



Cisco Technology Helps Ochsner Expand Reach and Impact of Nationally-Ranked, Speciality Expertise

Size: 7,000 employees

Industry: Healthcare

Location: United States

Renovating regional healthcare

Ochsner Health System is Louisiana’s largest non-profit, academic, healthcare system. Driven by a mission to Serve, Heal, Lead, Educate and Innovate, coordinated clinical and hospital patient care is provided across the region by Ochsner’s 28 owned, managed and affiliated hospitals and more than 60 health centers caring for patients from all 50 states and more than 99 countries worldwide each year.

Ochsner employs more than 17,000 employees and over 1,000 physicians in over 90 medical specialties and subspecialties and conducts more than 1,000 clinical research studies.

As the only full-service hospital to remain completely functional during and after Hurricane Katrina, Ochsner embarked on a bold acquisition strategy to restore and renovate the devastated region’s healthcare, intent on improving quality, cost-effectiveness and accessibility.

Enabling change

The IT challenge was to accommodate this extraordinary growth and change with scale and integration rather than sprawl and fragmentation.

That meant weaving together diverse legacy environments before standardizing and upgrading them.

It also meant finding ways for data and expertise to flow seamlessly and securely across an increasingly distributed system of healthcare providers.

Meeting the challenge would require a flexible and manageable infrastructure for connectivity, security and high-availability – one that CTO Roy Sookhoo describes as providing “a stable, secure bubble around constant change.”

Securing diverse data

Cisco TrustSec network security technology allows Ochsner to secure sensitive PCI data from general traffic without creating a separate physical network.

“We can move quickly, flexibly and collectively in ways we never could before.”

Roy Sookhoo
CTO

Ochsner Health Systems

Case Study | Ochsner Health Systems



Standardized platform expands reach and reduces cost of care



Unified communications improves outcomes and service



Telemedicine brings urgent specialty care to rural locations

For More Information

To learn more about the Cisco solutions featured in this case study, go to:

www.cisco.com/go/collaboration

www.cisco.com/go/networking

www.cisco.com/go/datacenter

Utilizing the Cisco Identity Services Engine (ISE) device profiling and Cisco Security Group Tagging (SGT) technology, Ochsner was able to partition the network into highly secure, logical segments. That would allow it to simplify HIPAA and PCI compliance, limit the impact of a potential breach, and enable new services like BYOD.

Administrators use policies to easily manage security and compliance across diverse service areas.

Transforming communications

Replacing legacy acquired voice systems with VoIP and Unified Communications has linked specialists and services across the Ochsner health network.

With electronic medical records available from any Ochsner location, collaboration across clinical specialties is improving efficiency as well as outcomes.

For the public, the now virtualized, high-availability 24/7 call center provides the health system's entry point, directing callers to appropriate specialists and services, and helping Ochsner deliver same-day appointments and transfers.

Detailed call center reports are also helping drive process improvement and standardization.

Delivering expert care, virtually

Through secure wireless and video, Ochsner specialists partner with onsite clinicians in remote and rural locations to evaluate, diagnose and direct care for patients. Telemedicine provides specialty care when and where it's needed.

Positioned for a world of change

"This platform has created a 'new normal' for us as we expand our reach locally, nationally and globally," says Roy Sookhoo. He describes how hospital staff will soon be getting phone alerts from bedside devices through wearables and 3rd party applications, while remote patients on other continents will be 'seen' by specialists in New Orleans.

"Over the next few years we will be asked to be even more nimble," Roy concludes. "It's exciting and we're ready!"

Products and Services

- Unified Communications
- WebEx
- Contact Center Enterprise
- ASA Security Appliance
- Identity Services Engine
- Secure Access Control System
- AnyConnect Secure Mobility
- Routing and Switching
- Wireless infrastructure
- Prime



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