



CASE STUDY

Integrity Transitional Hospital



Plagued by ailing technology, Integrity Transitional Hospital found its service and growth plans debilitated.

The tech systems at Integrity Transitional Hospital (ITH) were plagued by problems and inadequacies. This could have led to grave repercussions for ITH, which specializes in extended acute care for medically complex patients with critical illnesses or multisystem health complications, and which needs its technological infrastructure to hum seamlessly at all times.

“At Integrity Transitional Hospital, we complement traditional hospitals by meeting the needs of those who require a little more time to fully recover from their illnesses,” explains Chief Financial Officer Prentice Sanders. **“We create individual treatment plans for every patient to assure that all of his or her medical needs are met.”**

But those ailing technological systems threatened to impede the renowned extended care the hospital offers. Among other issues, there were chronic problems with network outages; inadequate backups and security policies; and underperforming support, clinical and financial applications.

“GXA Network Solutions has proven itself to have both the technological prowess and the business insight to turn IT into a driving force for faster growth and improved patient care. We couldn’t be more pleased.”

Prentice Sanders, CFO of Integrity Transitional Hospital



Enter GXA Network Solutions, which proved to be just what the doctor ordered.

Key Challenges and Issues

Integrity Transitional Hospital was facing critical technology issues in key areas, hobbling the hospital's ability to achieve the vibrant, healthy business growth it desired. At the time that GXA was brought on board, the symptoms were manifold:

- The hospital experienced recurring network outages.
- Technical support issues were not addressed in a timely manner.
- Chronic issues hampered the pharmacy department's ability to dispense medicine.
- Backup processes were out-of-date, while disaster recovery processes were non-existent.
- Fatally, financial and clinical applications couldn't meet the growing needs of the hospital.

Increasingly desperate, ITH asked GXA to assess their technological condition. The diagnosis: although ITH was becoming increasingly well-known for its medical technological advances, its IT infrastructure consisted of an antiquated network system and inadequate applications. Meanwhile, although the hospital's medical division could rely on dedicated, healing minded



staff with a common mission, the IT processes and procedures lacked such clarity and cohesiveness, making it all but impossible to document, diagnose, cure and improve technology delivery.

Solutions

To match the impressiveness of its medical side, and to undergird and bolster ITH's ambitious plans for exponential growth, the hospital needed an information technology infrastructure that would support scalability, increase security, increase staff communication collaboration, improve and speed up patient care services, and ensure HIPAA compliance.

The hospital recognized that their previous technology provider did not have the capacity to meet their needs, so they hired GXA Network Solutions. Stepping into the role of Virtual CIO (VCIO), GXA was able to implement the right medicine for the hospital's ailments.

It started with business acumen: GXA firmly believes that IT initiatives are never about technology for technology's sake, but about finding the right IT solutions to unlock bottom-line business goals. In this case, GXA identified the most cost-effective ways to use IT to implement the hospital's three top priorities:

- Improve and speed up patient services
- Generate new revenue
- Calibrate and support scalability



Virtual Chief Information Officer (VCIO)

In its consulting capacity, GXA Network Solutions used surgical precision and a physician's methodical approach to treat the problems. First, it diagnosed the key issues. Next, GXA looked to align the hospital's IT service delivery with its organizational goals, a top-down approach that would implement cohesiveness and stability. Lastly, it identified and implemented the solutions that would mesh with the hospital's bottom-line goals.

A comprehensive problem prevention audit. GXA audited the hospital's IT systems and network infrastructure, analyzing the results to generate detailed recommendations that would transform the hospital's IT into a force for business growth. No more bleeding out profits.

- Clear technology plan aligned with organizational objectives
- Precise roadmap for adopting state-of-the-art technology

Full project management services.

GXA shouldered the entire burden of its recommendations and implementation. For example, GXA handled all research and management of the upgrade to a robust, stable fiber Internet service.

- Hospital staff was freed to focus on core expertise and organizational objectives



- GXA subject matter experts handled all project planning and implementation

Comprehensive, ongoing IT services

Functioning as the hospital's full-blown IT department, GXA's commitment now allows hospital staff to rely on a single phone number for all IT needs. Meanwhile, GXA can quickly and proactively keep vendor management, maintenance and new initiatives active and healthy.

- 24/7 rapid response (under 60 minutes, guaranteed) managed and cloud services
- Minimized technology problems and issues through proactive service

(Net)working wonders

At the heart of GXA's solution for Integrity Transitional Hospital is the best of a (now) robust, scalable and secure hybrid cloud network infrastructure. That means ITH gets the best of all worlds:

- Performance-efficient, cost-effective, cloud-based applications and data
- Backup security and total organizational control over on premises servers

Applications to apply the right medicine

Once GXA established a hybrid network and server system, ITH was empowered to upgrade its aging system of applications and devices to that use of state-of-the-art medical equipment and apps. This proved immediately



beneficial to the hospital's core objective: serving its patients.

- Faster response times to patient needs
- Patient care enabled 24/7 year-round
- More advanced and adaptive management, clinical and billing applications

Secure in their backups

Finally, GXA took an ailing backup and disaster recovery system and implemented a secure, fully HIPAA-compliant process. For a hospital like ITH, times of trouble are when they most need access to their network to provide critical care.

- Ensured continuation of medical services in the case of a catastrophic event

Conclusion

Integrity Transitional Hospital founds its technology ailing, creating serious issues that affected even the delivery of patient care and risked putting it out of compliance with regulations like HIPAA.

Faced with ambitious growth plans, ITH reached out to IT experts GXA, who expertly diagnosed their problems and recommended fast-acting, cost-effective solutions that would help drive the growth they desired. By merging IT technical wizardry with sheer business savvy, GXA Network Solutions returned ITH's technological systems to a state of robust growth and opened the door for ITH to expand its operations.



Executive Summary

Challenge

Replacing and upgrading an ailing, antiquated tech system and IT infrastructure

Solution

Create and implement a robust, healthy, scalable system that serves both patient and hospital needs 24/7, even in disasters. (especially in disasters).

Results

ITH now has an IT system whose excellence matches that of its hospital care, as well as the peace of mind that comes from knowing it will always be redundant, robust and working. The hospital can focus on patient care and business growth, not wires and faulty programs.

About Integrity Transitional Hospital

Integrity Transitional Hospital (www.ithdenton.com) is a 38,500 square foot, 54-bed long-term acute care hospital (LTAC) Hospital located in Denton, Texas. ITH is managed by Denton Transitional LTCH Management Group, LLC, a healthcare management company consisting of highly qualified healthcare professionals with over 100 combined years of healthcare experience, the majority of which within the LTAC arena. Although most senior management personnel are employees of the management group, ITH has additional on site senior managers who are full time employees of the hospital. The entire management team is dedicated to operating and managing Integrity Transitional Hospital in the most effective and efficient manner possible, and with the highest level of Integrity.



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