



Data Center Hosting Solution

As hospitals prepare to demonstrate Meaningful Use, having the expertise and supporting infrastructure to properly deploy *Healthcare Information Technology* investments has become critical. Adoption of HIT is now central to delivery of health care, requiring hospitals to have ever increasing levels of IT sophistication. The majority, if not all, hospitals do not list IT services as a core competency. Hosting solutions offer hospitals cost effective, state-of-the-art tools and technologies that enable reliable access to data and resources, allowing health care providers to focus on patient care.

We're here to help.

AHA Solutions' Due Diligence Process

By applying a formal due diligence process consistently, AHA Solutions identifies products and services that help hospitals achieve excellence in the work they do and the business they're in. So when facing buying decisions, hospitals look for the AHA Endorsement Seal and are confident that the product and its vendor have been assessed by the AHA using this consistent due diligence process, and that each has met our high standards.





Why Did the AHA Endorse Data Center Hosting from CareTech Solutions?

It is imperative that hospital leadership have complete confidence in a third-party provider of mission critical IT systems. More and more, hospitals and health care organizations opt for an off-site data center, not only to upgrade the processing facilities that run critical clinical systems, but to make better use of capital that would have otherwise been required to invest in the hospital's data center. The AHA found that CareTech Solutions, the information technology and Web products and services provider for more than 150 U.S. hospitals, addresses these operational challenges with its 24/7/365 data center hosting services.

The Solution: Data Center Hosting from CareTech Solutions

CareTech Solutions helps hospitals and health systems leverage technology in order to improve outcomes and lower costs. From implementing emerging technologies and developing customized solutions to supporting day-to-day operations, CareTech offers expert services across the patient data lifecycle. CareTech's experience and accrued knowledge of community-based hospitals and hospital systems have shaped the company's services and products in major operational areas:

Physician Satisfaction

The Meaningful Use push to Electronic Health Records (EHR) and Computerized Physician Order Entry (CPOE) requires hospitals to have 24/7 operational systems with solid data recovery capability. A physician unable to gain immediate access to valuable patient data may choose to practice at the hospital's competitor.

- A single referring physician can bring an average of \$1.5 M in revenue to a hospital.*
- Specialist physicians can bring higher levels of annual income (i.e. Neurosurgeon: \$2.8M or Cardiology: \$2.2M).*

Leveraging Capital Investment

Systems and data must be housed in secured data center environments so that patient information is protected and private throughout the patient care continuum. It is estimated that it costs approximately \$1,000 – \$2,000 per square foot to simply build a modern data center.

CareTech offers access to world class SAS 70 Type 2 Tier III Plus accredited data centers, including one in a LEED Gold building at a cost much lower than a hospital would incur building its own site.

Hire/Retain Qualified IT Professionals

Hospitals often have a difficult time acquiring and retaining top IT talent particularly for higher skilled roles such as database administrators or interface engineers. Representing the top health care IT talent in the country, CareTech's highly skilled experts have deep experience working on many hospital business and clinical systems.

Efficiencies and Workflow

Unscheduled downtime of mission-critical hospital systems can cost a hospital thousands of dollars and negatively impact patient safety and outcomes. According to a study of hospital downtime by Mark R. Anderson CPHIMS, FHIMSS — 1 hour of hospital downtime can cost approximately \$16,000. (Note that this study was done prior to the emphasis on EHR and HITECH. It is believed the \$/hr is increasing.)

Avoiding even one downtime incident using CareTech Disaster Recovery capabilities may result in significant ROI.

* 2010 Physician Inpatient/Outpatient Revenue Survey by Merritt Hawkins



Features/Functions	Benefits
Vendor agnostic with a point of view	As thought leaders in health care IT, the company has a learned point of view on what works best for the individual needs of a hospital. The company does not offer a "one size fits all" scenario. CareTech's goal is to provide the most cost effective and operationally excellent solution that meets a hospital's goals and objectives.
SAS 70 Type 2 Tier III Plus Accreditation	Independent third party evaluation and accreditation that all necessary controls are in place to support data center operations.
LEED Gold Certified Building	<p>Leadership in Energy & Environmental Design (LEED) is an internationally-recognized green building certification system, providing third-party verification in metrics including:</p> <ul style="list-style-type: none"> • energy savings • water efficiency • CO2 emissions reduction • improved indoor environmental quality • stewardship of resources and sensitivity to their impacts. <p>Certification is based on a 4-tiered category scoring system: certified, silver, gold and platinum.</p>
Certified Staff	CareTech maintains a team of experienced and credentialed health IT professionals that are trained and certified in every major business and clinical system. Each health IT professional has completed training that includes access to the latest hardware, software and service education available.
Network Operations Center (NOC)	24/7/365 staffed NOC using state-of-the-art monitoring tools are used to provide performance oversight and resolve problems quickly or before they affect end users.
Owned fiber	CareTech has invested in installing dark fiber (that it owns) between the organization's data center buildings. This offers hospitals a highly cost effective data replication managed hosting scenario with use of CareTech's secondary data center as the failover and recovery location.

Health Care Focus: CareTech serves only one vertical: health care. The company's unique level of expertise regarding the needs and challenges facing today's hospital leaders is unmatched.

Client Service: CareTech's smaller size empowers the organization to offer extremely high levels of customer service. The company has won Best in KLAS for Extensive IT Outsourcing in 2008, 2009, and 2010; or a rating that relies heavily on client input and feedback.

Vendor Neutral: Unlike other providers of hosting services, CareTech is vendor neutral, supporting all major and most niche systems and solutions. This vendor agnostic approach allows CareTech to partner with their clients to select and implement the solution that best fits a specific situation without conflict of interest.

Environmentally Friendly: CareTech's LEED Gold data center unequivocally demonstrates the company's commitment to excellence.



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AHA Solutions, Inc. is a resource to hospitals pursuing operational excellence. As an American Hospital Association (AHA) member service, AHA Solutions collaborates with hospital leaders and market consultants to conduct product due diligence and identify solutions to hospital challenges in the areas of finance and operations, human resources, patient flow and technology. AHA Solutions provides related marketplace analytics and education to support product decision-making. As a subsidiary of the AHA, the organization convenes people with like interests for knowledge sharing centered on timely information and research.

AHA Solutions is proud to reinvest its profits in the AHA mission: creating healthier communities.



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