SummitHEALTHCARE

Client Success Story

Pomona Valley Hospital Medical Center
Summit Downtime Reporting System

Pomona Valley Hospital Medical Center

CLIENT
Pomona Valley Hospital
Medical Center
Pomona, California

CHALLENGE
Needed to establish a business
continuity strategy for
downtime to ensure continued
access to critical patient data.

SOLUTION
Selection of the Summit
Downtime Reporting System.

RESULTS
• Delivery of 7 critical reports
• 54 downtime stations
• 3,400 end users

PROFILE

Pomona Valley Hospital Medical Center (PVHMC) is a nationally recognized, not-for-profit, 453 bed medical facility located in Pomona, California. The hospital is a fully accredited acute care hospital known for its specialized services and affiliation with UCLA Medical Center. Pomona Valley also has two satellite facilities in Chino Hills and Claremont, California which provide a wide range of outpatient services.

CHALLENGE

As PVHMC began the move from paper charting to the implementation of electronic clinical systems, they quickly realized the need for a business continuity plan to ensure access to critical patient data during any type of downtime situation. As their organization shifted to an electronic EMR, access to data such as vital signs, results, and medications was crucial to support their delivery of care model. As these needs became apparent, so began the search for a technology partner to provide a robust and secure business continuity solution to support planned or unplanned downtime.

Aside from the challenges within the walls of the hospital there are also external factors driving technology decisions. The newest HIPAA Final Rule guidelines released in March 2013 now mandates that aside from ensuring your patient data is secure during normal business operations, organizations must also plan for security around access to patient data during downtime situations. Furthermore, organizations must demonstrate they have a continuity of care plan in place to ensure key patient data remain available at all times. Without access to this critical data, patient care is compromised, and as a result organizations can stand to be audited which could ultimately lead to legal and financial problems for any hospital.

SOLUTION

Of the internal and external challenges presented above, PVHMC made a swift decision to be proactive rather than reactive and appropriately plan for downtime situations. Downtime as defined by PVHMC and also to the industry can mean either the primary healthcare information system (HCIS) or the Network can be "down" resulting in disruption of patient care. Pomona Valley evaluated the marketplace for technology vendors

> *"As we got deeper into our Siemens Soarian clinical implementation and saw how the EHR and CPOE would transform our clinical operations, the need to have a backup strategy in place became clear. The importance of business continuity is becoming critical across the healthcare industry as there becomes an even greater dependence on electronic health records. The Summit Downtime Reporting System became an easy choice as it was not only a secure solution but turn-key and a flexible strategy for PVHMC. The Summit Healthcare team was responsive, timely and knowledgeable as we worked to meet our aggressive implementation and go live deadline."*
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> – **Lee Angelo**, Application Supervisor, Pomona Valley Hospital Medical Center

and selected the Summit Downtime Reporting System (DRS). The Summit DRS solution has been implemented by countless organizations of all sizes to provide a foundation for business continuity in the event of an HCIS system or Network outage. The days of worrying about system failure, inability to access patient data or network downtime were over.

The Summit DRS technology encrypts, routes and delivers critical patient reports to designated downtime machines that are located throughout the hospital and supporting care facilities. The hospital end users are presented with a secure yet easy to use selection window that allows access to critical reports to support patient care. The reports are securely delivered by defined frequencies to the downtime stations and those reports are only decrypted based on user credentials.

The Summit Downtime Reporting System has the ability to customize and adjust to the ever-changing needs of an organization, without conceding data and security, making it an easy technology selection for PVHMC.

RESULTS

With the implementation of the Summit Downtime Reporting Systems (DRS), Pomona Valley Hospital Medical Center is prepared for any downtime scenario.

PVHMC currently has 54 downtime stations placed strategically around the hospital including all Nursing units, Pharamacy, Laboratory, IT and the Food/Nutrition department. Over 3,400 end users at Pomona Valley access these downtime stations in the event of a scheduled or unscheduled downtime.

The reports vary but are mainly clinical focused today. The critical report examples include the pharmacy medication administration (MAR), census by provider and location, health record and associate directory. These reports are delivered anywhere from every hour to every four hours. In addition to these critical reports, PVHMC has also opted to send both their clinical disaster department status report and their downtime procedures manual.

Since the Summit DRS technology has been live, PVHMC has experienced both planned and unplanned downtime, however with technology in place access to critical patient data is seamless. While the hope is to not experience any type of system or network downtime, if and when it occurs, Pomona Valley Hospital will be ready.

For More Information:

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