

# Customer Profile **Banner Health**

1441 N. 12th St. Phoenix, AZ 85006 | 602.747.4000 | [www.bannerhealth.com](http://www.bannerhealth.com)



Banner Health provides expert and compassionate care in seven Western states: Arizona, Alaska, California, Colorado, Nebraska, Nevada and Wyoming. Banner Health's nonprofit mission is to make a difference in people's lives through excellent patient care, high-quality facilities, expertly trained staff and the desire to put the patient first.

**Hospitals and Health Care Facilities:** 24  
**Patient Beds:** 4,391  
**Monthly Radiologic Studies:** 125,000  
**Outpatient and Specialty Clinics:** 50+  
**Physicians (Employed and Associated):** 2,500+  
**Employees:** 36,000+

## The Challenge

Banner wanted to implement an enterprise solution that would provide access to all of the advanced visualization tools currently available on their VitreaWorkstations™ and from multiple PACS workstations, at sites in a variety of geographic locations, without any compromises in functionality or speed.

## Why Vital?

Vital provides a multi-modality, vendor neutral platform that supports a PACS-integrated enterprise deployment for:

- PACS: Fuji
- CT: Toshiba, GE, Philips and Siemens
- MR: Toshiba, GE, Philips and Siemens

The deployment provides a single user interface and standardization across facilities, which improves user adoption and lowers support costs.

## References

- Jon Pavlicek, Clinical Technology Planning and Assessment, Banner Health
- Perry Kirwan, Technology Management, Banner Health
- David Wright, Biomedical Engineering Project Consultant, Banner Health
- Tom Sadler, Digital Imaging / PACS Manager, Banner Good Samaritan Medical Center
- Tim O'Dell BS, RT(R), Senior Manager, Medical Imaging, Banner Boswell Medical Center and Banner Lakes Imaging Center

"Our workstations were aging and needed to be upgraded, which would have been a significant expense. Instead, we invested in deploying an enterprise model, combining the workstations and an enterprise license into one system, which provided for improved performance and gave us a system that is easier to support."

Jon Pavlicek  
Clinical Technology Planning and Assessment

"At first, the thought of going to an enterprise model 3D system was frightening. We had specific devices that we knew could handle the demands placed on them, but there were concerns about speed and quality of the enterprise thin client system.

After implementation, and with enough time to realize the positive impact, we are completely sold on the enterprise system. Complexity has been taken out of the equation and all of our facilities are standardized.

The tool set is rich, according to our physicians and technologists. The enterprise approach has completely removed the burden of thick client maintenance from the PACS Managers perspective. The ability to use the system from any 'regular' computer is stellar."

Tom Sadler  
Digital Imaging / PACS Manager

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## Implementation

Prior to implementing the enterprise solution, Banner Health had 17 standalone VitreaWorkstations and multiple PACS access points dispersed across their IDN.

Now, with the centralization of disparate databases and the ability to use Vital's rich toolsets from anywhere in the enterprise, physician workflows are available through existing PACS and upgrades and support are streamlined.

"The move to an enterprise model was part of our original vision when we first partnered with Vital Images approximately eight years ago. The move from thick client to thin client has given us the tools that the physicians and technologists need at any location within Banner.

We no longer have to worry about hardware upgrades on our workstations when new versions of software are released. Everyone is using the same version of the software and everyone now has access to all the advanced applications, rather than having licenses unevenly dispersed around the individual facilities."

Tim O'Dell  
Senior Manager, Medical Imaging

## Banner Health Locations

