

The image shows a healthcare professional from behind, wearing blue scrubs and a blue surgical cap. They are looking at a large monitor in an operating room. The monitor displays a complex medical image, likely a CT scan of a brain, with various data points and graphs. The room is dimly lit, with the primary light source being the monitor. The overall scene is a professional medical environment.

**PHILIPS**

Healthcare Informatics

# Philips IntelliSpace Enterprise Edition: a comprehensive managed service

Making streamlined workflows, seamless interoperability, and much more possible



“Philips IntelliSpace Enterprise Edition enables us to do more with less. Our technologists spend less time doing paperwork or computer work. With information flowing through the system, they can concentrate more on patient care, on imaging work, and on getting quality information to the cardiologist or radiologist.”

**Donna Russell, Supervisor of Radiology and Cardiology Imaging, CarolinaEast Physician Practice Offices**

**Who/Where**

CarolinaEast Health System in New Bern, North Carolina

**Challenges:**

- Images were being captured and stored in different ways at various locations, complicating workflows and increasing costs
- Multiple contracts, vendors, and systems created extra work for both IT and clinical teams

**Solution:**

- Philips IntelliSpace Enterprise Edition, an integrated managed service that works across all departments, connecting processes, people, and places to secure patient data, manage upgrades remotely, and enhance interoperability to offer a holistic view of a patient’s history

**Better interoperability, better care**

While numerous awards, including a Center for Medicare and Medicaid Services Five-Star Quality rating, adorn the hallways of CarolinaEast Health System, the dedicated team there prides itself most on delivering outstanding care to the people of New Bern, North Carolina and the surrounding area. With its multiple locations spread over many miles, CarolinaEast makes it a top priority to smoothly and securely acquire, assess, share, and store patient data. To do this, the team has made big strides in interoperability with the help of many Philips solutions, including IntelliSpace Enterprise Edition, a comprehensive managed service approach that provides a secure, standardized, and easy way to save and share images as well as improve both the security and interoperability of their clinical solutions. “Our teams are more excited about this change to their workflow than they have been about any other initiative we have brought forward,” says Rick Fisher, Director of Imaging Services, CarolinaEast.

Ensuring the interoperability of systems and settings directly impacts not only IT teams, but clinical teams as well. “I used to have to run from the cath lab to the EKG department looking for differences in prior studies to be able to rapidly make wise decisions for a cardiac patient in the emergency department,” says Dr. Alex Kirby, Cardiac Cath Lab Medical Director and Heart Center Cardiologist at CarolinaEast. “We use a lot of different technologies, so we really like it when they connect smoothly to help us understand what’s happening with our patients. When different tools come together, we can come to the best diagnosis and treatment.”

## One managed service, many benefits

Despite great advances in healthcare, systems can't always communicate, data gets locked in silos, and valuable information can get stuck between vendor systems, departments, and enterprises, slowing the flow of information. IntelliSpace Enterprise Edition is an integrated managed service that works across all departments, connecting processes, people, and places by leveraging the power of Philips HealthSuite and adaptive intelligence. With one contract, one pay-per-use fee, and one support number for all their Philips solutions, CarolinaEast now has a dedicated team in place to help manage the expanse and expense across their enterprise. With a full suite of solutions and a single

point of integration, IntelliSpace Enterprise Edition seamlessly functions with CarolinaEast's existing infrastructure, including EMR, to offer a holistic view of a patient's history while providing robust security that enables confidentiality, integrity, and availability of data.

"With IntelliSpace Enterprise Edition, we are getting everything on one platform," says Mike Ciancio, Imaging Systems Administrator, CarolinaEast Medical Center. "Philips pulls it all together, giving me one number to call for support, anytime, 24/7. That's huge for us. Knowing I have the leading technology lets me sleep better at night. I don't get phone calls; my pager is not going off. I know that if there was a problem, Philips will take care of it remotely by the time I get in the next morning."

