

Client Success Story

Leveraging Consensus Downtime Technology as Part of Business Continuity Strategy

Client | FHN Memorial Hospital
Freeport, IL

Challenge

We rarely get advance notice that a disaster is ready to strike. The catastrophic impact to patient safety, revenue loss, customer service and trust caused by downtimes is an unfortunate reality in today's world. As organizations continue to make the transition to electronic data exchange and rely more on EHR technology, it is imperative that there is a reliable business continuity solution in place. To give your organization the best shot at success during a disaster, you need to put a current, tested plan in the hands of all personnel responsible for carrying out any part of that plan. FHN Memorial had a homegrown solution in place but during the migration to the MEDITECH6.15 platform, staff realized they needed a more robust downtime solution to protect patient data and confidentiality throughout FHN's organization, as well as ensure all of that patient information would be readily available in the event of a network or EHR downtime event.

Solution

FHN Memorial was looking for a solution that provided a 100% confidence level for coverage during a planned or unplanned downtime event. Staff had heard about Consensus Cloud Solutions' downtime solution and after a product demonstration were really impressed by the team at Consensus, and the product and service offerings. The downtime solution was robust, secure, easy to use, and streamlined. The technology would cover all aspects of the organization from primary care to the hospital regardless of planned or unplanned downtime. The platform is designed as a separate entity from MEDITECH and its network. All pertinent patient data is stored in various downtime machines strategically located throughout the hospital. This ensures that patient data is available 24/7, and is made easily available to clinical staff members in the event of a downtime. Consensus also offered project management and other implementation services, acting as a vital extension of FHN's in-house resources, making them an essential IT vendor partner.

Summit, now Consensus, is an essential IT partner for FHN as they understand the value component of business continuity for planned and unplanned events. The approach of this downtime solution allows for a high valued continuity which aligns with our mission statement of wise stewardship of resources. When assessing the multiple events that could occur and the likelihood of those events, only the downtime solution approach provided a 100% confidence level for coverage. The solution covers all aspects of the organization from primary care to the hospital. We are extremely pleased with Consensus! ”

Mike Williams,
CIO, FHN Memorial



Results

Consensus managed the implementation and set up of FHN's downtime solution. Project management services included install and configuration, the scripting for 5 reports, product training, and a knowledge transfer upon completion of Go-Live. FHN now has one streamlined and reliable solution in place. The Consensus downtime solution has allowed FHN to run critical patient reports daily. The reports are encrypted and then distributed to the assigned workstations throughout the hospital.

Staff members from 18 different departments are able to access reports specific to 10 active directory authentications, with between 100-150 users. Their departments include Cardiac Services, Pharmacy, ED, Telemetry, Ambulatory Clinics, OB, ICU, Lab, and the Cancer Center, among many others. The reports are being pushed based on pre-determined times to specific downtime stations throughout the hospital.

The reports being distributed include:

- Daily Appointment Schedule - Every 24 hours
- Surgical Scheduling - Every 24 hours
- ACU Work Schedule - Every 24 hours
- ED Surveillance Report - Every 24 hours
- PHA MAR - Every 4 hours



About **consensus** Cloud Solutions

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