

The Tarboro Clinic

EXECUTIVE SUMMARY

The Tarboro Clinic is a busy multi-specialty healthcare clinic that serves over 12,000 primary care patients per year and processes 30,000 lab tests per month. The clinic's aging IT infrastructure was breaking under the strain of rapid growth and the conversion to Electronic Medical Records (EMR). In addition, one IT staff person was struggling to administer

the clinic's database, support 120+ employees and maintain 150+ computers.

Computer Service Partners helped the organization solve several hard-to-diagnose network issues, reconfigure the daily backup routine and now provides helpdesk support and oversight as well as long-range strategic IT planning.

With **CSP Managed Services**, The Tarboro Clinic has been able to:

- Improve overall productivity
- Address security issues
- Save money on IT staffing costs
- Develop a 5-year IT roadmap

THE BACKGROUND

The Tarboro Clinic is a rapidly growing, high-volume, multi-specialty clinic that serves thousands of Edgecombe County patients each month. The clinic's staff includes 20 healthcare providers and 100 support personnel. Medical services include primary care, general surgery, pediatrics, gastroenterology, pulmonology, endoscopy and cardiology.

In 2009, the clinic was struggling with a wide range of IT issues that were causing internal workflow crisis almost daily.

"It became obvious that our overall IT setup needed serious attention," said Mattie Carstarphen, the Clinic's Administrator. "We had problems coming from every angle including backup problems, printing problems, security issues, and slow EMR response times on our mobile laptops."

"We had been getting along with one IT person that knew a lot about our software, but he was not able to keep up with our infrastructure issues. We had grown to the point that one person just couldn't do it all."

"We also had a major issue with the way we were doing backups. Each night when our automated backup ran, the system was inaccessible. This was a huge problem for our doctors who need to access the system after hours to make notes on patients. On top of that, the backup process had gotten so slow, it often took 10 or more hours to complete. That meant sometimes our system was still offline when the clinic opened the next morning."

Several years ago, the Clinic transitioned to Citrix and NextGen electronic medical records. For months after the EMR implementation, they fought with what they thought were "Citrix printing problems." Doctors would try to print patient records and the system would freeze up in the middle of a patient visit.



The Tarboro Clinic serves patients in Edgecombe County, NC. This multi-specialty clinic has 120 staff members and serves over 12,000 primary care patients per year.

Even after working extensively with a Citrix support team, the clinic printing problem persisted.

Security was one more big issue, in a long list of big issues, which needed immediate attention.

"We work with so many third parties, including other physicians, hospitals, ophthalmologists, physical therapists, and so forth. We needed to be able to share information with our patients and with other healthcare providers. But without proper security, or secure email, we couldn't do that."

"It was totally chaotic. From an IT perspective, we were in crisis management eight hours a day, five days a week," Carstarphen said.

“From an IT perspective, we were in crisis management eight hours a day, five days a week... When CSP came in a year ago, they were able to make immediate improvements that made a huge difference.”

—Mattie Carstarphen, Administrator
The Tarboro Clinic

THE DECISION

“We knew we needed help. We wanted to get out of crisis mode and into a more proactive mode. But we barely have the staff to put together a 12 month plan, and we wanted a 5 year plan.”

“As a Medicare / Medicaid facility, there’s not a lot of extra money to put into IT staff. It’s a big ship we’re running here, and as it’s gotten bigger our IT issues have grown way beyond what we can manage internally.”

“We were familiar with CSP because they serve several organizations here in Tarboro. Plus, a few years ago, CSP helped us implement new HIPAA policies and procedures, so we had experience working with the company.”

“We felt comfortable that CSP had the resources and expertise to take us to the next level. Plus, if we tried to hire talent in-house to duplicate all the services that CSP provides, the cost would be prohibitive.”

THE IMPLEMENTATION

CSP helped The Tarboro Clinic:

- Diagnose and solve Citrix printing issues
- Improve overall network performance issues
- Implement a comprehensive security strategy
- Eliminate performance bottlenecks to NextGen EMR
- Identify and implement a complete backup and disaster recovery strategy

“When CSP came in a year ago, they were able to make immediate improvements that made a huge difference.”

Under CSP Managed Services, The Tarboro Clinic is now covered by CSP’s proactive monitoring, management and remediation services, which include:

- Helpdesk services
- Asset management
- Software patches and upgrades
- Network administration, monitoring and documentation

“With CSP Managed Services, we’ve been able to keep our helpdesk headcount to one person and that one IT person is now able to serve the needs of 120 people.”

“When our people have computer problems, they email our helpdesk, if our IT person can handle it, then fine, if not then we pass it to CSP. We really like being able to funnel these more difficult requests to an organization that’s equipped to handle it. “

“CSP also reviews our daily support requests. Through these daily reviews, CSP can spot trends that might be evidence of a larger problem. This level of oversight and monitoring is something that would be almost impossible for us to reproduce in-house.”

“We have a lot of confidence in CSP and we’re really excited about the fact that we now have 5 year strategic plan. We feel like we get a lot of value from our relationship and we would definitely refer CSP to another healthcare facility.”
Carstarphen said.

Visit www.cspinc.com or e-mail info@cspinc.com



P.O. Box 33414
Raleigh, NC 27636

ph. 919.424.2000
fax. 919.424.2070