99.99%\*  
uptime guarantee

## Robust security and guaranteed uptime

- Risk sharing
- Remote monitoring, data recovery and restoration
- The latest software and obsolescence protection
- Professional consulting services

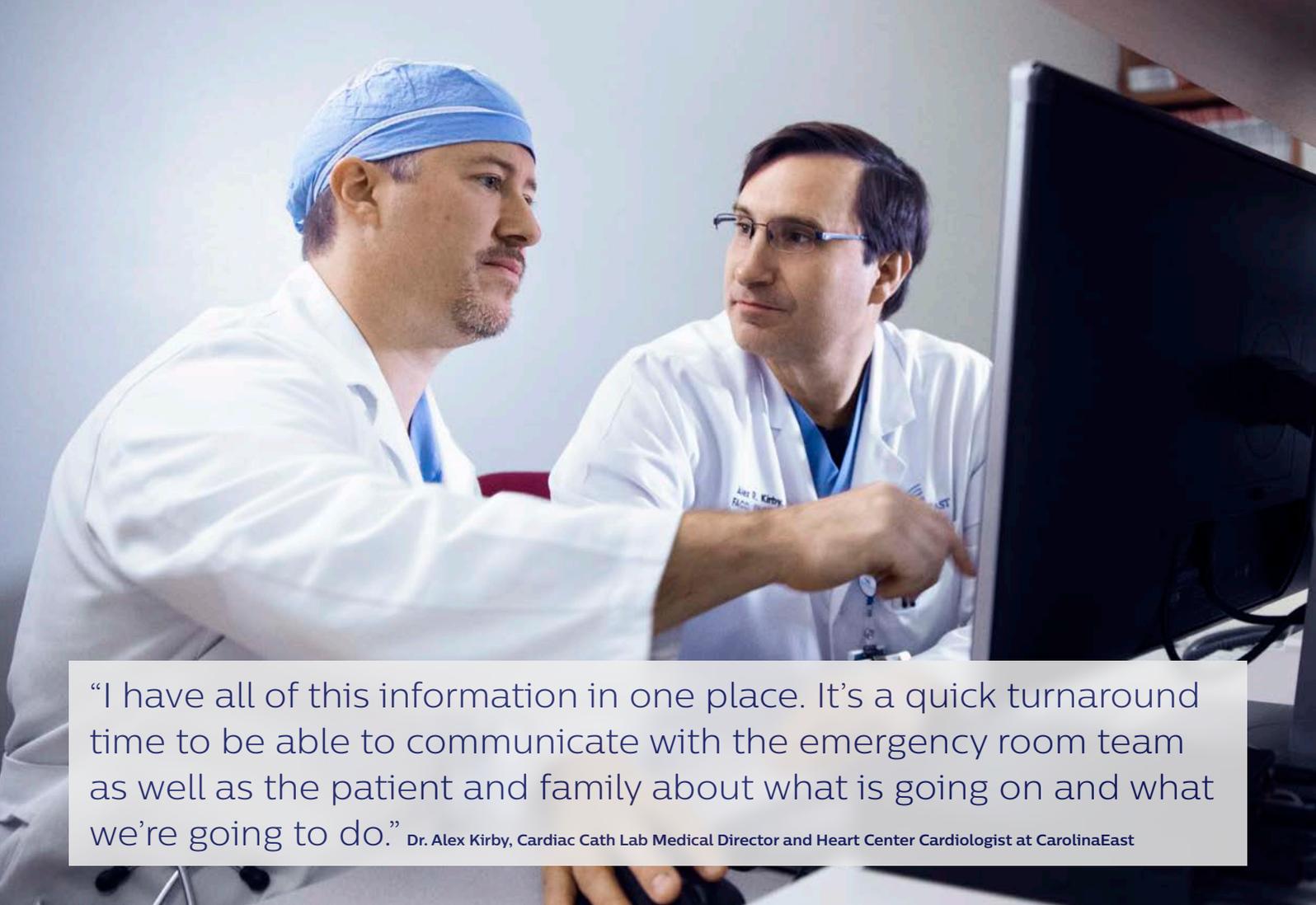
\*for critical systems

## Enterprise scalability

### Streamlined services help you scale as you grow

IntelliSpace Enterprise Edition does more of the daily grind so that you can do more for your enterprise.





“I have all of this information in one place. It’s a quick turnaround time to be able to communicate with the emergency room team as well as the patient and family about what is going on and what we’re going to do.” **Dr. Alex Kirby, Cardiac Cath Lab Medical Director and Heart Center Cardiologist at CarolinaEast**

### **Easy implementation with a proactive partner**

Customer success, clinical, IT, and enterprise program managers from Philips met with CarolinaEast’s experts to fully understand their needs before implementation. “IntelliSpace Enterprise Edition is comprehensive and all inclusive, and the implementation process has been amazing,” says Donna Russell, Supervisor of Radiology and Cardiology Imaging, CarolinaEast Physician Practice Offices. “Philips used the Kaizen process to get us all talking about the issues, so we could decide together what is and is not important. I’m excited that I don’t have to be the one figuring

everything out. Philips is a partner to us and they are able to tell us what’s next and what can help us. They are proactive, which comes from their knowledge and history with other projects,” Russell says. “That keeps us moving forward.”

