



Memorial Hospital and Health Care System

Memorial Hospital is a growing healthcare organization in Jasper, Indiana with 30 specialties, 250 physicians and other advanced practice providers and 1,800 employees. Their primary location has 128 beds, and some of their distinctions include winning the Malcolm Baldrige National Quality Award, achieving Magnet Recognition and receiving nearly a decade of straight "A" Hospital Safety Grades from The Leapfrog Group.

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MIGRATING TO EPIC

In late 2019, Memorial Hospital decided to migrate their electronic health record (EHR) system to Epic from another provider. This is a monumental undertaking, regardless of an organization's size. It's critical to get everything right to ensure that patient care is unaffected. That's why Memorial Hospital reached out to OST for help with two major projects:

- Building and configuring the on-prem data center for their Epic production environment.
- Building, configuring and managing their Epic disaster recovery (DR) environment in the cloud on Microsoft Azure.

PANDEMIC? NO PROBLEM

Barely a month after kicking off Memorial Hospital's Epic implementation and migration project, COVID hit the United States in full. Lockdowns, uncertainty, spending freezes and supply chain breakdowns meant that Memorial Hospital's hardware was delayed for at least six months.

This was not a problem with OST by their side. Our team was able to quickly pivot our strategy to set up all of Memorial Health's Epic environments in the cloud. And our proprietary, foundational architecture for Epic on Azure allowed us to streamline the implementation and even make up for lost time.

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OUTCOMES FOR MEMORIAL HOSPITAL



Successfully navigated the enormous uncertainty surrounding when (or if) their hardware would arrive.



Started their implementation on time and hit all the major milestones in their migration on schedule.



Successfully migrated cloud-based environments to their physical infrastructure when hardware delays were resolved.



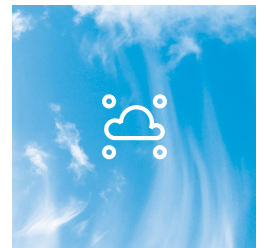
Effectively collaborated with Epic's project group and other vendors involved in the rollout.



Experienced no interruptions to patient care and critical services.

ONGOING MANAGED SERVICES

OST continues to provide Memorial Hospital with ongoing, advanced IT managed services. Of note, OST's team includes Epic Operational Database Administrators, Epic Client Systems Administrators, and a variety of other certified professionals who can support applications, servers, presentation, hyperspace client delivery and much more. This helps Memorial Hospital maintain their partnership level with Epic, save costs and round out their talent pool with the exact mix of specialists their team needs – when they need them.



Curious About Epic on Azure?

Healthcare organizations choose to partner with OST because we have been implementing, optimizing and managing Epic systems for over 15 years. Our team has the staff, skill sets, certifications and experience to design, build and maintain Epic infrastructure, applications and much more – both on-prem and in the cloud.

If you want help solving the complex challenges your healthcare organization is facing, we'd love to start a conversation. Contact OST today!

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