

Case Study: MidMichigan Health

Critical Issue

To make certain doctors always have immediate access to critical patient information, MidMichigan Health utilizes a state of the art electronic medical record solution that delivers vital data around the clock to its hospitals and health care facilities. MidMichigan Health needed to ensure that the solution would remain up and running in the event of an unexpected IT outage or during planned system downtime

Results

- Critical patient records protected against loss due to unexpected IT outages or disasters.
- Eliminated more than 300 hours of planned downtime annually.
- Ensured continuous physician access to up-to-the second patient information.
- Boosted productivity and cut costs associated with planned and unplanned downtime.
- Maximized return on investment of new electronic medical record solution.

Business Challenge

MidMichigan Health operates an expansive network of healthcare facilities and services across the central region of the state of Michigan, including multiple hospitals, nursing homes, urgent care centers and specialty practices such as home care, dialysis, and imaging.

It's a sophisticated, interdependent association of healthcare settings in which both doctors and patients frequently travel between different facilities. MidMichigan's physicians were often frustrated by the paperbased medical record system that made it difficult to access current, up-to the-second patient information. The paper trail also slowed other hospital processes, such as billing, as staff waited for hard copies of medical records to reach them.

MidMichigan found the answer to its problem in BlueWare's Wellness Connection application, which made medical records instantly available online at any of MidMichigan's facilities or even at the homes of its physicians. However, because paper copies were no longer being filed as they once were, any IT outage could mean critical records would become inaccessible, even more so than they were before. MidMichigan needed to protect the availability of its new solution against any type of IT downtime.

Client profile

MidMichigan Health

- Non-profit organization serving healthcare needs for residents of central Michigan state
- Operates multiple hospitals, outpatient centers, nursing homes and assisted living centers, urgent care centers, physicians services and specialty medical services
- Staff includes more than 360 physicians, 4,900 employees and 1,000 volunteers
- Responsible for more than 500 hospital beds

“While we have occasionally looked at competitive products, we have relied on Assure MIMIX HA for 15 years because it continues to best meet our high availability and disaster recovery needs.”

- Dean Butler,
Computer Operations and Support
Supervisor MidMichigan Health

Solution

MidMichigan Health didn't have to go far to find the solution to its challenge. For nearly 15 years, it had relied on Precisely's Assure MIMIX HA to protect the availability of its patient admitting and discharge software. Now it would trust it to protect its new medical record solution as well.

"We knew Assure MIMIX HA had the features and functionality to get the job done," said Dean Butler, Computer Operations and Support Supervisor for MidMichigan Health. "It has performed exceptionally well for us over the years and Lakeview has continued to deliver new innovations and superior functionality."

When BlueWare implemented its Wellness Connection solution for MidMichigan Health, it also helped install and configure Assure MIMIX HA to ensure the solution's continuous availability. Because BlueWare is a business partner of Precisely and its professionals are certified in Assure MIMIX technology, the implementation was executed smoothly, thoroughly and successfully.

With Assure MIMIX HA in place, MidMichigan can receive the maximum advantage from its medical record system without the risk of losing access to vital patient information. In the event of an unexpected IT outage or a disaster, MidMichigan can switch production operations to a remote backup server that contains a fully functioning, real time replica of its Wellness Connection application.

However, the most significant benefits of Assure MIMIX HA come not from unexpected outages, but from the planned downtime that all IT environments must face. MidMichigan has been able to eliminate at least 300 hours of downtime a year for required tasks such as tape backup operations and hardware and software upgrades. That's a dramatic costs savings when you consider that for an average 500- bed hospital, every hour of downtime costs more than \$16,000.

Downtime is expensive in a 24/7 environment, and that's where an investment in Assure MIMIX HA really pays off. The combination of the BlueWare and Assure MIMIX accelerates productivity, cuts operating costs and delivers a distinct improvement in everything from patient care to the administrative processes that are the foundation of a healthcare organization. The greatest benefit that CPSC receives from Assure MIMIX HA is peace of mind. "From 1993 to now, I've never missed a payroll run," explained Rawlings. "This makes me much more confident that I never will."

Butler also says the self-monitoring and self-healing capabilities of Assure MIMIX autonomics make the solution easy to manage and avoid the time-consuming process of bringing in programmers to resync files. Plus, if MidMichigan ever encounters a problem it can't solve, excellent support is always ready to help.

"We are very happy with their technical support and with the overall benefits we see from our solution every day. We plan to stick with Assure MIMIX HA because it is a proven performer for us."

Technology used

- Assure MIMIX HA
- BlueWare's Wellness Connection medical record solution
- Production and Backup IBM i Servers