ViTAL

Customer Profile Hackensack University Medical Center

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HackensackUMC, a nonprofit teaching and research hospital located in Bergen County, NJ, is the largest provider of inpatient and outpatient services in the state. It is the flagship hospital of the Hackensack University Health Network, one of the largest health networks in the state.

Patient Beds: 775 inpatient beds
Credentialed Medical Staff Members: 1,600
Employees: 8,000

The Challenge

HackensackUMC wanted to meet physician demand for better access to radiologic images. They wanted to bring the images to the care teams, when and where they need them, helping to garner more value from investments already made in image acquisition and improving the patient care process.

Why Vital?

To stay ahead of its competitors, HackensackUMC wanted to provide image access across their medical enterprise. Vital's universal viewer, Vitrea® View, provides fast access to DICOM and non-DICOM images from any archive on browsers and mobile devices.

References

- Shafiq Rab, M.D.
  - Vice President and Chief Information Officer
- Jeremy A. Marut
  - Director of Enterprise Architecture

Implementation

HackensackUMC set up a dedicated team of clinical and IT resources to direct the implementation of VitreaView into their clinical informatics structure. Vital dedicated a team of software engineers and professional services staff to provide environmental set up, configuration and workflow integration.

"We realized that valuable radiologic images were not being fully utilized in patient care and that one of the main barriers to integrating these images into the workflow of reading radiologic reports was physician access. The complex and time-consuming effort needed to pull these images from disparate repositories made it very difficult to bring many of the images to the care team in time to influence decisions.

Vitrea View integrates with our EMR and provides fast and convenient access to current images. The viewer, navigation, and tools are intuitive, so we did not need to invest in extensive training. We regularly provide support sessions to help our providers access information on their mobile devices, and just included Vitrea View training in those sessions."

Shafiq Rab, M.D.
Vice President and Chief Information Officer

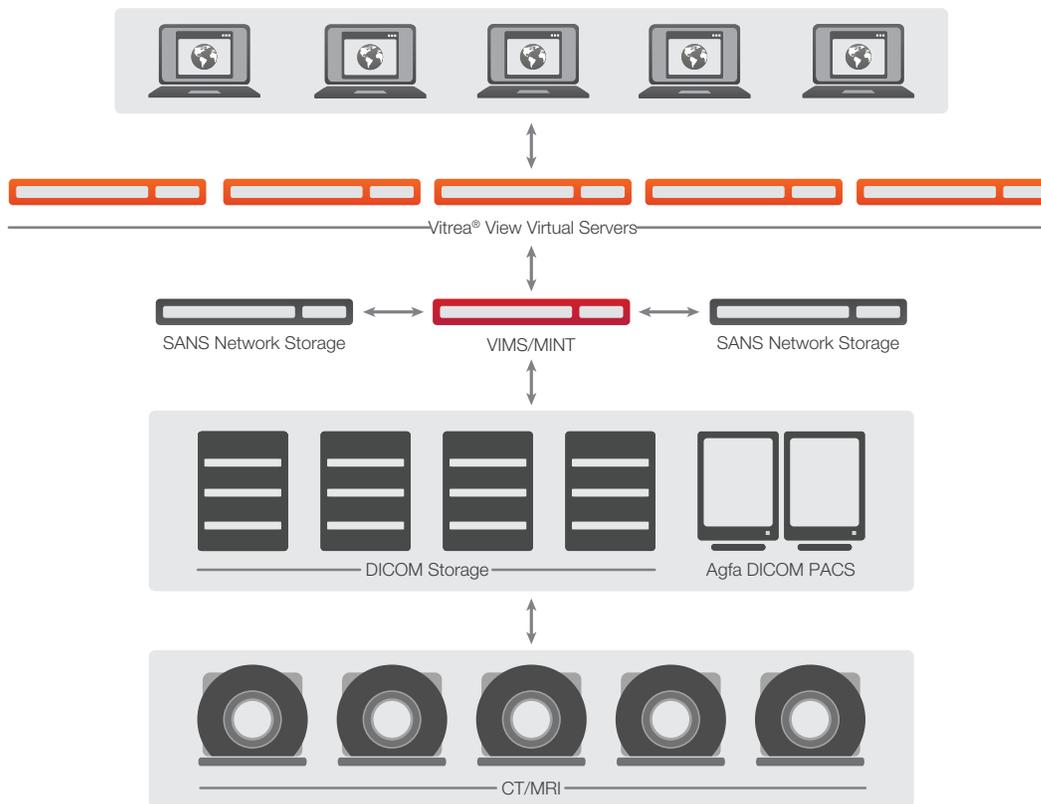|	December 2012	April 2013	September 2013
Average users per day	20	206	261
Average sessions per day	54	625	725

VITAL

Components
- 5 virtual Vitrea View servers
- 1 VIMS with 6Tb storage
- 5 DICOM archives
- 1 load balancer
- SAN network storage

After testing and a pilot phase, go-live was implemented for the entire facility. Education was provided via email announcements, internal messaging and short face-to-face sessions. Remote sessions were also offered. After implementation, Vitrea View support was incorporated into HackensackUMC's standard support processes.

"Our partnership with Vital helped us respond to the needs of our physician community. We already had positive experiences with the image quality and ease of use provided by our Vitrea Workstations, and we knew we could partner with Vital to successfully architect a solution to image-enable our EMR."

Jeremy A. Marut
Director of Enterprise Architecture

Vitrea® View Virtual Servers

SANS Network Storage   VIMS/MINT   SANS Network Storage

DICOM Storage   Agfa DICOM PACS

CT/MRI

When accessed from a mobile tablet, Vitrea View is for informational purposes only and not intended for diagnostic use. Vitrea® is a registered trademark in the US and may have protection in other countries.