

New Horizons partners with E-N Computers **to drastically improve their IT department.**



SITUATION

New Horizons Healthcare strives to improve access to high-quality health care for their community, regardless of patients' ability to pay. Originally, the federally qualified health center had just one full-time IT professional working with an outsourced IT group. It became clear that New Horizons needed a higher level of support to help resolve multiple network issues, such as internet connectivity loss and unreliable email delivery.

"It was challenging to identify a single source for those problems," said Chance Welfare, the Chief Administrative Officer of New Horizons.

All of New Horizon's clinical operations are dependent upon a reliable, secure electronic medical records (EMR) infrastructure to ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA). Their providers and nurses couldn't reliably interface with their previous EMR.

"It slowed down patient care, it created a great deal of frustration and burnout among the staff," said Chance. "It didn't stop the business, but it slowed it down dramatically."

New Horizons needed an outsourced IT team that could help them solve routine IT problems and advise them on opportunities to enhance the network or IT capabilities.

"It was time to invest heavily in our IT infrastructure, as well as our ongoing IT maintenance," said Chance.



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Chance Welfare

CHIEF ADMINISTRATIVE OFFICER
New Horizons Healthcare

SOLUTION

New Horizons HealthCare partnered with E-N Computers to help with the IT infrastructure issues that would get their EMR infrastructure to peak functionality. Their partnership flourished, and the project scope soon expanded. New Horizons now has a dedicated team of IT professionals supplied by E-N Computers to help handle IT security and help desk issues.

"E-N has a project team who helped to identify the hardware components that needed to be updated or replaced," said Chance. "They helped develop a roadmap from our old systems to new systems and installed those with our participation and help, but they took on the heaviest load of actually acquiring, installing, and configuring all of our new hardware and software."

Now, thanks to the updated infrastructure, New Horizons has improved the reliability of their EMR, internet connectivity, and email delivery.



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RESULTS



IMPROVED SAFETY AND RELIABILITY

"Now our emails are reliably delivered to us, our EMR works at the intended rate of speed, and our networks are significantly more secure than they used to be," said Chance.



ASSURED HIPAA COMPLIANCE

E-N Computers has been helpful in making sure that we have the right equipment and licensing in place," said Chance. "They serve as advisors when we have questions about security and HIPAA compliance."



IT COST SAVINGS

"It is a cost savings when you compare the number of full-time employees that I would have to employ or otherwise contract to manage the disparate services that they help us with," said Chance.