

“Downtime Defender removes a lot of stress. If something were to happen, we know our clinicians could access the information they need to safely treat patients. ... That provides great peace of mind.”

- Michael Ward, Chief, Information Technology,
Anderson Hospital



Anderson Hospital Deploys Downtime Defender, Gains “Great Peace of Mind”

Situation

Anderson Hospital, part of Anderson Healthcare, a regional healthcare network, is a 154-bed, acute care not-for-profit hospital located in Maryville, Illinois. Since 1977 the 5-star rated hospital has been offering Madison County residents local qualified, comprehensive healthcare services.

The hospital offers an array of services including diabetes education, sleep medicine, obstetrics, imaging, and more. From nutritional services to emergency services, the hospital prides itself in treating each patient as an individual to ensure they experience the highest quality of care and life.

With more than 90,000 patients seen each year, Anderson Hospital needed to find a more efficient way to ensure reporting and access to patient records was available during periods of downtime—both planned and unplanned.

Solution

Anderson Hospital found the solution it needed with AcmeWare’s Downtime Defender, a secure downtime application and report delivery system for the MEDITECH EHR. Downtime Defender assures that mission-critical information necessary for continuity of care and business operations remains available during downtime events—whether the downtime is planned or caused by natural disaster or ransomware attacks.

“We are longtime customers of AcmeWare, having used their deep knowledge of the MEDITECH data repository for creating custom reports,” says Michael Ward, Chief, Information Technology, Anderson Hospital. “When we heard about



Anderson Hospital. A 5-star rated hospital serving Madison County in Illinois.

Downtime Defender, we became early participants in their pre-release development program.”

Downtime Defender produces regularly scheduled current-state report snapshots from across the MEDITECH EHR, formatted in easy-to-read PDF documents, and securely stores them locally and in the cloud for guaranteed access during planned or unplanned downtime.

Deploying Robust Downtime Protection

Ward is impressed with the robustness and completeness of Downtime Defender, which helps ensure clinicians have the information they need to continue serving patients when systems are down.

Downtime Defender provides report delivery to a hospital’s data center, the cloud, and specified on-premises workstations. To enhance security, the HIPAA-compliant reports are encrypted and provide the option for password-protection.

The reports are generated from the MEDITECH Data Repository, which Downtime Defender frequently updates from during the day—without causing performance degradation for MEDITECH end-users.

In addition to delivering reports as PDF files, Downtime Defender includes intranet-based report

viewing to allow for easy ad-hoc data review, selectable by facility, location, or patient account. It also provides a built-in dashboard for report status and data latency monitoring and alerting.

All reports are purposely designed and optimized with clinician input, resulting in a patient-centric layout on paper that becomes part of the chart during downtime events. Downtime Defender combines point-in-time data with future scheduled items to provide a complete view of current and projected patient activity.

Downtime Defender’s extensible reporting infrastructure allows for ongoing development of new reports and integration of third-party data. It’s flexible application and report configuration options make it easy to meet a hospital’s specific needs and workflows.

Best Practice: Clean Hardware Ready for Downloading Cloud-Based Data from Downtime Defender

As part of its data resiliency program, Anderson Hospital has spare unused hard drives and mobile network cards ready to use in recovering from an emergency—as well as the ability to image multiple drives at once.

“We have new MiFi cards and hard drives ready to go,” Ward says. “In the case of a cyberattack, we could gather laptops, replace the hard drives in case any had been compromised, and use new MiFi network cards to access our cloud-based records from Downtime Defender. We can then print files using the cellular network and distribute them wherever needed, or simply access them from the clean laptops.”

