Mercy digitizes patient records and creates net new revenue with 'Epic as a Service'

Mercy:

Size: 40,000 Employees

Industry: Healthcare

Location:

United States

Chesterfield, Missouri

Solutions

- Connect hundreds of locations to electronic medical records for uninterrupted healthcare

- FlexPod integrated architecture delivers simplified management and high scalability to support innovative healthcare services

- Reach more patients with virtual healthcare and monitoring systems

For More Information

For more information about Cisco UCS and FlexPod visit: http://www.cisco.com/go/flexpod

Mercy is one of the largest Catholic healthcare systems in the United States, serving millions of people throughout Arkansas, Kansas, Missouri, and Oklahoma. Mercy includes 45 hospitals and more than 700 physician practices and outpatient facilities with a commitment to develop healthier communities.

Protect Patient Privacy while Modernizing Communication Technology

Patients may see many different doctors on their road to recovery. Without a centralized place to track medical history and the ability to follow patients, communication and continuous care can become more challenging. As a widespread system, Mercy felt the struggle between the need to communicate information and the need to protect patient privacy.

"Historically, every office kept their own records," says Scott Richert, vice president of Enterprise Infrastructure Services at Mercy. "We strongly believed that having a single electronic medical record (EMR) system could result in more consistent patient care."

Mercy standardized on Epic EMR software deployed from a single data center to support all its hospitals and physician practices. An integrated FlexPod™ architecture, including Cisco UCS and NetApp Storage technologies, gave Mercy the reliable, scalable, and manageable IT environment it needed.

Mercy's IT team, Mercy Technology Services, soon became experts in deploying and managing Epic and became an Epic service provider—delivering high-quality EMR services to support other hospitals and health systems. Cisco continues to support Mercy on its innovative journey from technology consumer to technology provider.

"When we made the big bet on Epic, we decided to make the big bet on infrastructure. Cisco was a key turning point in our success," says Richert.

One Patient, One Record

With the Epic EMR software, records are stored in a central data center rather than scattered across hospitals and physician practices. Records follow patients as they move in the Mercy system to deliver more consistent care and reduce miscommunications or errors.

The initiative to centralize records took on a new meaning after a tornado destroyed

With Cisco technology, Mercy:

Digitized all patient records on
Cisco UCS platform

Handled 50 percent more servers
through greater productivity

Disrupted healthcare provider
space and created net new
revenue with Epic as a Service

a Missouri hospital. Although the hospital was lost, critical medical records were not. "When you're using medical records to make critical decisions about care, that system must be highly available," says CIO Gil Hoffman. "Cisco is the partner that allows us to deliver."

Consolidating IT Efforts
Operating from one data center allows Mercy to concentrate IT resources. The converged FlexPod architecture simplifies the infrastructure for faster scaling. Automated workflows in Cisco UCS® Director improve the consistency, efficiency, and speed of provisioning. As a result, Mercy Technology Services has increased its virtual server count by 50 percent without expanding staff.

Becoming a Service Provider
Smaller healthcare organizations may not have the capital required to implement an advanced EMR system. Using economies of scale, Mercy could deliver EMR over the cloud much more cost-efficiently. "It became clear that we had figured out how to improve patient care through Epic," says Julie Jones, Vice President of Mission at Mercy. "The next step was to offer it to others."

Unlike traditional service providers, Mercy has both the reliable infrastructure and personal experiences needed to support specialized healthcare needs. "We made the investment early on. Now we can share our methods as the first organization accredited by Epic in the United States to provide implementation, application, and hosting services," says Richert.

Expanding Digital Footprint
In addition to hosting Epic EMR, Cisco UCS servers are used to host almost all operations for Mercy, including applications for patients, virtual healthcare facilities, and hub for electronically monitoring intensive-care unit (ICU) patients. Cisco will also provide support to help Mercy build self-servicing systems, increase automation, and reduce costs. Through Cisco® Unified Communications, Mercy is improving collaboration and communication between caregivers to improve patient care. It also eliminates the costs of legacy phone lines. It's no wonder that Mercy has been named "Most Wired" by the American Hospital Association 13 times since 1999.

Products and Services

FlexPod
· Cisco UCS Servers

· NetApp Storage

· VMware

Routing and Switching
· Cisco Nexus® 5000 Series Switches

· Cisco Nexus 7000 Series Switches

Network Management
· Cisco UCS Director

Voice and IP Communications
· Cisco Unified Communications

Applications
· EpicCare EMR

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