



Nevada Emergency!

Right! Systems, Inc.'s Response to a Critical Migration at Carson-Tahoe Hospital

BUSINESS CHALLENGE

It was a real emergency when Carson-Tahoe Hospital turned to Right! Systems to bring their Data Center online at their new hospital facility. With only five and half months until the hospital was to be online and several months of work yet to be completed, Carson-Tahoe Hospital was faced with a situation that threatened a multi-month delay of their opening and challenged the CIO of Carson Tahoe with the daunting task of replacing a consulting firm, an winning a race against time.

Serving the medical needs of Carson City, Nevada and its outlying areas for over 50 years, Carson Tahoe was in need of a facility to support the area's explosive growth. In 2001, the Carson Tahoe Hospital Board of Trustees approved the building of a new regional medical center. A 352,000 square foot medical center was to be built on an 80-acre medical campus that included new surgery and imaging centers, a freestanding cancer center, and several medical office buildings.

Historically, Carson-Tahoe Hospital has always been a technologically advanced facility, so in order to stay ahead of developing trends and to continue providing the best medical treatment and service possible, the new hospital would need to be a state-of-the-art facility. As such, the regional medical center would require a new end-to-end technology infrastructure.

Equally, their OS application systems would need to be updated as they were currently run on a patchwork of Windows and Novell environments that consisted of several stand-alone and desktop servers, and supported by a network with fragmented documentation that was not readily available. Clearly, this infrastructure would not be sufficient to support the robust digital environment desired for the new Carson Tahoe facility.

With few precious months remaining before the December 3rd 2005 medical center grand opening, Carson Tahoe was indeed confronted with an emergency situation that threatened a multi-month delay of their opening. Faced with losing eight of their key contracted information technology engineers and technicians, Carson Tahoe was in a daunting situation. The loss of staff put Carson

Tahoe in an extremely vulnerable position and presented management with a potential six to eight month delay that would impact their deadlines for the massive move – the systems migration required was to be seamless with minimal downtime and no room for errors – and most importantly, there was the deadline to meet: the December 3rd grand opening.

NETWORK SOLUTION

Faced with these challenges and only a few months left before the move, a team of engineers and project managers from Right! Systems, Inc. (RSI) were brought in to assist the Carson-Tahoe Hospital IT team, to help facilitate a plan and execute the migration and integrations at the new facility. The challenge was vast. The departed consulting firm had left little or no documentation and was severely behind schedule. The RSI team in collaboration with the remaining IT staff had to develop and initiate a project plan “from the ground up.”

RSI prepared a robust infrastructure design with Virtual LANs, wireless backup, redundancy and facilitated the installation of terminal services, active directory, and migration from Groupwise to Exchange. RSI also facilitated the installation of the wireless telecom system, fiber network system, and the hospital NurseCall System including Vocera paging units, which can provide the Carson Tahoe staff with the mobility and digital communication environment that they wanted.

DATA CENTER MIGRATION

RSI’s project management and engineering team helped to facilitate the coordination, preparation, and move of several clinical systems including McKesson, Kodak, Phillips, Konica, Pyxis, and Omega, and multiple one-off systems such as Softpath, Wyndgate, Epiquest, KBT Transportation, and others. In addition, RSI helped migrate corporate-wide application systems such as Cbord, Aloha, ISIS, PCA, Pathways, and EMS Power to transition smoothly to new platforms and locations.

NEW APPLICATION IMPLEMENTATION

There is not detail too small. What Right! Systems, Inc. does well is reflected in the implementation of the end-to-end Nursecall paging system. This system allows communication from the patient bed or room to the nurse station, and to the nurse staff person via Vocera, a small personal badge that

acts like a hands-free walkie-talkie. The challenge for Right! Systems, Inc. was to integrate the communication from the Simplex-Grinnell nurse call system through an Emergin translation middleware to the Vocera system and badges. Acting as the central coordinator and consultant, Right! Systems, Inc. expedited the communication and work completion as required for the system to go live in advance of the Grand Opening, a feat that pleasantly surprised hospital management.

BUSINESS RESULTS

Because of their capability and efficiency, Right! Systems, Inc. was able to accomplish what would normally have been up to two years worth of preparatory and implementation in less than six months. The hospital certification of their IT systems passed with flying colors during the second week of November 2005, the implementation, as planned by RSI, was completed in time for the December 3rd grand opening. Carson Tahoe Regional Medical Center opened with a state-of-the-art facility that provides greater accuracy, efficiency, redundancy, and maintainability.

“Right! Systems was an integral part of our successful transition in December. Our IT needs were extraordinary in the months leading up to our opening. To say we were overwhelmed would be an understatement. We were in need of a professional, technologically advanced team to assist and support our department and Right! Systems had all the components at hand to help – they were great.” – *Cheri Glockner, Carson Tahoe Regional Healthcare*

Results – The Right! Way. Delivered by People via a Collaborative effort with premier Technology partners and Best Practices.