



Edward Hospital

An EMC information infrastructure enhances performance, uptime, and protection of critical patient records

Edward Hospital and Health Services is a full-service, regional healthcare provider serving residents of the western suburbs of Chicago. It has earned a reputation as a leader in complex medical specialties and innovative programming including imaging technology. It is the number-one-ranked hospital for coronary bypass surgery in Chicago and surrounding suburbs according to data from HealthGrades, a leading provider of independent hospital ratings.

To store and protect its patient and clinical information, shrink backup times, and support growth in electronic medical records, the hospital relies on MEDITECH HCIS, DR Systems PACS, and Camtronics VERICIS for Cardiology supported by EMC networked-storage solutions. EMC's information lifecycle management strategy is also a key component of Edward Hospital's vision for providing optimum patient care.

EMC Symmetrix-based SAN speeds backups and access to clinical data

Edward Hospital needed to reduce the tedious information management chores and improve the slow response times associated with multiple islands of direct-attached storage supporting mission-critical applications within its Windows environment. When the hospital began researching potential SAN solutions, its healthcare information system provider, MEDITECH, was consulted.

"We wanted to ensure that whatever we chose would be compatible with our existing systems," says John Ciarlette, network engineer. "When we informed MEDITECH of our interest in EMC® Symmetrix®, they validated our conclusion that this was a viable solution to help improve our backup and recovery times."

"Before Symmetrix, a full backup took 20 hours," says Ciarlette. "Grounding our operations on a Symmetrix-based SAN reduced that window to 20 minutes. Today, we rely on EMC Symmetrix to support 12 terabytes of Exchange data, SQL databases, and file servers, as well as the MEDITECH system and Camtronics VERICIS for Cardiology. We also use EMC TimeFinder® software to create instantly accessible business continuance volumes for Exchange."

EMC Symmetrix, in concert with Edward Hospital's DR Systems PACS, also has eliminated the time lag inherent in delivering radiology films to doctors.

“Previously, in order for doctors to see x-rays, they would have to use specific workstations attached to specific servers which added time to diagnosis workflow,” explains Laura Bagus, director of IT Infrastructure and Telecommunications. “With the EMC SAN, they can access radiology images in milliseconds from any PC in the hospital.”

Comprehensive backup, recovery, and archiving for PACS and HIPAA compliance

For business continuity and disaster recovery, Edward Hospital integrated EMC Symmetrix Remote Data Facility/Synchronous (SRDF®/S) software, which gives the hospital high-performance, host-independent, realtime synchronous remote replication, in this case, to a second EMC Symmetrix system array six miles away from the core data center.

“ILM will be the keystone in our eventual goal of a paperless, electronic medical record as well as business continuance for the enterprise.”

Laura Bagus, Director of Infrastructure and Telecommunications

In the same location is an EMC Centera™ content-addressed storage system, ideal for active archiving of unchanging digital assets. Radiology images that are not available in the secondary cache of the EMC Symmetrix are still available in milliseconds from the EMC Centera—a stark contrast to the 20 to 30 seconds of critical clinical time that ticked away before. Physicians gain immediate access to current and archived patient information, accelerating patient diagnosis and time-to-treatment.

“An archive solution was a requirement for PACS clinical workflow and to enable HIPAA retention requirements,” explains Ciarlette. “While all of the PACS images go to the Symmetrix first, they also are sent immediately to the Centera, which gives us a backup, recovery, and archive solution for these types of information assets. The array is self-healing, and the ongoing support we receive from EMC is of the finest quality.”

“EMC’s planning, implementation, and support services, as well as coordination with our other vendors such as DR Systems and MEDITECH have been first-rate.”

John Ciarlette, Network Engineer

ILM strategy essential to achieving the hospital’s vision

To accelerate clinical workflow and turnaround times, Edward Hospital has deployed a tiered networked-storage infrastructure of EMC Symmetrix and EMC Centera platforms, software, and reliable backup, recovery, and archiving solutions. This intelligent information infrastructure is considered invaluable as Edward Hospital continues to develop its information lifecycle management strategy (ILM) in conjunction with EMC and its partners.

“EMC’s planning, implementation, and support services, as well as coordination with our other vendors such as DR Systems and MEDITECH, have been first-rate,” says Ciarlette. “They always ensure the right people are involved immediately. They conduct assessments of our equipment and environment, listen to our vision, and help make that into a concrete strategy.”

“We’re putting a strategy together for ILM to support our vision for the business and to improve the overall patient experience,” adds Bagus. “EMC has spent a lot of time helping us analyze our information assets and determine the appropriate tiering, service levels, and policies. ILM will be the keystone in our eventual goal of a paperless, electronic medical record as well as business continuity for the enterprise.”



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