

Signature Healthcare

Choosing the Right Partner to Prepare for an Unforeseen Disaster

ORGANIZATION:  SIGNATURE
HEALTHCARE

CHALLENGE: Retain essential and legally required information from their previous EHR while creating a central repository for all clinical and financial data to reduce backend infrastructure, minimize maintenance and support costs, and offload the responsibility of managing an archive.

SOLUTION: LKOasis

ORGANIZATION OVERVIEW

Location: Brockton, MA

Length of Service: Founded in 1896

Size: Signature Healthcare is Southeastern Massachusetts' largest integrated healthcare system, including Brockton Hospital and Signature Medical Group, one of the largest multi-specialty, multi-site physician group practices on the South Shore. Brockton Hospital is a private, not-for-profit, 245 licensed bed community teaching hospital, emphasizing community based, locally owned care. With over 2,700 employees and 18 office locations, the hospital is the largest non-governmental employer in Brockton, serving an area population of approximately 418,000 in a primary service area of 22 communities.

Recognition: Signature Healthcare Brockton Hospital has earned multiple prestigious recognitions for its exceptional commitment to patient safety and healthcare excellence. The hospital has achieved 18 consecutive "A" safety grades from The Leapfrog Group, ranking among only four Massachusetts hospitals and 39 nationwide with such distinction. Additionally, all Signature Medical Group Primary Care locations received NCQA Patient-Centered Medical Home Recognition, reflecting their patient-centric approach. The Lown Institute recognized Signature Healthcare as #57 in the nation and #1 in Massachusetts for patient safety, with Grade A ratings in social responsibility, value of care, health equity, cost efficiency, and inclusivity. Moreover, the hospital received the 2022 Women's Choice Award for being among America's Best Comprehensive Breast Centers and Mammogram Imaging Centers, focusing on both patient satisfaction and clinical excellence.

WORKING WITH ELLKAY

In 2019, Signature Healthcare began its search for an archive vendor to address several crucial goals. They aimed to retain essential and legally required information from their previous EHR while creating a central repository for all clinical and financial data. Additionally, their objectives included reducing backend infrastructure, minimizing maintenance and support costs, and offloading the responsibility of managing an archive. After careful consideration, Signature Healthcare chose ELLKAY, a seasoned data management software vendor with over 20 years of experience in the archive business, including 15 years of expertise in migrating clinical and financial data. ELLKAY's centralized, cloud-based solution, accessible web-based dashboards, and their commitment to extracting data even in complex scenarios made them the ideal choice. As a fellow north-eastern residing organization, Signature Healthcare valued ELLKAY's New Jersey headquarters.

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NICK SZYMANSKI
VP & CIO
Signature Healthcare

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In 2020, Signature Healthcare underwent a significant transition by switching EHR vendors from Allscripts to MEDITECH Expanse. ELLKAY played a crucial role in facilitating the smooth conversion process during this transition. Fast forward to the present, ELLKAY continues to collaborate closely with Signature Healthcare. They are currently in the process of completing a Financial Archive, transitioning data from IDX to LKOasis.

THE VALUE OF LKOASIS-THE FIRE

On February 7th, 2023, a ten-alarm fire erupted, originating from critical electrical closets at Signature Healthcare.

While the primary concern was ensuring the safety of all the patients, the next immediate thought that occupied their minds was the accessibility and security of patient data and how to ensure seamless sharing with the organizations where these patients were being transferred. This was the moment when the value of their partnership with ELLKAY truly shined. The foresight to archive patient data with ELLKAY proved invaluable. In the midst of the chaos, Signature Healthcare could rest assured that their patient data was safeguarded, allowing them to focus on the safety and well-being of the 176 evacuated and transferred patients amidst the tumultuous ten-alarm fire response. The incident, with its extensive response team, blocked-off radius, and severed network, underscored the critical importance of data security and accessibility, especially in moments of unforeseen crisis.

FIRE STATISTICS SHOWCASING THE SHEER MAGNITUDE OF THE EVENT

- ▶ 176 Patients Safely Evacuated & Transferred
- ▶ 10 Alarm Fire
- ▶ 77 Ambulances
- ▶ 38 Firetrucks
- ▶ 3 State Response
- ▶ Quarter Mile Radius Blocked Off
- ▶ Dozen News Crews & Helicopters
- ▶ Network Severed
- ▶ 20 Locations Impacted Outside of Hospital

ABOUT ELLKAY

ELLKAY is a recognized healthcare connectivity leader, serving as the single partner to healthcare organizations for their data management and interoperability solutions. ELLKAY empowers hospitals and health systems, diagnostic laboratories, healthcare IT vendors, payers, and other healthcare organizations with cutting-edge technologies and solutions. Since 2002, ELLKAY's system capability arsenal has grown to over 58,000 practices connected and 750+ EHR/PM systems across 1,100+ versions.



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