Benefits

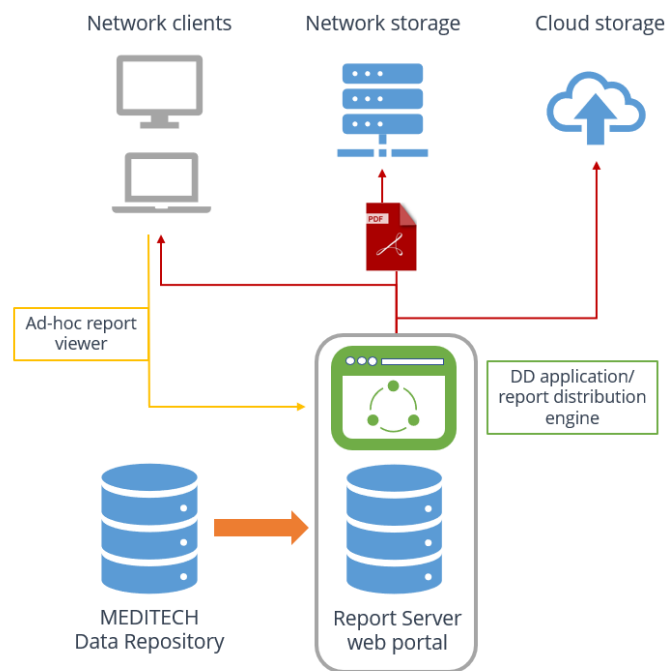
Anderson Hospital has enjoyed a number of benefits working with AcmeWare’s Downtime Defender, including: cloud-based continuity, ease of use, freedom from system maintenance, protecting patients during downtime, peace of mind, and finding AcmeWare to be a great company to work with.

Cloud-Based Continuity

Anderson Hospital values the cloud-based data continuity provided by Downtime Defender.

“Continuity planning is critical for a hospital,” Ward says. “Downtime Defender constantly backs up our data, so if there were a natural disaster or if we suffered a cyberattack, we would be able to access medication administration and other orders for

Information from DR, viewed and delivered securely.



Architectural Overview. Downtime Defender provides seamless access to medical records during planned and unplanned downtime.

existing patients, as well as schedules for patients coming in for an MRI, CT, or other purpose. We can access all the components we need to continue serving our patients.”

In addition to providing protection against major disruptive events, Ward notes that Downtime Defender can also be used should planned downtime takes longer than planned.

Ease of Use

Downtime Defender is so easy to use that hospital employees can use it without requiring training—which enhances its value in responding to unplanned events.

“You don't want to have to do training on how to use a system or a process when the stress level is high,” Ward says. “You need people to be able to do

things intuitively, and that's how Downtime Defender is set up. You go to a website, log in, and you're able to get the information for your area of need. You simply navigate a folder structure as if you were using Windows. You can print files, or just view the information you need. The intuitive interface is a great benefit because you don't want something that requires training, especially if the system might not be needed until some years later."

Freed from System Maintenance

In addition to being easy to use, Anderson Hospital benefits from the fact that AcmeWare handles all maintenance of Downtime Defender.

"We value that Downtime Defender isn't something that we need to maintain or spend time on," Ward says. "AcmeWare handles all updates or maintenance seamlessly behind the scenes."

At the same time, Downtime Defender makes it easy to confirm data status, and provides automated alerts should there ever be a gap in data uploads.

"As a best practice, we validate the system each day to make sure everything's there, but we have never found a lapse," Ward says. "In fact, Downtime Defender has alerts to tell you if data didn't load or if there were a problem with the system. So it is proactively protective, but thankfully, we've never had any of those alerts. It just runs smoothly for us."

