

Hewlett Packard Enterprise and CloudWave

Upson Regional Medical Center turns to trusted HPE Partner CloudWave for ambitious cloud migration

**Johnathan Buice, Chief
Information Officer, Upson
Regional Medical Center**

2018 HPE Award for Customer Excellence Use Case

Enable Workforce Productivity

Migrating its electronic health records (EHR) and imaging to CloudWave's OpSus Healthcare Cloud, Upson Regional Medical Center integrates its healthcare IT applications in the cloud for improved clinician access, stronger disaster recovery, and robust security with reduced IT burden.

Software

- CloudWave OpSus Cloud using HPE 3PAR StoreServe Storage

Hardware

- HPE ProLiant DL380 Servers
- HPE 3PAR StoreServe Storage



Overview

Upson Regional Medical Center, a 115-bed acute-care hospital in rural Georgia, turned to its trusted IT services provider, HPE Partner CloudWave, to migrate critical healthcare applications to the cloud for stronger disaster recovery and integrated access empowering clinicians to deliver high quality patient care.

Company

Based in Thomaston, Georgia, URMC employs 750 people and provides general surgery, acute care, and specialty services. The hospital has approximately 30,000 emergency room visits a year and admits approximately 3,000 patients. Accredited by Det Norske Veritas Healthcare, Inc., URMC uses evidence-based practices to improve patient safety and quality of care.

Business goals

Laying the groundwork for healthcare IT delivery models of the future—doctor consults via cell phone, data-driven population health measures, and more—URMC saw that first it had to overcome the application silos that traditionally have made it hard for doctors and other providers to easily access patient records across systems. The hospital's information technology not only had to be integrated, it also needed a stronger disaster recovery (DR) solution to ensure around-the-clock access, and robust security to protect patient confidentiality, prevent virus attacks, and meet regulatory requirements.

IT goals

For close to a decade, URMC has worked with HPE Partner CloudWave to create and maintain its on-premises IT infrastructure



“The three most important things for healthcare customers are availability, recoverability, and security.”

– James Fitzgerald, executive vice president and chief strategy officer, CloudWave

containing its EHR. A technology solutions provider based in Marlborough, Mass., CloudWave specializes in on-premises and cloud-based infrastructure for hospitals. CloudWave engineered, implemented, and provides ongoing cloud services as well as backup and recovery for URM’s on-premises infrastructure. It also stepped up when URM launched the next phase of its technology transformation. URM, at the direction of Doug Thompson, assistant director and project manager, planned to upgrade its EHR to MEDITECH 6.15 with MEDITECH Web Ambulatory, and wanted the application hosted in the cloud rather than deployed on-site. Meanwhile, the hospital’s annual DR test revealed that, while the medical systems were all backed up and replicated, some servers still remained at risk. That motivated URM to migrate Agfa Imaging to the cloud as well.

Solution

Of three vendors URM considered, only CloudWave—already ranking among elite MEDITECH-approved service providers—was willing to work extensively with Agfa to meet URM’s goals. The integrated EHR and imaging applications run in the OpSus Healthcare Cloud, running exclusively in secure, high-performance Tier 4 data centers. The OpSus Cloud is managed to ITIL V3 standards by CloudWave engineers, with data securely replicated across multiple OpSus data centers to provide recovery and service continuity. Underlying OpSus Cloud is [HPE 3PAR StoreServe Storage](#), flash-optimized systems that can instantly handle unpredictable workloads with 99.9999% data availability. “The I/O intensiveness of the

Agfa imaging applications and the latency sensitivity of MEDITECH were technical challenges we had already overcome when we provisioned our cloud services with HPE 3PAR,” said James Fitzgerald, executive vice president and chief strategy officer of CloudWave.

Clinicians viewing patient medical records and images were immediately impressed with how much faster they could access the resources—in five seconds instead of up to one minute previously—and with single sign-on. So successful has been URM’s experience with OpSus, the hospital now plans to deploy more applications to the cloud, including its OBIX Perinatal Data System for electronic fetal monitoring. Using the security appliances CloudWave provides, URM also is working on providing access to the EHR from mobile devices.

“It was very ambitious for an IT staff of 15 in a rural hospital with 750 employees to take not one, but three major projects live in a cloud-based environment,” said Johnathan Buice, URM chief information officer, referring to the MEDITECH 6.15, MEDITECH Web Ambulatory and Agfa upgrades. “With CloudWave, the infrastructure was designed and implemented expertly, and within two weeks of ‘go-live’ we were hearing positive feedback from our users. We are bleeding edge with this technology. Giving physicians the ability to remotely access our EHR from anywhere at any time definitely improves patient care. It also frees us to think outside the box about how we deliver healthcare.”

“There’s no other way to put it: CloudWave did a phenomenal job. They spent two months working behind the scenes with Agfa to provide us the solution we wanted.”

– Johnathan Buice, chief information officer, Upson Regional Medical Center

Products and services implemented

- CloudWave OpSus Cloud using HPE 3PAR StoreServe Storage
- CloudWave engineering, implementation, project management, and backup and recovery of URMIC on-premises infrastructure, using HPE ProLiant DL380 Servers and HPE 3PAR StoreServe Storage

Business benefits

- Provide fast, ubiquitous clinician access to patient records
- Deliver high quality patient care
- Establish digital foundation for new healthcare delivery models
- Satisfy regulatory requirements
- Cut TCO 25% (initial estimate); avoid adding two IT staff FTEs

IT benefits

- Integrate electronic health records and imaging applications in the cloud
- Provide single sign-on access to both EHR and imaging systems
- Increase images available in EHR from 30% to 90%
- Speed physician access to images from up to one minute to ≈5 seconds
- Strengthen disaster recovery, information security
- Transfer burden of IT deployment and maintenance to trusted service provider

Learn more at hpe.com/solutions/cloud-delivery

Our service provider



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