

# Success Story

## Data Center Migration at the Speed of Light



### Applications Transitioned to CareTech Data Center

#### **Nursing**

Business Objects  
E.D. Documentation  
Horizon Care Record  
Horizon Clinical Infrastructure  
Horizon Expert Documentation  
Horizon Expert Orders-CPOE  
Horizon Orders Management  
STAR Patient Care  
ResQ RN

#### **Pharmacy**

Micromedics  
Pharmacokinetics/PKS  
Amerisource Bergen  
Admin RX  
Horizon Meds Manager  
Pyxis System 3000

#### **Laboratory**

Misys/Co-Path  
Misys/Laboratory

#### **Medical Records**

3M Coding  
Lanier  
Physician Portal/Ae-Sig  
SoftMed  
Steadmans Medical Dictionary  
Steadmans Spell Checker

#### **Human Resources**

HR Benefits System Power Plus  
API Payroll/mation  
Dbase III Plus  
NGS Benefit System/Web Eligibility

#### **Business & Finance**

APC Grouper +  
Omega Remittance/Secondary Billing  
EC 2000  
Horizon Patient Folder/Business Folder  
Ins.Verification Online/Medifax/Medicaid  
Only  
Misys PM  
VA Vista  
STAR Financials  
Solomon  
BPI.NET

## A Total Transition in the Space of Only Three Days

### **The Challenge**

When Port Huron Hospital (PHH) in Port Huron, Michigan, decided to switch from their long-time IT outsourcing provider to CareTech Solutions, everyone knew that the transition would be quite an undertaking. The hospital had to migrate its clinical and business operations, as well as physically transfer servers from their former data center to CareTech Solutions in Troy, Michigan. The challenge was to accomplish all this – in three days!

One option was to use a phased approach, spread out over several weekends and dividing up the unavoidable downtime into several chunks. Instead, PHH decided to do this in one intensive effort, to minimize disruption. An upcoming Labor Day weekend presented the first opportunity, and CareTech Solutions rose to the occasion.

Port Huron Hospital's reputation as one of the nation's top 100 hospitals (2006 Solucient Award) demanded a process to ensure the integrity of data and patient care throughout this changeover project.

It was a leap of faith for the PHH Executive Team to be at ease with the short migration timeframe. But two factors finally allayed their concerns: CareTech's meticulous planning and the extensive provisions for total communication while the migration took place.

### **The Team**

The effort that followed over an intense three-day period (when most families were off enjoying the last few days of summer) took extraordinary commitment and dedication. But more than that, it took cooperation and total collaboration.

The CareTech technical team worked side-by-side with the entire Port Huron Hospital staff; their IS team and with the hospital IT personnel- who had become CareTech employees less than 24 hours before the transition began!

The teams quickly integrated their roles, meshing skill sets, knowledge bases, and what can only be called "spontaneous innovation" that actually improved system functionality and speed during the migration.

### **The Preparations**

In a central area of the hospital, a "War Room" command center coordinated all the myriad activities and monitored progress. A key component was a PowerPoint presentation projected on a large screen, with bulleted slides that were constantly updated to reflect completion of each task and resolution of each issue.

Permanently open hotlines connected the War Room with the various teams at work. Nurse "runners" had to keep in constant contact with the doctors to facilitate their consults on paper when the whole system was taken down. Job tickets were held open with all the major software vendors. In addition, some 15 of the hospital's servers were removed from their previous data center and taken to CareTech's data center in a "dry run."

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### The Solution

At the beginning of the weekend, as the hospital's systems were taken offline, servers at the previous data center were decommissioned and imaged in a temporary mobile imaging lab. This was a step that did not have to be taken, but was determined by CareTech to be an essential backup and a key component to ensure speed of delivery and the minimization of downtime.

### About CareTech Solutions

CareTech Solutions, Inc., an information technology and Web products and services provider for more than 180 U.S. hospitals and health systems, creates value for clients through customized IT solutions that contribute to improving patient care while lowering healthcare costs. From implementing emerging technologies to supporting day-to-day IT operations, CareTech offers clients expert health information management services across the entire patient data lifecycle earning it the 2008, 2009 and 2010 Best in KLAS award for IT Outsourcing (Extensive) as ranked by healthcare executives and professionals in the Top 20 Best in KLAS Awards: Software & Professional Services report.

### Transition Highlights

- Buy-in by all levels of the hospital staff
- Meticulous preparation by all teams involved
- Teams integrated skill sets, worked together seamlessly
- "War Room" set up to keep all parties informed of progress
- "Dry run" of test servers to new data center
- 84 servers, imaged, recommissioned and moved to new data center
- New Citrix environment built from the ground up
- More robust help desk put in place
- Entire IT operation relocated and runs better than ever before



**Best in KLAS - Extensive IT Outsourcing**  
2008, 2009, and 2010 Best in KLAS Awards:  
Software and Professional Services Reports  
[www.KLASresearch.com](http://www.KLASresearch.com)