

CASE STUDY

Revolutionizing Patient Care

Effective Monitoring Shapes Current and Future Patient Care Support



KING'S DAUGHTERS
MEDICAL CENTER

King's Daughters Medical Center is a cornerstone of healthcare in Brookhaven, Mississippi, providing a comprehensive range of medical services to the community. The medical center has grown to include a range of medical clinics, ensuring that residents of Brookhaven and surrounding areas have access to high-quality, timely care. The main facility of King's Daughters Medical Center is equipped with 120 inpatient beds, allowing for both inpatient and outpatient surgical procedures. Additionally, the healthcare provider offers specialized services, including an Outpatient Wound Center, Outpatient Sleep Center, and various other clinics.

BUSINESS CHALLENGES

- The medical center experienced **consistent complaints from users** at multiple remote clinic locations requiring the identification of root causes.
- Both the main and remote facilities **experienced connectivity and other IT issues** requiring time consuming trouble-shooting efforts with inconsistent MTTR.
- With an IT staff suitable for a medium-sized healthcare facility the King's Daughters Medical Center **personnel balances support duties with managing the electronic health record application** and its configurations.
- Management sought a **comprehensive review of the end user experience**, encompassing issues ranging from personal desktops, local network connectivity, general Internet performance, and website access to the electronic health record system.
- Limited IT staff has often challenged by **lack of data** to effectively support patient care resources.
- The medical center's primary **electronic health record systems required effective monitoring** for improved stakeholder support, maintenance, and development.



Using Service Watch to quickly discover where the users are having issues, has given our IT team back the time we need to focus on larger projects. Our overall digital experience has been positively impacted.

Scott Carpenter,
Systems Analyst

SOLUTIONS

- Initial internal tests using **Service Watch** provided **important data to warrant further deployment** to users experiencing chronic computing issues, especially with network connectivity and latency.
- Ease of Service Watch deployment provided root cause answers**, leading to wider adoption and relieving network issues among users reporting problems most frequently.
- While effective **RUM provided answers**, staff realized **the value of improved MTTR with more nimble support**, freeing personnel to address IT maintenance and planning needs.
- Stakeholders of the electronic health record systems, including the ISP, host service provider, and application provider, **received important telemetry to better support, maintain and improve user interaction**.
- Management gained insightful information concerning frequent support issues** as well as important data regarding health record systems to better manage IT return of investment with service providers.

RESULTS



Resolved the most frequent problems – even at remote clinics.



Insightful metrics augmented the health record system ROI with vendors.



Streamlined support functions improved MTTR and reclaimed time for planning and maintenance.



Provided essential review of network and health record system management.

CHALLENGES MET

Technical challenges at King’s Daughters Medical Center spun around a combination of issues faced by a medium-sized healthcare facility with remote users spanning various clinics. To ensure optimal patient care, it was crucial to identify the underlying causes of common user difficulties. Implementing Service Watch proved instrumental in significantly reducing Mean Time to Repair (MTTR).

Given the involvement of multiple technical vendors in the health record system, the medical center required detailed insights to enhance support, maintenance, and strategic planning. By leveraging data obtained through Exoprise monitoring deployments, service providers across the spectrum—ranging from the ISP to web hosting services to the application provider—were able to enhance the performance of the core patient care system.

This data was also instrumental for management in evaluating support functions and health record systems to gauge cost-effectiveness and plan for the future. Consequently, IT enhancements addressed immediate needs and challenges faced by both staff and management, resulting in an agile workforce capable of navigating both current and future obstacles.



Exoprise gave us the network visibility we were searching for. With this level of telemetry into previous blind spots, we are able to find the root cause of problems instantly.

Scott Carpenter, Systems Analyst

WHY EXOPRISE

King's Daughters Medical Center utilized Exoprise's Service Watch for Real User Monitoring (RUM) to achieve complete monitoring coverage. They began by deploying the browser add-on themselves, enabling them to quickly gather actionable data from their environment. Exoprise utilized baseline benchmarks to provide essential monitoring performance indicators and real-time insights for prompt decision-making by the IT staff.



Exoprise has improved our end user experience, allowing our doctors and nurses to focus on patients, not tech issues.

Joe Farr, Director of Information Systems

The Exoprise customer success team partnered with King's Daughters Medical Center and conducted thorough reviews to fine-tune alerts and thresholds tailored to the specific needs of their system. This allowed the medical center to effectively monitor performance variations and proactively address any issues, leading to faster MTTR. The integration of Service Watch streamlined support and monitoring processes into an effective support model, while additional enhanced monitoring provided metrics to improve health record web deployments and allow management review of all IT resources.



King's Daughters Medical Center successfully optimized their monitoring capabilities by partnering with Exoprise and utilizing the Service Watch methodology for Real User Monitoring (RUM). Through a strategic approach to deployment mapping, alarm tuning, and review of metrics, Exoprise enabled King's Daughters Medical Center to overcome staffing challenges and establish a robust foundation for monitoring their environment.

With Exoprise's assistance, King's Daughters Medical Center's IT staff now have an effective monitoring foundation in place, allowing for the smooth operation of their infrastructure. This foundation played a critical role in the successful review of the medical center's infrastructure within a short timeframe. Additionally, the health record system improved patient care with higher levels of support from the related applications stakeholders, such as ISP, hosting, and application.

The deployment at King's Daughters Medical Center now addresses needs across all clinics. Solutions from Exoprise proactively addressed support issues from enhanced visibility within the network and the core web application allowing for an agile IT workforce. The medical center's IT management can now effectively manage current resources while planning future initiatives.

