



# Maintaining exceptional patient care

Boston Medical Center optimizes patient records with a scalable EHR solution from Dell, Intel and the DRIVE initiative

Not-for-profit medical institutions that are also teaching hospitals have to strike a balance between managing cost pressures and being able to train students to use the latest technologies. While no small challenge, the information technology team at Boston Medical Center (BMC) is setting an example, balancing innovation with sound business decisions.

With nearly 1 million patient visits annually, BMC is a 482-bed, not-for-profit, academic medical center. More than 2,840 physicians, residents, fellows and nurses deliver a comprehensive range of pediatric and adult care in more than 70 specialties and subspecialties.

BMC's mission — exceptional care, without exception — permeates the entire organization, inspiring a commitment to excellence in all aspects of the medical center. The hospital's passion for helping patients is clear by the number of healthcare

awards it earns as well as its innovative programs like Health Leads, which connects impoverished families with the services they need to improve health. Technology plays a key role in BMC's accomplishments. Clinicians depend on fast, reliable and affordable IT tools so that they can better serve patients and save money to fund low-cost care options for those who need them. These factors all came into play when BMC decided to enhance its handling of patient records.

## Gaining a high-performance medical records system with DRIVE

Like many medical institutions, what began at BMC as a manual process for keeping track of patient information became somewhat automated over time, but systems were disparate and patients often ended up with multiple, disconnected records. "We needed to make it simpler and faster for our clinicians to get a complete picture of patient history and status," said Peter Misticawi, director of technology at

### Customer profile



EXCEPTIONAL CARE. WITHOUT EXCEPTION.

Company	Boston Medical Center
Industry	Healthcare
Country	United States
Website	<a href="http://www.bmc.org">www.bmc.org</a>

### Business need

Clinicians at Boston Medical Center were using several disparate systems and platforms to keep track of patient medical records, resulting in costly and inefficient processes.

### Solution

The hospital chose the DRIVE solution, including Intel® Xeon® powered Dell servers, to consolidate records, optimize processes for users and administrators, and better serve its patients.

### Benefits

- Cost-effective, stable platform
- Ease of use
- Superior support
- Future-proof technology for growth

### Solutions at a glance

- Data Center Virtualization

"The scalability, the low cost of support and maintenance for our Dell servers, plus ongoing innovation, all put us in a strong position to retain and attract top medical talent and better serve our growing number of patients."

*Peter Misticawi, Director of Technology, Boston Medical Center*

BMC. "For increased accuracy, time saving, and productivity, we decided to move to a comprehensive, electronic medical record system and chose Epic on the Dell platform."

After a detailed review process, BMC selected Intel® Xeon® processor-based x86 Dell servers as part of the DRIVE solution, a technology initiative that includes Dell, Red Hat, Intel and VMware for Epic. BMC already had its business applications deployed on the Dell platform and had virtualized 90 percent of their server environment, so the ability to leverage that expertise and maintain a stable environment was compelling.

Sharing insight into the decision-making process, Misticawi states, "Before we make any technical decisions, we like to get all of the parties at the table, so we brought the alliance partners in to validate. Being able to extend existing relationships and also go in the direction of Linux on Intel — an affordable high-performance combination that we recognize as leading-edge — was a huge advantage. This analysis gave us confidence that this was the right platform to choose and would give us the best path forward."

#### Getting a "single pane of glass view" plus comprehensive support

In addition to building on in-house expertise and experience, using the same hardware for business applications and the electronic medical record system offers other benefits. According to Misticawi, "Having one hardware vendor, Dell gives us a 'single pane of

glass view' into our entire hardware environment, which definitely saves time and money. It simplifies deployment and management, and it lowers our total cost of ownership."

As BMC moves forward with the project, the level of support provided by Dell has been superior, both related to healthcare systems expertise, and to detailed platform knowledge. The BMC IT department knows from previous experience that the DRIVE team is committed to their success every step of the way. "I don't know of any other vendor that has the skill set to help you in areas that aren't even in their direct purview," states Misticawi. "Our entire Dell support team, those focused on Epic and those who are hardware experts, are proactive in offering products and processes that will help us get the most from the entire solution."

#### Relying on a scalable solution to meet future growth

"We're always being asked to do more with less and the Dell DRIVE solution lets us do that and more," adds Misticawi. "It enables us to 'grow more with less,' with a platform that can carry us into the future. The scalability, the low cost of support and the maintenance for our Dell servers, plus ongoing innovation, all put us in a strong position to retain and attract top medical talent, and to better serve our growing number of patients. We can also add more capabilities and features to support more departments over time."

## Products & Services

### Services

Dell Support Services

### Hardware

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Dell PowerEdge blade servers

### Partner

Intel® Xeon® processors

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