Case Study

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Organization

West Calcasieu Cameron Hospital (WCCH)

• 109-bed hospital

• Sulphur, Louisiana

Solution Spotlight

• McKesson Managed Hosting Services

Critical Issues

• Staffing requirements

• System maintenance

• Data protection

• Cost of ownership

Results

• Enabled IT staff to focus on strategic goals such as meaningful use

• Provided a feasible data back-up solution

• Decreased total cost of ownership by reducing unexpected expenses

• Will enable hospital to realize a return on investment in 3.5 years

West Calcasieu Cameron Hospital Leverages McKesson Managed Hosting Services to Realize IT Goals

West Calcasieu Cameron Hospital (WCCH) is a 109-bed hospital that serves patients in West Calcasieu and portions of Cameron Parish in Louisiana. As the hospital sought to improve technology across various applications, leaders realized that they would need to find a practical, cost-efficient way to manage hardware and infrastructure expenses. By relying on McKesson's Managed Hosting Services, WCCH has not only improved the performance of their applications, but have more reliable services and uptime for their employees.

Challenges

Based in a rural farming community, WCCH traditionally lagged behind many of its urban counterparts in terms of information technology implementation.

"When I came on board in 2007, the hospital was still using pen and paper for all documentation," said Loyd (Trey) Rion, RN, CIO.

It was Rion's mission to investigate just how to bring the hospital up to speed with technology, namely with electronic health records. After evaluating various options for two years, the hospital opted to implement the Paragon Electronic Health Records system from McKesson.

"McKesson was the vendor that could give us a five-year roadmap. They helped us understand where we needed to go and what we would have to do to get there," Rion said.

Challenge No. 1, of course, was getting and keeping the system up and running. To start, the hospital had to settle on a hosting strategy – either in-house or outsourced.

"In this area, it is hard to find qualified individuals to work on high tech projects in the hospital. Changing out the server every three or four years also presented financial difficulties," Rion said. "I just don't have the manpower to do that. And, the hospital doesn't have the financial means to do it."

> "The remote hosting services have also helped us control expenses. We avoided the upfront costs and on-going maintenance costs associated with large-scale systems for a predictable monthly fee. Such predictability has helped us reduce onsite IT expenditures and personnel costs. In fact, we expect to realize a return on our technology investment in just 3.5 years; 1.5 years less than the original projections."

Loyd (Trey) Rion,
RN, CIO at West Calcasieu
Cameron Hospital

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Answers

As a result, Rion decided that the hospital would need to have the system hosted externally. Leaders then looked at a variety of hosting alternatives, searching for the most cost-effective solution.

Because the hospital was committed to using the Paragon solution, McKesson's Managed Hosting Services quickly rose to the top. The service provides WCCH with advanced IT architecture and infrastructure as well as around-the-clock network and application monitoring to help prevent downtime.

In addition, 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.

"I wanted to keep things simple. My biggest fear was that if we went with another hosting service and something went wrong, the hosting service and the application provider might start to blame one another," Rion said. "I didn't want any finger-pointing and I wanted one point of contact to make things easier."

Results

Previously, any time a software update was needed, the IT staff would have to touch each and every computer. However with the system hosted remotely, responsibility for hardware, software and application updates are taken off of the hospital's "to-do" list.

In addition, the offsite hosting offers hospital leaders peace of mind as they no longer have to worry about data backup – a huge concern in the area riddled by hurricanes which can lead to infrastructure damage and outages.

With a variety of applications including the EHR hosted remotely, the hospital has been able to whole-heartedly embrace information technology, while relieving the IT staff of this overwhelming maintenance burden.

With all of this support, WCCH can concentrate on the strategic implementation of its information technology systems. As such, the hospital has already achieved Meaningful Use Stage 1 and is working toward meeting the Stage 2 requirements.

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