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

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
Security and Compliance

- 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