| Same Day Surgery | | Patient Count: 5 | |
|---|---|--------------------------|----------------|
| AW0009831234905 AcmeWare, Barbara A | | | |
| DOB: 05/21/1950 | LOCATION: SDS.SV | ROOM-BED: | |
| AGE / SEX: 70 / F | SURGEON: Vincent AcmeDoc | | |
| SERVICE DATE: 04/14/21 05:39 | HEIGHT: 1.70 m | BSA: 1.88 m ² | |
| MED REC#: M000765990 | WEIGHT: 78.47 kg | BMI: 27.15 | |
| VISIT REASON: NEOPLASM OF BEHAVIOR OF LEFT BREAST | | | |
| ALLERGIES | | | |
| CODED ALLERGIES: No Known Allergies | | | |
| UNCODED ALLERGIES: | | | |
| PROBLEMS | | | |
| Problem Status | Problem Description | Initial Date | Edit Date |
| Active Problems | | | |
| *Acute | Skin cancer | 04/09/21 12:46 | 04/09/21 12:46 |
| Acute | Neoplasm of uncertain behavior of left breast | 03/27/21 10:21 | 03/27/21 10:21 |
| Acute | Hepatic encephalopathy | 12/14/20 13:55 | 12/14/20 13:55 |
| Acute | H. pylori infection | 12/10/20 09:45 | 12/10/20 09:45 |
| Acute | H. pylori infection | 12/10/20 09:45 | 12/10/20 09:45 |
| Acute | H. pylori infection | 12/10/20 09:44 | 12/10/20 09:44 |
| Acute | Liver cirrhosis secondary to NASH | 10/12/20 14:16 | 10/12/20 14:16 |
| Acute | Facial basal cell cancer | 10/05/20 12:44 | 10/05/20 12:44 |
| Acute | Bronchitis | 09/28/20 14:41 | 09/28/20 14:41 |
| Acute | Cough | 09/28/20 14:06 | 09/28/20 14:06 |
| Acute | History of cholecystectomy | 09/09/20 14:05 | 09/09/20 14:06 |
| Acute | History of lobectomy of lung | 09/09/20 14:05 | 04/09/21 12:45 |
| Acute | Post-menopausal | 09/09/20 14:05 | 09/09/20 14:06 |
| Acute | Hx of cancer of lung | 09/09/20 14:05 | 09/09/20 14:06 |
| Acute | Anemia | 09/09/20 14:04 | 09/09/20 14:06 |
| Acute | Hypertension | 09/09/20 14:04 | 09/09/20 14:06 |
| Acute | Cirrhosis, alcoholic | 08/31/20 11:26 | 08/31/20 11:26 |
| Acute | Constipation | 08/31/20 11:26 | 08/31/20 11:26 |
| Acute | Right lower quadrant abdominal pain | 08/31/20 11:26 | 08/31/20 11:26 |
| Acute | Lung cancer, lower lobe | 08/31/20 10:37 | 04/09/21 12:46 |
| Acute | Cholecystectomy planned | 08/31/20 10:37 | 08/31/20 10:37 |

Clinical Continuity. Downtime Defender provides complete access to patient records during periods of downtime to help ensure clinical continuity.

Protecting Patients

Ensuring continuity of healthcare information is all about protecting patients.

"The leadership of every hospital should require assurance that they can continue safe operations in the face of a data disruption event," Ward says.

"Hospitals are focused on serving the community, they want to be able to continue providing their services even in the event of a natural disaster or a malicious cyberattack."

Ward notes that simply having a patient diversion plan isn't enough. "Without access to medical information, it could become very difficult to safely treat the patients, forcing patient diversion, and diversion is something that most hospitals try to avoid," Ward says. "For example, we are a stroke facility, and if we were forced into a diversion, that might add 15 minutes to a patient's ambulance time, potentially delaying start of treatment."

Gaining Peace of Mind

Gaining peace of mind ranks as one of the top benefits that Ward has enjoyed since deploying Downtime Defender.

“Downtime Defender removes a lot of stress. If something were to happen, we know our clinicians could access the information they need to safely treat patients,” Ward says. “We wouldn’t be running around in a panic. We could focus on the problem of bringing our systems back up. That provides great peace of mind.”

Ward likens Downtime Defender to having insurance, saying: “Nobody likes paying for insurance, until you need it and then you are so thankful it is there.”

It’s Great Working with Acmeaware

Acmeaware has earned a special relationship with Anderson Hospital, as Ward speaks of tapping into the company’s deep knowledge of MEDITECH and its data repository to help on “heavy lift” projects over the years.

“I see Acmeaware as a partner and not a vendor,” Ward says. “There are very few organizations that I call partner, and that’s usually based upon the mutual trust that’s developed between the different organizations. Glenn and Greg at Acmeaware have gone well out of their way to demonstrate their desire to truly partner with organizations and be an important resource for them, and that’s how they’ve evolved here with Anderson Hospital.”

About Acmeaware

Established in 1998, Acmeaware specializes in report consulting services and software solutions based on the MEDITECH Data Repository, including [Microsoft Power BI](#). Whatever your data needs from MEDITECH, our professional services and solutions can deliver what you need. Our clients are hospitals throughout the United States and in Canada, Australia, and the Caribbean, many of whom we enjoy a long-term collaboration with via our [Partnership Program](#). We have a skilled staff of professionals working from our main office in Dedham, Massachusetts or from remote offices across the country. Our consultant analysts, developers, and executive staff have many years of experience in MEDITECH hospitals, working at MEDITECH, and sometimes both. As a MEDITECH collaborative vendor, we enjoy a positive working relationship with them and many other industry partners as well.

For more information, visit us at <https://acmeaware.com>.