



Med Tech  
Solutions

EXECUTIVE BRIEF

# Cloud Offers Foundation for Growth and Improved Care Delivery



In a panel discussion moderated by the healthcare practice editorial team at SmartBrief, two Med Tech Solutions (MTS) customers discussed their move to the cloud to help them reduce costs and complexity, improve care delivery, and support long-term growth. This executive brief outlines the key findings from that discussion.

# Providers turn to cloud to improve efficiency and service levels

Information technology offers clinical providers opportunities for higher efficiency and enhanced services, but outdated systems and limited resources make it hard to take advantage of those opportunities. Today, healthcare delivery organizations of all types and sizes—from physician offices and clinics to community health centers, as well as large integrated networks—are turning to the cloud to address these challenges, with remarkably similar successes.

Over the next two to five years, significant changes in the healthcare industry—including regulatory changes, the expansion of telehealth, and virtual care and API-driven integration—will make the benefits of cloud technology even more pronounced.

The cloud gives provider organizations the ability to prepare for and respond to changes, scale quickly and strategically, implement robust security controls, and meet performance measures and compliance standards. More importantly, it puts technology where it belongs: in the realm of IT. That frees providers from spending time and effort on technology management, allowing for better care delivery.

## CLOUD BENEFITS FOR HEALTHCARE ORGANIZATIONS

- Support for organizational innovation
- Improved resiliency and disaster recovery
- Improved privacy and security
- Greater flexibility
- Reduced costs, including for hardware, software, and labor
- Support for a team-based, outcomes-driven care delivery model

### OPERATIONAL EFFICIENCY

OptumCare Management, LLC uses cloud technology from MTS, and has benefited from having roles taken off its plate, including network teams, server teams, and security teams. “We can focus on delivering the best patient care and not worrying about our IT infrastructure,” said Armando Besné, senior manager of CIS.

In addition, a performance dashboard allows Besné to monitor the environment in real time, plan for scalability, and fix issues before they become problems, allowing OptumCare Management to provide better, faster care.

“We can focus on delivering the best patient care and not worrying about our IT infrastructure”

— ARMANDO BESNÉ, OPTUMCARE MANAGEMENT, LLC



## COST CONTROL

Use of the cloud also allows for a more cohesive IT approach, delivered in a way that maximizes resources while controlling expenditures, said Miguel Rodriguez, senior security officer at Arroyo Vista Family Health Center, a nonprofit network of community health centers in California.

Over the years, we found we were piecemealing IT, and we recognized that wasn't the best way to go forward," he said. In particular, inefficiencies were creating a strain on the organization's tight budget that relies mainly on grants.

Rodriguez noted that Arroyo Vista, which also partners with MTS, sees the partnership as "an extension of our helpdesk, and some of the expertise they have is much more than we could ever afford."

OptumCare Management also saw significant savings after moving a majority of its core systems to virtual servers and solidstate hard drives. "I was able to save \$250,000 moving from a previous vendor to MTS, with a more robust, higher-performing solution," Besné said. "That in itself was a huge win for my organization. No longer do I need a network team, security team, server team, or identity access management team."

To improve cost control, Arroyo Vista turned to cloud computing and saw improvements with:

- Financial predictability
- Budgeting flexibility
- Shared services
- Fewer support requirements
- Embedded privacy and security
- Scalability

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## THE CLOUD'S IMPACT ON HEALTHCARE ENVIRONMENTS

The decisions by OptumCare Management and Arroyo Vista to embrace cloud technology now allow them to fully focus on providing care, not on wrangling technology, noted Chris Gooch, director of engineering for MTS.

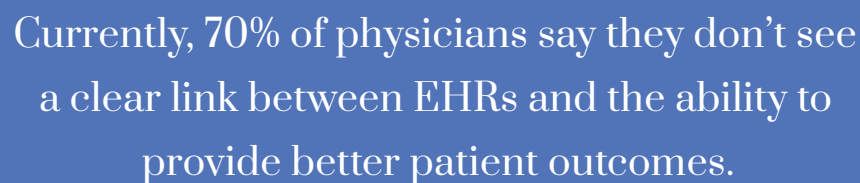
Organizations that make this shift are able to run their infrastructure on enterprise-grade hardware they might not otherwise have been able to afford, and they can move away from on-premises hardware that may become obsolete or need to be refreshed. Some MTS clients have seen up to a 35% increase in application performance by moving from a legacy installation or another cloud provider, Gooch said. This frees up time for providers to see more patients and to engage more effectively with those patients.

Additional care improvements come from better use of EHR data. Currently, 70% of physicians say they don't see a clear link between EHRs and the ability to provide better patient outcomes. But hosting EHRs in the cloud allows organizations to tap data analytics insights from population health information, patient engagement data, and other measures to improve care.


Healthcare organizations that embrace the shift to more efficient cloud technology can give their providers the time, resources, and information they need to provide the best patient care possible.



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Contact us at [info@medtechsolutions.com](mailto:info@medtechsolutions.com) to discuss how the cloud can help your provider organization.



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