OVERLAKE
MEDICAL CENTER AND CLINICS

OVERLAKE MEDICAL CENTER | PROBLEM SOLVED

To address increasing demands, Overlake Medical Center optimizes its Epic electronic medical records system on NetApp® All Flash FAS, improving patient safety and ongoing care by getting crucial patient data and analysis to physicians as much as 72 times faster.

Providing Unparalleled Patient Care Through Medical-Centric Data Analysis

As the only full-service acute-care hospital in Bellevue, Washington, 349-bed Overlake Medical Center serves a large and growing population with primary care, urgent care, specialty medical clinics, and a trauma center in the Puget Sound area. In 2013, Overlake made a major investment to modernize its electronic medical records (EMR) system, migrating from its existing system to Epic EMR.

Accelerates workloads and accommodates ever-growing patient data

Delivers superior speed and responsiveness

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> "When you build reports correctly, and validate that data, you're able to improve care. Doctors see report results and recognize where steps can be put in place to make sure we're doing the right thing for our patients."

Tracy Sullivan
Clinical Informatics Nurse, Overlake Medical Center

To help clinicians meet benchmarks for quality care, the Overlake Clinical Informatics team uses its Epic EMR system to create reports showing how physicians are executing specific performance measures. When analyzed effectively, the data available from an Epic EMR can reveal long-term health trends, help clinicians identify patients who might develop complications, and pinpoint ways to ensure excellent care.

"There's truth in data," says Clinical Informatics Nurse Tracy Sullivan, who serves as a bridge between the IT analysts and Overlake's clinic managers. "When you build reports correctly, and validate that data, you're able to improve care. Doctors see report results and recognize where steps can be put in place to make sure we're doing the right thing for our patients."

BETTER PATIENT CARE THROUGH FRESHER DATA

The IT team was pleased with the NetApp technology it was using for its virtual desktop infrastructure, so the team looked to NetApp to support its new EMR. "The more we looked at NetApp, the more we felt like it really fit well with Epic," says Senior Server Analyst Scott Connelly. "When we can provide performance and reliability for our physicians, it becomes a no-brainer."

To make sure that analysts and physicians always have the most up-to-date data possible, the Overlake IT team worked with NetApp Professional Services to set up an automated nightly Epic data refresh. Because of the speed and innovation of NetApp All Flash FAS, the refresh takes only two hours, as opposed to a manual, seven-hour process on its former data storage solution. "Thanks to the NetApp all-flash array, we can give our Epic analysts fresh data every day and none of us have to stay up in the middle of the night to do that," Connelly says.

NetApp All Flash FAS provides the infrastructure to simplify and automate IT operations and support the system, ensuring that physicians have real-time access to data and that business efficiency is improved.

BUSINESS BENEFITS

NetApp All Flash FAS enabled the Overlake Medical Center Epic team to:

- Enhance quality of care by accelerating access to patient data
- Deliver fresh data daily using a workflow automation process on the Epic data
- Minimize interruptions and downtime by using cluster mode in the all-flash array to move the live production database from one set of disks to another
- Automate data processing, allowing the IT team to focus on more strategic tasks

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SPEEDING ACCURATE DATA TO THOSE WHO NEED IT MOST

Overlake's clinicians were used to response times of between 10ms and 18ms on their existing system—a perfectly acceptable range based on industry norms. However, with NetApp All Flash FAS, average response plummeted to 0.25ms. This response time is virtually instantaneous and a meaningful saving for time-pressed users who access the system dozens of times each day, sometimes racing the clock to save a life at the point of care. The improved performance enables clinicians to make better time-sensitive decisions with their near-real-time access to crucial patient data.

"With NetApp All Flash FAS, physicians, nursing staff, and other support staff will have much more immediate access to their data. This will enable them to get their documentation completed much faster," says Connelly. "All of this adds up to more time they're able to spend with patients."

ELIMINATING DOWNTIME FOR DATA ACCESS

With NetApp ONTAP®, the Overlake IT team can move the live production database if needed without interruption—so that physicians have constant access to the EMR and see the entire picture of the patient's health.

"What we're working on can affect somebody's life," says Brian Timmerman, senior server analyst. "We think about that every day."

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