

CASE STUDY NEWTON MEDICAL CENTER

OPERATIONS CONTINUE AFTER TECHNOLOGY FAILURE



Newton Medical Center

Family friendly. First class.



As a healthcare facility, **Newton Medical Center** has a responsibility to be there for their patients and staff no matter what. A small interruption can be the difference between life and death. Staff at **Newton Medical Center** knew this was not something to be taken lightly.

In evaluating their risks, a simple power surge was one of their biggest concerns – a surge would prevent nurses from being able to do their charting and employees would no longer have access to the technology needed to do their jobs. But, continuity planners at **Newton Medical Center** knew they needed to be prepared for any eventuality.

Newton Medical Center decided to join **Agility Recovery** to be certain their daily operations would be up and running no matter what. In the event of an interruption, **Agility** would provide them with the 4 key elements of recovery of their administrative functions: office space, power, communications and computer systems.

On November 21, 2013, **Newton Medical Center** discovered their Sun Station PCs and servers were malfunctioning. **Pam Kvas**, who oversees emergency room services and business continuity planning, communicated with her emergency response team, and they made the decision to call **Agility** immediately.

After, discussing their needs with continuity planner, Tom Combs, **Agility** shipped **Newton Medical Center** 30 laptops to capture data until the issue was resolved. The computers allowed Patient Managers to go from room-to-room and chart as they would have if the servers were working properly. **Newton Medical Center** ended up utilizing the **Agility** laptops for 10 weeks while waiting for new servers. One simple phone call was all it took.

*“Because of **Agility**, we were able to care for our patients even with our servers down”*

Pam Kvas, RN and Director of
Emergency Services and Preparedness



Newton Medical Center is part of the South Central Hospital Preparedness Region. Six of the nineteen healthcare facilities in this coalition are covered by **Agility Recovery**, taking advantage of group purchasing discounts **Agility** offers to healthcare coalitions.