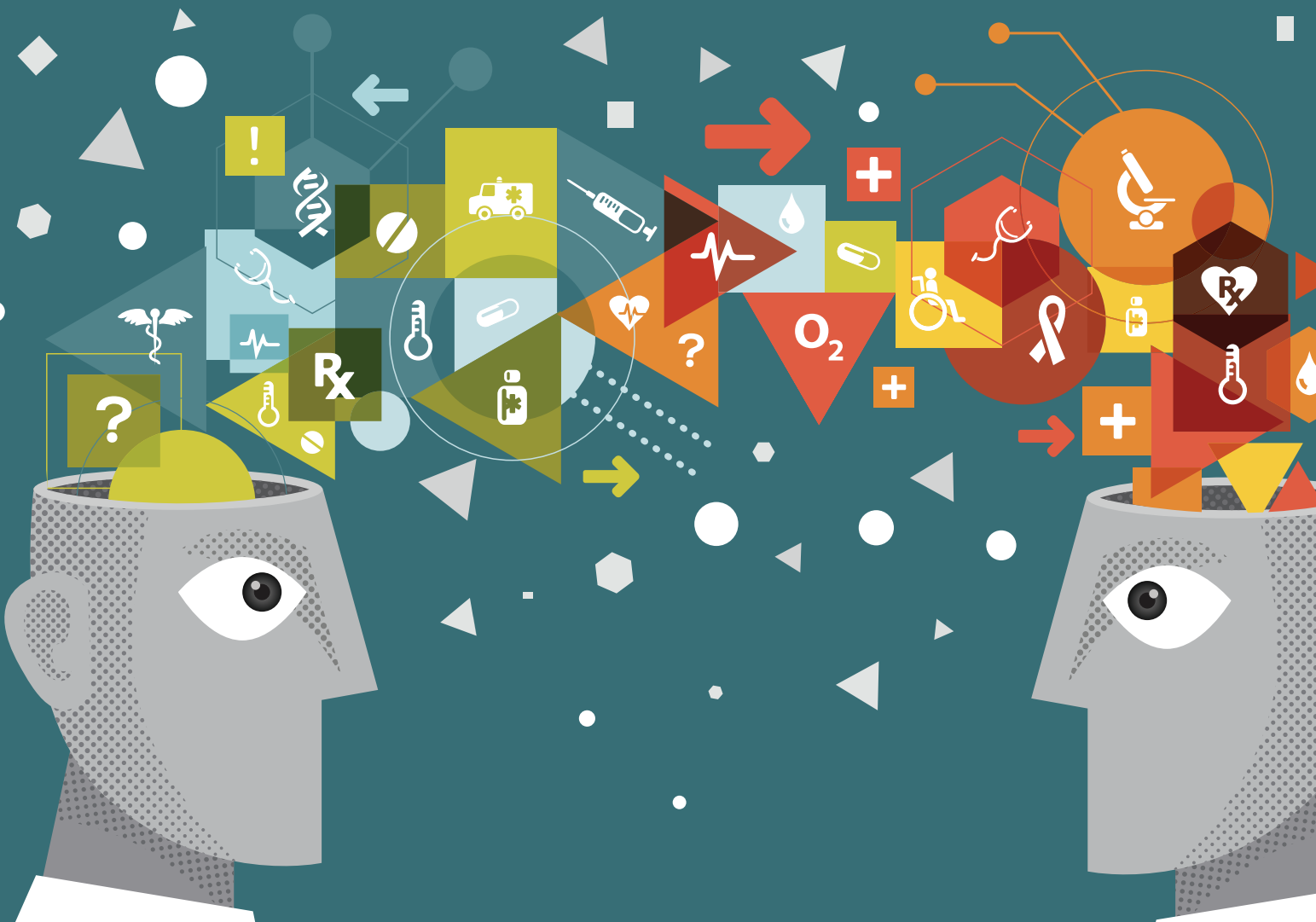


Why We Endorse:

Data Center Hosting Services from CareTech Solutions





The Challenge

As hospitals continue to focus on digital transformation, having the expertise and supporting infrastructure to properly deploy health care information technology (HIT) 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 of, 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.

After a thorough review of solutions designed to address the need for data hosting, the American Hospital Association (AHA) has awarded its exclusive endorsement to CareTech Solutions' Data Center Hosting Services.

The Solution

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 health 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 another hospital in the community.

- A single referring physician can bring an average of \$1.4 million in revenue to a hospital
- Specialist physicians can bring higher levels of annual income (e.g., a single neurosurgeon or cardiologist [invasive] average \$2.4 million in income to a hospital)

COST OF DOWNTIME

As we continue to rely on mission-critical systems to run our hospitals, the cost of downtime of those systems is growing as well. This is demonstrated in the report *Costs of Data Center Outages*, Ponemon Institute, January 2016.

