

Network Assessment Case Study

Community Memorial Hospital, Sumner, Iowa

As the Community Memorial Hospital concentrated on helping patients heal, they were consistently hampered by a network that was ill. The company that maintained their network had people on site daily. “Communicating with them was a problem, however,” says hospital CFO Sara Trainor. “We were never sure what had been done to which machines and which ones still needed work.”

Network Assessment

When they learned of ICE’s expertise in healthcare as well as in information technology, the hospital turned to ICE to help get them on the right track. ICE first performed a Network Assessment, reviewing the existing network environment, assessing network standards, identifying security vulnerabilities, reviewing IT self-support capabilities, documenting the network infrastructure, identifying gaps, and providing remediation recommendations.

Report findings were identified through interviews, observations and existing documentation. Recommended action items explained what technology and process changes were needed to address and correct the identified findings and issues. Using this documentation as a guideline, ICE helped the hospital improve its network infrastructure, adding new hardware, capacity and speed where needed, and made changes to the system’s firewall. “ICE has been excellent at communicating what has been done to individual machines and to the network as a whole,” says Trainor.

Weekly Follow-up

An ICE systems engineer visits the facility once a week. The hospital has a whiteboard where departments list any areas needing attention. At the end of each visit, the whiteboard is clean, indicating that all problems have been resolved. The systems engineer also sends an e-mail to Trainor telling her what was done and making plans for the next visit. “We really appreciate that ICE is proactive, not reactive,” says Trainor. “They offer suggestions for future changes and equipment needs, helping us to plan for those in advance.”

The Best Choice for Community Hospitals

ICE continuously educates its team members on HIPAA security standards, so they can help hospitals comply with those standards. “Because ICE specializes in healthcare as well as technology, they are our best choice for maintaining our network,” Trainor says. ICE is also helping Community Memorial gradually upgrade to a more secure system.

About the Client

Community Memorial Hospital is located in Sumner, Iowa, a town of less than 4,000 situated northeast of Cedar Falls. It is a 25-bed critical access hospital and a rural affiliate of Iowa Health Systems. The hospital has approximately 74 employees caring for over 250 admissions throughout the year, with the average length of stay being 3.4 days.

About ICE Technologies

ICE's team of experienced security experts, systems engineers and healthcare consultants has been assisting community hospitals align technology with the needs of their organization by providing solutions that range from CIO-level advisory services, project management and software selection assistance, to the ongoing administration of healthcare information systems and networks.