CLARK MEMORIAL HOSPITAL'S WORLD-CLASS HEALTHCARE SERVICE IS ENABLED BY ALCATEL-LUCENT'S NETWORK INFRASTRUCTURE

A HIGHLY RELIABLE AND FLEXIBLE WIRED AND WIRELESS INFRASTRUCTURE HELPS CLARK MEMORIAL DELIVER INNOVATIVE SERVICES, CREATING AN ENVIRONMENT FOR OUTSTANDING PATIENT CARE

CASE STUDY   MARKET: **HEALTHCARE**   REGION: **NORTH AMERICA**

CHALLENGES

- Grant care providers mobile access to clinical data in a fast, reliable and secure way that continually ensures the integrity of patient data and permits staff to deliver on service expectations
- Provide the same level of network services for both the main hospital and remote sub-acute facilities
- Comply with government mandates to deploy Electronic Health Records (EHR) in a meaningful way

SOLUTIONS

- Alcatel-Lucent OmniSwitch™ 6850E Stackable LAN switches
- Alcatel-Lucent OmniSwitch™ 9800E series switches
- Alcatel-Lucent OmniAccess™ AP105 and AP135 Wireless LAN Access Points
- Alcatel-Lucent OmniAccess™ 6000 Wireless LAN switch
- Alcatel-Lucent OmniVista™ 2500 Network Management System

BENEFITS

- Modular architecture allows for incremental growth versus large-scale replacement; providing investment protection and stability
- Intuitive management interface improves team efficiency
- Industry-leading price-performance provides great return on investment
- Inherent security and reliability of the network infrastructure contributes to compliance with governmental healthcare legislative requirements

Clark Memorial Hospital

No One Cares Like Clark.

The 241 bed Clark Memorial Hospital has offered exceptional health-related programs and services to the people of southern Indiana since 1922. With a publicly stated goal to be the best community healthcare provider in the United States, Clark Memorial looked to deploy the latest in Electronic Health Records (EHR) and critically required a network infrastructure to support this initiative.

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WITH A ROUND-THE-CLOCK NEED TO ACCESS CLINICAL DATA, CLARK MEMORIAL HOSPITAL DEPLOYS ALCATEL-LUCENT'S SOLUTIONS TO EXECUTE ITS GOAL OF BECOMING THE BEST COMMUNITY HEALTHCARE PROVIDER IN THE UNITED STATES

THE CHALLENGES

Clark Memorial Hospital is a long-time client of Alcatel-Lucent, with the company's equipment being a core element of many strategic growth initiatives. A recent project involved deploying mobile computing for clinicians, driven in part by the need to implement new virtualization technologies and deploy an integrated EHR to support online documentation at the patients' bedside.

The project required a wired and wireless network that would deliver secure, reliable and high-capacity services throughout the main hospital, as well as to a number of remote clinics. Coverage was needed everywhere a clinician was likely to go, including surgery suites. The infrastructure also had to be capable of supporting a variety of device types, including several hundred mobile carts, multiple handheld medical-grade computers and traditional laptops.

More critically, when it has the potential to impact the care and well-being of patients, there is zero-tolerance for poorly performing equipment.

Dave Hunt, Clark Memorial's Manager of Operations and Service Support, recalls, "We needed a solid infrastructure that we knew would work well. I had to be able to guarantee to my own customers that everything would perform flawlessly. This was a huge, very visible, high-stakes undertaking."

THE SOLUTION

To assist with the project, Hunt made the decision to partner with local IT consulting specialist, Melsernet. Following a detailed analysis of available solutions, an overwhelming recommendation was made to deploy equipment from Alcatel-Lucent.

On advice from Melsernet, the hospital has deployed a wide range of Alcatel-Lucent network components, including several hundred Alcatel-Lucent OmniAccess™ AP105 and AP135 Wireless LAN Access Points, Alcatel-Lucent OmniSwitch™ 6850E stackable LAN switches and Alcatel-Lucent OmniSwitch™ 9000E series switches, complemented by Alcatel-Lucent OmniVista™ 2500 Network Management System.

A full analysis and mapping of the facility was performed. Deployment of the Alcatel-Lucent network solution, architected and installed by Melsernet, was completed without incident and fulfilled all of the original expectations. Clinicians immediately benefited from increased connectivity to clinical data, regardless of whether they are using a computer at a desk, a mobile cart or a tablet.

"The Melsernet and Alcatel-Lucent pairing has been absolutely great. I really view Melsernet as an extension of my own staff; the team always champions my best interests and continually delivers exactly what we need," notes Hunt.

THE BENEFITS

Alcatel-Lucent's sophisticated network access control ensures that only sanctioned devices have access to the network and that all traffic is secure.

The inherent flexibility of the Alcatel-Lucent architecture has permitted Clark Memorial to cost-effectively extend capabilities beyond the original project specifications. For example, using the same access points but with a completely different Internet connection and outbound filter, patients and visitors are provided with web access, without risk of compromising highly confidential patient information.

"Every aspect of the solution is very intuitive to manage and easy to learn. This helps my team run efficiently, and makes it very painless to bring in new staff if we need supplemental resources," says Hunt.

As part of landmark legislation, 'The American Recovery and Reinvestment Act of 2009' authorized incentive programs to eligible hospitals who adopt, implement, upgrade, or demonstrate meaningful use of EHR technology.

"We've already passed a major milestone and are well on our way to qualify for the program. The hospital's EHR system and the ability of our network infrastructure to support it in a secure, reliable and flexible manner are both critical elements in our compliance. There is a focus on the integrity of patient data and it's great to have the confidence that we can deliver above the required levels of privacy and security," states Hunt.

CUSTOMER SUMMARY

Customer Name: Clark Memorial Hospital

Location: Jeffersonville, Indiana, USA

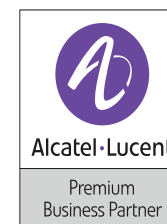**URL:** www.clarkmemorial.org

Industry: Healthcare

Number of staff: 1,700

Number of beds: 241

BUSINESS PARTNER

Melsernet is an Alcatel-Lucent Integrator since 2000. Located in Indiana, their clients are based in Indiana, Illinois and Western Ohio. Melsernet offers a full range of data communication solutions for small, medium businesses and enterprise clients. Their expertise is in designing, installing and supporting the Alcatel-Lucent for Enterprise Data products.

NEXT STEPS

"The Alcatel-Lucent equipment has been able to support all of the demands driven by advances in medical technologies and the desire to deliver great service," reflects Hunt. "Our infrastructure is so flexible that we can easily handle unpredicted changes; the modular architecture enables us to do controlled transitions rather than having to make large-scale alterations to accommodate the latest requirements."

Hunt summarizes, "Alcatel-Lucent delivers three compelling elements: the equipment performs exceptionally well, it's really easy to manage, and it is much, much more cost-effective than any other manufacturer. For me, buying Alcatel-Lucent is a no-lose proposition and a critical part of why we've been so successful."

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