Enabled IT staff to focus on reaching goals

- Decreased total cost of ownership by reducing unexpected expenses

- Streamlined work required to maintain servers

Cuba Memorial Relies on McKesson's Managed Hosting to Sustain Big IT Goals

Like many other healthcare providers across the country, Cuba Memorial Hospital is striving to leverage information technology to improve care and reduce costs. The health service, however, truly struggles with the do-more-with-less conundrum — as the rural hospital has limited financial and human resources. By relying on McKesson's Managed Hosting Services for Paragon®, Cuba Memorial has cost-effectively installed and maintained the environment needed to support significant information technology initiatives.

Challenges

Cuba Memorial is a small hospital, with a correspondingly lean information technology department. Problem is: The information technology challenges at Cuba don't fall into this same diminutive category. In fact, Cuba Memorial faces many of the same information technology challenges as large academic medical centers, health systems — and the like.

For example, the hospital is participating in the government's Electronic Health Record (EHR) adoption program and is therefore faced with meeting Meaningful Use requirements.

When leaders decided to implement McKesson's Paragon® Hospital Information System to work toward this goal, it became apparent that the hospital's 30 servers would need to be replaced.

Doing so, however, would require a significant investment in both dollars and time. Trying to pull off the feat with limited financial resources and a small IT department, however, seemed like a mountain that simply would be way too difficult to scale.

"It would have been a major cost hurdle for our hospital," said Diane Fitch, manager of information systems. "Plus, we don't have a full information technology department. Actually, there are just two of us – and we are responsible for everything."

> "With all of this support, our staff can concentrate on other aspects of its EHR initiative– making it possible to more expediently move toward meeting Meaningful Use requirements and other goals. What's more, the remote hosting comes at a fixed cost, enabling us to eliminate unexpected expenses and reduce total cost of ownership."

Diane Fitch
Manager of Information Systems

The results of this organization were dependent upon a variety of unique factors. Each party's results will depend on the factors of its business.

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Answers

As Cuba leaders assessed several options for Paragon®, they quickly realized that a remote solution would work best.

"Going remote would free us up in the information technology department. We would be able to concentrate on many other things as we would no longer have to worry about the support of the servers," Fitch said.

Because the hospital was committed to using the Paragon® solution, McKesson's Managed Hosting Services quickly rose to the top of the application hosting option list. The service offers a team of infrastructure and application specialists who are well versed in the ins-and-outs of the Paragon® system. As such, the service offers not only increased application availability but also better experiences for end-users.

Indeed, the hospital's IT department has been able to rely on the hosting services team to supply the expertise needed to support Cuba's information technology initiatives.

"We had a project manager and a team on site to test all the interfaces and make sure everything was working," Fitch said. "They met with department managers and came up with a process plan with a scheduled date and time to go through each stage of the implementation. During each stage, they tested connectivity, interfaces and checked on what the information looked like as it reached the end-users."

Results

With the system hosted remotely, responsibility for hardware, software and application updates no longer rest with Cuba's IT department. In addition, Cuba can rely on the hosting service to perform all updates.

"Before when we initiated and implemented updates, we would have to contract with support services and pay a fee. We no longer have to go through that process or pay that fee. That's all covered with the remote hosting," Fitch pointed out.

What's more, the remote hosting team takes care of all of the day-to-day maintenance of the servers. These professionals monitor the system, making it possible to quickly notice and correct any hardware problems.

Previously, if experiencing problems, they wouldn't necessarily know they were hardware problems and would spend time trying to pinpoint the issues.

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