



# CONCORD HOSPITAL CASE STUDY

## SUMMARY

Concord Hospital wanted to consolidate individual patient records from 25 different medical practices into one record per patient. Daymark was called in to assess the current architecture, software platforms and integration methods that would be used. Within 60 days, all records had been safely migrated to the new highly-available system ensuring timely, secure and reliable access of critical patient data

## CUSTOMER OVERVIEW

Concord Hospital is an acute-care hospital located in Concord, New Hampshire. Concord Hospital is a 295-bed facility that supports a staff of nearly 400 medical professionals. It is a charitable organization which exists to meet the health needs of individuals within the communities it serves.

## ASSESSING THE CLIENT ENVIRONMENT

Consolidating patient records from 25 different medical practices into one record per patient required a detailed assessment of the current architecture. Through this review, it was established that record custody and meeting HIPAA regulations needed to be met both during and after any transition.

The Concord Hospital IT team and Daymark worked closely to ensure that all critical issues were identified during the discovery stage. For example, the IT systems needed to have large rapid file transfer capability to assist with the movement of X-Rays, CAT scans and other patient critical information.

It was also essential that given the literally life or death information contained in the records, that near

## KEY BENEFITS

- Provided centralized access to medical records from 25 different practices
- Automated backups and failover
- Achieved near instantaneous failover of medical records in the event of a disaster
- Ensured timely, secure and reliable access to patient data
- Reduced time and resources to locate medical records
- Improved security and sharing of patient records
- Met stringent HIPAA regulations



instantaneous failover in cases of outages and other catastrophes would be guaranteed. Of course, this all needed to be accomplished within budget.

## CLIENT VALUE

The great teamwork between Daymark and the Concord Hospital staff helped create tremendous value. They collaboratively built a migration path and architecture that not only was in line with all HIPAA regulations, but reduced the amount of IT resources required to maintain and administer the systems.

With patient safety and security being the number one concern, instant availability to patient records, establishing appropriate security protocols, and fast and reliable access to data, were all critical components of this successful project.

## RESULTS

As the CTO stated, "The Electronic Medical Records project was critical for the hospital executive team, not only because it impacted so many departments throughout the hospital, but our entire hospital community.

## CLIENT TESTIMONY

“The Electronic Medical Records project was critical for the hospital executive team, not only because it impacted so many departments throughout the hospital, but our entire hospital community. Getting it right the first time and ensuring a seamless cutover was crucial.”

- Concord Hospital CTO



Getting it right the first time and ensuring a seamless cutover was crucial." All of this effort had one goal in mind - Improving the level of service for Concord's patients.

The project came in on time and within budget, and continues to provide near flawless operation of the EMR system with uninterrupted service today. Also, due to the holistic perspective of the configuration, maintenance can now be performed remotely, back-ups and failovers are automated and the savings to the IT budget will continue to improve the total cost of ownership for years to come.

## THE DAYMARK DIFFERENCE

We take the complexity out of your IT infrastructure. Daymark architects and implements data center infrastructure, data protection, virtualization, managed services and cloud services for businesses throughout New England. We provide deep technical knowledge, extensive experience and proven methodologies that help our clients make strategic decisions, streamline the acquisition process and successfully implement cost-effective data management infrastructure solutions.

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