

Massachusetts Health Data Consortium

Telehealth – Delivering Quality Healthcare from Anywhere

Custom Healthcare 

Background

- IT Services organization that supports organizations throughout New England that:
 - Educate our children
 - Provide services to our communities
 - Care for our families and friends
- A boutique organization with 36 years of experience in developing enduring relationships with our clients
- Healthcare team that services and supports approximately 200 Healthcare clients

Healthcare IT Services Partner



Technology Deployment & Integration



Collaboration & Telehealth

Meaningful Use
PCI
HIPAA
HITECH
Breach Notification
Red Flag Rule

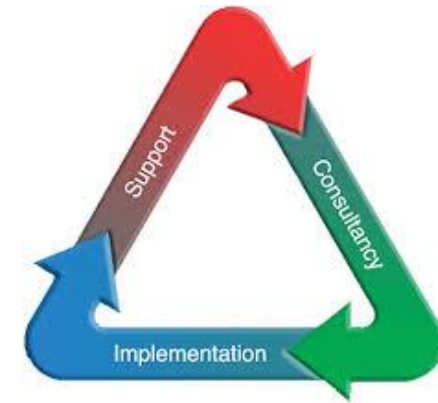
Security & Compliance



Critical Care for Technology

Technology Deployment & Integration

- Challenges facing Healthcare Organizations
 - Hospitals have evolved into Health Systems that now cover a very large geography
Technology refresh, deployment, and support can be very challenging at the remote locations
 - Budgets are tight and it is rare that Healthcare organizations can afford to employ staff with advanced technical skills
- Some examples of how we have solved these problems for some of our clients
 - Built and managed an IDC 10 program for 35 practices running 32 different EMRs for a Health System
 - Currently performing an 8,000 computer/yr. refresh program at over 400 locations for a Health System
 - Managed and deployed an encryption software deployment program for 3,000 high risk computers at over 50 locations for a Health System
 - Currently working with a Health System on a network refresh program that includes design and implementation for over 100 locations



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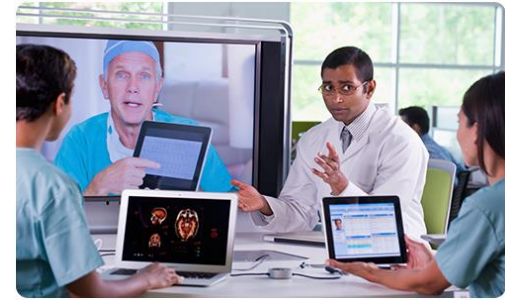
- Challenges facing Healthcare Organizations
 - Protecting PHI has become a Board Level priority and the security practices at most Health Systems are very immature when compared to other industries
 - Health Systems are constantly expanding the reach of their organization through acquisitions, joint ventures, and affiliations. Every one of these “connections” present different potential exposures and risks
 - Competition for skilled security resources is at an all time high and Healthcare Systems are finding it difficult to attract the right talent
- Some examples of how we have solved these problems for some of our clients
 - Perform security assessments and develop remediation programs for new “connections” based on Health System standards
 - Provide remediation/compliance services at “edge” locations
 - Identify and implement new security systems/solutions for the Health System and its connections
 - Assist affiliated organizations to develop security programs that approach Health System standards

Critical Care for Technology



- Challenges facing Healthcare Organizations
 - Vertical expansion of Health Systems has created significant challenges in providing IT support for Insurance Plans, ACO's, Specialty Practices, SNF's, Home Health, Hospice and various other entities
 - Geographic Health System expansion has created its own set of IT support challenges
- Some examples of how we have solved these problems for some of our clients
 - Developed a custom support program for the unique needs of individual entities within a Health System that include
 - Managed Services Support for 70+ practices that still use their own EMRs
 - Managed Services and Full Time Onsite Resources for independently operated entities
 - Managed Services and Part Time Onsite Resources for joint ventures
 - Implemented a program for a Health System that complimented their network support with "Boutique" deskside support
 - Implemented a support program for a 37 location IPA in multiple states
 - Centralized IT services for a Concierge Physician Practice in dozens of states

Collaboration & Telehealth



- Challenges facing Healthcare Organizations
 - Reducing admission stays and readmissions
 - Getting access to the right specialist at the right time to enhance patient care and reduce costs
 - Extending the reach of the Health System into the home to in a cost effective manner to enhance quality of care
- Some examples of how we have solved these problems for some of our clients
 - Build and maintain collaboration systems that connect specialists to providers and patients
 - Identify and provide solutions that enable secure rural/home healthcare
 - Identify funding to enable rural healthcare initiatives

Right People Right Results

It is our obsession it drives our behavior, our culture, our work