Cisco Architecture Assessment Services for Connected Health

Service Overview
Cisco® Architecture Assessment Services for Connected Health are a portfolio of professional services that help hospitals and healthcare providers create a secure, resilient next-generation healthcare architecture through a series of established planning, design, implementation, and operational models.

Today’s hospitals must balance reducing costs on the one hand and improving patient satisfaction and outcomes on the other. This makes it critical that all technologies are secure, reliable, and meet the standards in the Cisco reference architectures.

The main goal of the services is to assess the existing Cisco architecture, identify gaps, help the customer understand the current gap analysis, and develop a future-state roadmap. The first three service offers are focused on the hospital data center, unified workspace, and interoperability for healthcare.

Cisco Data Center Architecture Assessment Service for Connected Health
In the data center, Cisco helps assess the customer’s existing architecture, identify gaps, and develop a future-state roadmap. The first three service offers are focused on the hospital data center, unified workspace, and interoperability for healthcare.

Cisco Unified Workspace Architecture Assessment Service for Connected Health
Cisco Unified Workspace Architecture Assessment service is focused on helping create a unified workspace through “bring your own device” (BYOD) technology in the healthcare facility. The goal is to have a transparent and secure experience where any devices from visitors, patients, and clinicians can be safely authorized for secure connection to the network. Cisco gives an in-depth assessment of a healthcare organization’s current situation, identifies gaps, and supports the architectural design by evaluating the infrastructures associated with applications, security, mobility, desktop virtualization, and the network itself. Cisco determines whether the current architecture can support the required network services, and provides a complete roadmap to help ensure success.

Cisco Interoperability Architecture Assessment Service for Connected Health
Cisco Interoperability Assessment Service helps address questions of interoperability for the various hospital information system (HIS), health information exchange (HIE), and electronic medical record (EMR) systems that exist today and often operate in silos. Cisco assesses the existing architecture for healthcare applications, defines use cases, and builds integration connectors for the following:
- Clinical applications
- Nonclinical applications
- HIS and health information technology (HIT)
- HIE
- Practice management

With a connected data exchange, healthcare customers can eliminate organizational silos, facilitate the reuse of clinical results, and support data exchange between multiple healthcare IT systems.

Service Components
Architecture Assessment services are delivered in two phases.

Phase I: Discovery Workshop - Interview of Business and Clinical Stakeholders and Data Collection
The discovery workshop is the first and very important phase of the service offering. It is usually done onsite with the customer’s clinical, business, and IT stakeholders and the Cisco service delivery team. The discovery workshop includes (but is not limited to) detailed data gathering of infrastructure information (network topologies, configurations, etc.), clinical and nonclinical applications, existing assessment reports, and other data. The discovery workshop helps the healthcare customer understand how to align their data center architecture strategy with business goals and objectives.

Phase II: Assessment Gap Analysis and Recommendations
The second phase of this service entails the assessment of the information gathered in the first phase. Cisco’s services delivery team will analyze different aspects of the technology, including high availability, redundancy, security, privacy, HIPAA compliance, inventory assessment, infrastructure topology, network configuration, and network utilization.
The assessment process will determine asset inventory, network topology, and network capacity in the campus, branch WAN, and data centers; network readiness for specific media-rich and healthcare applications that will be supported, such as healthcare video collaboration; and clinical applications such as EMR or PACS. The assessment will identify gaps that may indicate that the network is not ready to support the healthcare applications and services the customer is currently running or planning to implement.

Cisco will provide recommendations for developing a forward-looking strategy to address identified gaps in the current network architecture so as to prepare the healthcare organization’s network for planned applications and services. Findings from the assessment will be delivered to customer that will highlight the assessed environment and identified gaps, using key performance indicator (KPI) metrics based on Cisco best practices and methodology.

Service Benefits and Value Proposition

- Cisco provides assessments, roadmaps, and recommendations to allow transition to a connected health architecture, and to optimize delivery of healthcare to enrich patient experiences.
- Cisco’s proven expertise, methodologies, and knowledge across the networking and healthcare domain will help to support compliance, stability, and reliability.

How to Order

To order the Cisco Architecture Assessment Services for Connected Health, please contact your Client Service Executive. The service price will depend on the scale and scope of the environment and the specific technologies and areas that need assessment.

For information about the Cisco Medical Grade Network (MGN), a set of recommended guidelines for building an optimal in-hospital network, visit http://www.cisco.com/web/strategy/healthcare/cisco_medical-grade_network.html.

Portfolio for Cisco Services for Connected Health

Figure 1 shows Cisco Services for Connected Health.