- The average cost of a data center outage increased from \$505,502 in 2010 to \$740,357 in 2016
- Cybercrime represents the fastest-growing cause of unplanned data center outages, rising from 2 percent of outages in 2010 to 18 percent in 2013 to 22 percent in 2016
- UPS system failures continue to be the number one cause of unplanned data center outages, accounting for more than one-quarter of such events

LEVERAGING CAPITAL INVESTMENT

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

CareTech offers access to a world-class SSAE 16 SOC 1 Type 2 compliant data center in a LEED Silver certified building at a cost much lower than a hospital would incur building its own data center with the same infrastructure.

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. 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, one 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 \$/hour is increasing.) Avoiding even one downtime incident using CareTech Disaster Recovery capabilities may result in significant ROI.

A number of factors led the AHA to award its endorsement to Data Center Hosting Services from CareTech Solutions.

- **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.
- **Compliance & Environmental Friendliness:** CareTech's data center facilities are SSAE 16 SOC 2 TYPE 2 and Tier II compliant, as well as LEED Silver certified green.
- **Client Service:** CareTech's Data Center Hosting Services provide high-availability, secured services 24/7/365. And CareTech's smaller size empowers the organization to offer extremely high levels of customer service. CareTech's expert HIT services have earned it the 2008, 2009, 2010, 2011, 2013, 2014, 2015/2016, and 2017 Best in KLAS award for IT Outsourcing (Extensive), and the 2012, 2013, 2015/2016, and 2017 IT Partial Outsourcing Award as ranked by health care executives and professionals in the respected annual *Best in KLAS Awards: Software & Services* report.
- **Vendor Neutrality:** 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 its clients to select and implement the solution that best fits a specific situation without conflict of interest.



CareTech's Data Center Hosting Services provide high-availability, secured services 24/7/365 from a world-class SSAE 16 SOC 1 Type 2 compliant data center.



What Hospitals Say



"Operationally we need CareTech to drive the excellence of our technical platform. We're doing that together. CareTech's been great at that – networking, data center, field services."

CHRIS GHION
Chief Information Officer
Adventist HealthCare

"We don't have to worry about IT. We want to focus on clinicians and taking care of our residents. And that's a perfect partnership, because we don't have to think about the IT. We just work directly with the residents and focus on quality care."

RICH PAUL
VP of Information Technology
Covenant Care California

About the AHA Endorsement

The AHA Endorsement is the result of an extensive and rigorous process that begins with the identification of hospitals' most significant market challenges and ends with the selection of the solution that best addresses them.

AHA SIGNATURE DUE DILIGENCE PROCESS™

The process begins when AHA Health Forum issues a request for information open to all players in the field to submit their solution for consideration. Health Forum reviews all submissions to narrow the field to the top candidates for AHA Endorsement consideration.

Finalist criteria are stringent and based on a number of factors:

- The quality of the solution and its effectiveness in addressing the identified challenge
- Financial stability and long-term viability of the company
- References

After in-person presentations, extensive reference checks and a thorough review, Health Forum awards the Endorsement, typically for a one- to three-year term.

The AHA then works with the organization to educate member hospitals on the challenge at hand, and how the Endorsed solution can effectively address it. At the same time Health Forum promotes AHA Endorsed solutions to hospitals, it also works with the solutions' vendors to help them understand, and better address, hospital challenges. The organization works to bring vendors and hospitals together to overcome obstacles and deliver better, more efficient, higher quality care.

When hospitals select a product or service that has earned the AHA Endorsement, they can be confident it has met the AHA's highest standards.

About AHA Health Forum

Health Forum is the strategic business enterprise of the American Hospital Association (AHA) dedicated to serving member hospitals by helping them identify the optimal solutions to their most pressing market challenges. Through the AHA Endorsement, along with educational programs featuring peers and industry experts, Health Forum supports the decision-making process for hospitals looking for partners to help with clinical integration, information technology, talent management, cultural transformation, financial sustainability, the patient flow and other key challenges.

The American Hospital Association (AHA) Endorsement Seal is the exclusive property of the AHA. Health Forum, the strategic business enterprise of the AHA, is compensated for the use of the AHA marks and for its assistance in marketing endorsed products and services. By agreement, pricing of endorsed products and services may not be increased by the providers to reflect fees paid to the AHA.

1

IDENTIFY HOSPITALS' MOST PRESSING OPERATIONAL ISSUES

- Obtain input from hospital executives, policy makers, AHA advisory committees

2

CONDUCT A FULL MARKET SCAN

- Establish selection criteria
- Issue Request for Information to the market
- Review, score submitted RFIs

3

REVIEW LEAD CANDIDATES

- Leading organizations present capabilities
- Align on AHA mission and vendor expectations
- Assess, rate, request referrals

4

SELECT FINALISTS

- Conduct Visioning Session on potential partnership
- Verify references



AWARD ENDORSEMENT