AFFINITI NETWORK ASSURE

CASE STUDY

Fewer Network Surprises, More Reliable Patient Care



"Any healthcare facility with a limited ability to monitor in real time should use Affiniti Network Assure. You're blind without it and, with so many regulations and rules on how we protect and transmit health information these days, that's not a good place to be."
— Trevor Smith, Director of Information Systems at Gunnison Valley Health

ABOUT GUNNISON VALLEY HEALTH

Gunnison Valley Health includes a 24-bed, short-term, critical access hospital owned and operated by the County of Gunnison in Colorado. The facility is part of a fully integrated health system that provides a comprehensive spectrum of care for its community members, including clinics and a Senior Care Center.

CHALLENGE

- Keeping on-call services and remote resources connected 24/7.
- Spotting network faults before they cause outages.
- Monitoring and reporting breaches and potential breaches to maintain compliance.

SOLUTION

Affiniti Network Assure powered by a 24x7x365 Network Operations Center (NOC)

RESULT

Proactive network support that provides higher compliance and better continuity of care for the Gunnison Valley community.

CHALLENGE

For Gunnison Valley Health, network outages result in more than lost productivity. An outage could seriously hamper the health system's ability to provide consistent care to its community.

The small health system doesn't have in-house medical specialists around the clock. Instead, it relies on remote, after-hours access to radiology, pharmacy, and other support. Billing, coding, and transcription services are accessed remotely, too, as are all HR records for the system's clinics.

"If a trauma patient arrives after hours and we can't access a radiologist remotely, we might have to divert that patient," explains Trevor Smith, Gunnison Valley Health's Director of Information Systems. "Or, if our clinics can't access the internet, they're forced to use paper charts or to close down for the day."

In the past, Smith and his team used a combination of firewall and software solutions to maintain a basic level of continuity and regulatory compliance. But set up was difficult and the ability to proactively catch problems before they caused outages was severely limited.

SOLUTION

Smith turned to Affiniti Network Assure for proactive, end-to-end, network and equipment monitoring and management. Services include network performance monitoring, trouble ticketing, and problem determination through resolution by leveraging proprietary predictive analysis tools.

Once Affiniti Network Assure was up and running, Smith and his team were alerted to some bad ports and a failing cable that simply weren't visible before.

"Normally you just wouldn't find something like that until it caused a network outage," Smith says.

And while Gunnison Valley Health already had several regulatory compliance safeguards in place, Affiniti Network Assure takes those measures to the next level to further mitigate risk.

"Now if a potential data breach occurs, we can respond faster, and we can see more easily what data was taken and from what access point the breach occurred," he adds.

RESULTS

Smith is currently using Affiniti Network Assure for the hospital and is adding other areas incrementally, including Gunnison Valley Health's innovative new Senior Care Center, which is currently under construction. As network segments are consolidated, his goal is to bring the entire healthcare system under the monitoring and management of Affiniti Network Assure, giving him a clear picture of their entire network.

"Our biggest challenge before Affiniti Network Assure was finding the needle in the haystack." Smith concludes. "We could see potential issues, but locating the exact machine or equipment causing the issue was difficult and time-consuming. We were constantly waiting for something to break and then running around trying to find it when it did. With Affiniti Network Assure, we're proactive. We no longer need to wait for an outage to occur."

Learn more at affinitinetworkassure.com or call 888-334-4096.

SIX PILLARS OF SUPPORT



AFFINITI Network Assure is based on six pillars of support:

- Monitoring & Intervention
- Trending & Analysis
- Data Management
- Provisioning
- Procurement
- Auditing

These six pillars are reinforced by our Network Operations Center, available 24 hours/day, 7 days/week, 365 days/year.

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