### **Seamless patient care**

IntelliSpace Enterprise Edition has freed doctors, technologists, and IT specialists at CarolinaEast from much of the daily grind of data and system management so they can concentrate on what matters most—their own specialties. “Our technologists don’t spend as much time doing paperwork or computer work. With the information flowing through the system, they can concentrate

more on patient care, on imaging work, and on getting quality information to the cardiologist or radiologist,” Russell says.

For Dr. Kirby, that has a direct effect on how he treats patients. “The system is seamless, so information is at your fingertips to enable quicker, clearer communication among care providers. There are fewer duplicate tests as well, which means less waiting and less distraction,” he says. “It’s a quick turnaround time to be able to communicate with the emergency room team as well as the patient and family about what is going on and what we’re going to do. That’s helpful to them when they’re worried.”



“IntelliSpace Enterprise Edition can help us save time and money if you don’t have to repeat procedures because the same information is available in different settings.”

**Rick Fisher, Director of Imaging Services, CarolinaEast**

### **Continuity and cost savings**

Implementing standardized, interoperable systems helps CarolinaEast streamline training and care across their facilities. “IntelliSpace Enterprise Edition is system wide. It crosses boundaries to reach care providers that aren’t even part of CarolinaEast,” Donna Russell says. “That enhances the continuity of care we provide, which is an important focus for us. Being able to have one system for reading, reporting, and everything else gives care providers a lot.”

Standardization has the added benefit of cost efficiencies. “It saves time and money when we don’t have to repeat procedures because the same information is available in different settings,” Russell says. Rick Fisher adds, “Sometimes additional scans are done that you don’t get reimbursed for. Putting imaging on a network with IntelliSpace Enterprise Edition solved that for us.” Standardized practices across the enterprise also make training

new employees more efficient. Technologists capture and save information in the same way at all of our locations. That means that they can work at any location and have no learning curve, which is a huge help,” says Mike Ciancio.

With Philips PerformanceBridge, an additional component of IntelliSpace Enterprise Edition, CarolinaEast is able to monitor system utilization, compare enterprise data to the national average, and receive actionable insights. “We sat down with our accountants to analyze the data. It’s a win-win. The amount of money we are going

to save with PerformanceBridge is phenomenal,” Fisher says. The information enables staff to amend their schedules for busy times and have proof points when certain machines are maxed out to justify a new purchase. “I’m really excited about having PerformanceBridge,” Russell says. “Our technologists used to have to do weekly hand counts and send them to me in a spreadsheet that I reported to our finance director. That took away from their clinical time. Now I can just come in and quickly run a report. PerformanceBridge reports save time so technologists can move through more quickly and give better patient care.”

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**Mike Ciancio, Imaging Systems Administrator, CarolinaEast Medical Center**



“Our Philips team have been kind, diligent, passionate, and knowledgeable. They are truly committed to making this a success.”

**Donna Russell, Supervisor of Radiology and Cardiology Imaging, CarolinaEast Physician Practice Offices**

### **Round-the-clock data security**

“Our journey with IntelliSpace Enterprise Edition started with our IT team who was concerned about encryption, updates, and patches. Philips stepped forward to do all of that for us,” Rick Fisher says. IntelliSpace Enterprise Edition provides continuous detection for threat prevention. Data is safeguarded and can only be retrieved by those who are granted access. It cannot be modified without detection and is securely available anytime, anywhere. “Philips encrypts all of our images and ensures that we have the latest security patches in place,” Mike Cianco says. Philips alerts CarolinaEast about necessary upgrades to their IT systems and handles the entire process securely and remotely, freeing technicians from the daily

grind and reducing the total cost of ownership.

### **Planning for future success**

The predictable, transparent cost of ownership with IntelliSpace Enterprise Edition will enable CarolinaEast to scale as they grow, adding locations and solutions across departments and enterprises. Their dedicated Philips team will be there at every step. “With Philips, there is a commitment to education. They are not just coming in, going live, and then saying, ‘we’ll see you again in 7 years.’ They have people assigned to this project who will stay with us for the whole contract, providing training and refreshing our equipment,” Cianco says. Donna Russell is excited by the changes IntelliSpace Enterprise Edition has

already brought, and those that are yet to come. “Preparing for the future is extremely important to all of the cardiologists, as well as the primary care and reading providers at CarolinaEast,” she says, “But most of all, it’s important to our patients to provide the best care possible, in the fastest, most economical way. Our Philips team has been kind, diligent, passionate, and knowledgeable. They are truly committed to making this a success.”

