

The Challenge:

Perform a complete system upgrade to fulfill HIPAA requirements while improving authorized access to information



Objective:

HSC needed to upgrade its systems to mitigate support issues, improve accessibility for authorized users, and become compliant with HIPAA.

Approach:

GreenPages recommended performing a core upgrade, virtualizing the hospital's servers, adding a wireless network, implementing a Single Sign-On (SSO) protocol and developing a Business Continuity and Disaster Recovery (BCDR) strategy

IT Improvements:

Quicker, safer and more reliable access to information for authorized users

Business Benefits:

- ✓ Quicker ROI due to virtualization of servers providing lower cost of ownership
- ✓ Greater information accessibility and less time dealing with support issues leads to improved customer care
- ✓ Working with a trusted partner allows the hospital employees to focus on patient care and not stretch IT resources too thin.

HSC Pediatric Center is a Washington DC-based community health provider dedicated to providing the highest quality rehabilitative and transitional care for infants, children, adolescents, and young adults with special health care needs and their families in a supportive environment that respects their needs, strengths, values, and priorities. Founded in 1883 as a six-bed country home offering a "breath of fresh air" to the poor and sickly children of Washington DC, the organization has grown and changed over the years to become one of the most highly respected and accredited pediatric centers in the country.

By 2005, spurred on by the requirements of the Health Insurance Portability and Accountability Act (HIPAA) and an increasing lack of support options for their legacy systems, the center decided to update their technology infrastructure. HSC selected GreenPages as its partner to spearhead the new technology initiatives.

GreenPages performed a needs assessment and created a comprehensive project plan designed to increase employee productivity, protect sensitive patient data, and ensure business continuity in the face of a server failure or larger disaster. As a trusted partner, GreenPages identified problem areas, offered recommendations, assisted in the vendor selection process, saw each project through to completion, and worked to educate and transfer knowledge to the hospital staff along the way.

To streamline operations and modernize the network infrastructure, GreenPages assessed HSC's current technology situation and recommended a network core upgrade to bring their systems up-to-date and eliminate support issues. Additional upgrades included server virtualization to save the space and cost of running physical servers, and the installation of a wireless network with internet server redundancy to improve access for caregivers and prevent disruption of service.

To address HIPAA requirements, GreenPages recommended a two-pronged solution to keep the center in compliance. GreenPages has designed and implemented a single sign-on (SSO) system to prevent users from accidentally or intentionally allowing unauthorized access to protected information, and is in the process of designing and executing a Business Continuity and Disaster Recovery (BCDR) strategy to protect information and maintain hospital operations in the event of a system failure or disaster.

GreenPages helped the 104-year-old pediatric center fulfill its needs by investigating, recommending, and deploying a multi-faceted technology strategy. The result is an upgraded technology infrastructure that will protect electronic data from disaster or attack, improve access for caregivers, lower operating costs, and maintain the hospital's HIPAA compliance.

Solutions Provided

- Performed a thorough needs assessment and created a detailed plan to address both compliance issues and necessary technology upgrades
- Identified points of non-compliance with HIPAA regulations and developed a strategy for the client to become compliant
- Recommended and explored options from different vendors' products
- Identified opportunities to save costs, streamline operations, and improve information accessibility for caregivers

“Implementing the ActivIdentity Single Sign On has made life better all around – we have more nurses utilizing more systems with fewer calls to the help desk. GreenPages provided us with the expertise and staffing we needed to get this project completed. We simply wouldn't have been able to do it without GreenPages.”

About GreenPages:

Founded in 1992, GreenPages is a consultative IT Solutions Provider. We help our clients solve business problems and maximize competitive advantage by designing, implementing, and managing high-value technology solutions that answer the real-world challenges faced by healthcare organizations.

GreenPages understands the unique challenges facing healthcare organizations today, and has the experience and expertise to deploy the IT initiatives healthcare providers need. GreenPages can assist with achieving and maintaining Healthcare Insurance Portability and Accountability Act (HIPAA) compliance, managing user access, protecting sensitive information, and developing Business Continuity and Disaster Recovery (BCDR) plans. We offer comprehensive services for your IT project including project management, technology lifecycle management, contract technical staffing, and ongoing maintenance and support. GreenPages provides healthcare organizations with the expertise to complete IT initiatives and the support they need to keep things up and running.