

Case Study

Replacing a Homegrown Downtime Solution with Industry-Proven Business Continuity Technology

Client | Signature Healthcare
Brockton, MA

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. The hospitals 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 Consensus Cloud Solutions' business continuity solution. They recommended it as a potential answer to the hospital's downtime inefficiencies.

The Consensus downtime technology 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.

"This business continuity 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 Consensus' team provided really made them a great partner to work with. I highly recommend them."

Mike Moran,
*Clinical Applications
Manager, Signature Healthcare*



Results

It took four months from install to full implementation of the new business continuity solution 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.

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 Consensus' 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.



About **consensus** Cloud Solutions

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