



## Solving the healthcare data retention dilemma

With innovative Application Retirement and Data Archiving, Baptist Health meets compliance requirements, mitigates risk, and saves millions — while centralizing user access to legacy data.



BAPTIST HEALTH®

Healthcare

United States

### Business needs

Baptist Health needed to create a centralized, secure and easily accessible way for physicians, clinicians, and operational resources to review data from countless legacy applications, while also allowing them to meet data compliance and regulatory policies.

### Solutions at a glance

Application Archiving & Retirement Service

### Business results

- Reduced costs across the application portfolio
- Provide real-time user access to historical data
- Simplified technology and operations
- Decreased risk of non-compliance

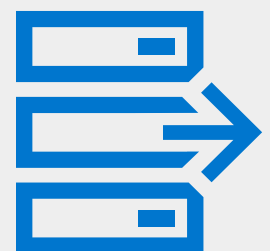
45

applications archived



350

servers eliminated



# Baptist Health

Headquartered in Louisville, Kentucky, Baptist Health is the state's largest, not-for-profit, fully integrated health system, with nine owned or managed hospitals, 300+ points of care, and more than 3,000 physicians and nearly 20,000 employees serving communities in Kentucky and Southern Indiana. Baptist Health is a faith-based organization with a mission to demonstrate the love of Christ by delivering compassionate and clinically excellent care to meet the needs of its patients.

Accelerated growth through acquisitions and consolidation left Baptist Health with more than 200 siloed applications containing historical patient care and other critical data requiring access for timely reference. Recognizing both the high-cost (software licensing, application support and IT maintenance costs) and high-risk (aging infrastructure, security vulnerabilities, and loss of application expertise) Baptist Health needed an approach to



cost-effectively consolidate and retain many years' worth of data to meet strict healthcare data privacy and retention regulations while making that data readily and easily available to clinicians and caregivers.

"Dell Technologies Consulting Services presented the best option, and we already had an existing partnership through other projects that we had done with them," said Mike Brown, Vice President of IT Operations.

**"Dell Technologies Consulting Services was vital in setting up the strategy on how we wanted to move forward. We didn't have that expertise or that knowledge. They did."**

Chris Gootee,  
Corporate IT Program Manager for IT Operations  
Baptist Health

A white bar chart with four bars of increasing height from left to right, topped with a white arrow pointing up and to the right. The text "\$96,000 Saved per month" is positioned to the left of the chart.

**\$96,000**  
Saved per month

67,000  
security vulnerabilities  
eliminated



## Defining a strategy and the best solution

“We didn’t have the knowledge of what kind of solution to use to archive our data. Dell Technologies Consulting Services proposed building a Factory Archive that would allow access to legacy application data while enabling the retirement of each application’s core functionality using standard and repeatable processes,” explained Director of IT Operations Brad Callahan.

Dell Technologies created for Baptist Health an application archiving factory solution built on OpenText’s InfoArchive. This solution, built on an XML database structure (xDB), hosts all archived applications in separate and secure containers protected by LDAP security on a unified, secure platform. This allows users access to only the data they are explicitly authorized to access. A simple, streamlined and standardized way to search and retrieve data enables clinicians and physicians to pull just the data they need through a unified interface or “single pane of glass”.

From a list of more than 200 applications archiving candidates, the Consulting Services team worked with Baptist Health to qualify and prioritize these candidates based on retirement readiness and highest business value.

## Partnering to meet all end users’ needs

Dell Technologies consultants and Baptist Health project members worked together with end-users across the organization, including physicians, clinicians, legal and Release of Information staff to identify their needs for accessibility to, and presentation of, data. “We went to the people who are actually using the applications on a day-to-day basis to find out what we needed to do to make this a solution that is easier to use, faster for them, and more efficient so they have what they need to take care of our patients and our communities,” explained Callahan.

Creating unique archived applications following common “look and feel” standards minimizes end-user training needs. Standard application login and content search processes render each application’s unique results sets in common and easily readable formats. Post archived application deployment, Baptist Health technical teams can then decommission servers, shut down databases, and cancel license and hardware subscriptions. A successfully archived application allows Baptist Health’s technical teams and application stakeholders to then focus on higher-value business initiatives.

# Delivering ROI, improving the user experience and patient care

In just over 29 months this process has archived almost 65 legacy Baptist Health applications. This Factory Archive has allowed Baptist Health to eliminate more than 350 servers within their data center, saving millions of dollars in support maintenance, legacy hardware, and licensing costs. More than \$18 million in net savings are projected over a 10-year period on initial applications alone. Security vulnerabilities have been significantly reduced and, in many cases, have been eliminated.

Equally important is the significant impact faster and easier access to data has had on physicians, clinicians and Baptist Health operational personnel. Physicians and clinicians can now access a single pane of glass and pull the patient data from across the spectrum of sources – from medical groups to hospital records. More timely access means more informed and shorter time to diagnose and treat patients. Patients can obtain medical records from the Release of Information team much faster.

“Support for our customers has improved immensely. Data is readily accessible and available for our clinicians to serve our patients. Our users actually enjoy using the InfoArchive platform better than the applications they previously used,” notes Callahan.

## Keeping IT and the business at the forefront

“There’s always going to be a need for archiving data from an application and giving our customers what they need to do their job,” says Chris Gootee, Corporate IT Program Manager for IT operations. “Our approach is to archive all the data because we need to — but present our customers just with what they actually

need to do the job. This will save them time and make them more efficient. Taking this approach has positioned Baptist Health as a leader in the IT world, and we’ve had conversations with other healthcare systems about our approach with data archiving and our partnership with Dell Technologies Consulting Services.”

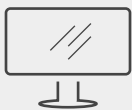
“Dell Technologies Consulting Services is helping us not only save money from combining our legacy systems into one location, but their expertise in the area has helped us tremendously, giving us new and different options and ways of thinking about how we want to archive that information and present it to our end users. They really help us think outside of the box and go above and beyond to give us ideas to better present the data,” adds Brown.

## Extending the initiative and partnership long term

With the universal success and proven results of its Application Retirement and Data Archiving initiative, Baptist Health is extending what started as a two-year project into an ongoing program to support continued business growth and IT excellence, with overwhelming support from the C-suite and board to accelerate its benefits to other system initiatives.

“The positive impact from this project is just going to continue to grow,” says Gootee. “We are already looking toward next steps in our partnership with Dell Technologies Consulting Services on how to continue to use this platform as we grow our environment and bring in new facilities or practices. The solution has really fit into every element of IT on how we want to move forward with our data. It has given us an opportunity to focus on continuing to remove legacy applications so that other teams can focus on the growth of our company and what the future of Baptist Health looks like.”

“As long as we’re acquiring physician practices and hospitals, this will be an ongoing process,” adds Brown. “We expect this program, and our engagement with Dell Technologies, to last for several years to come.”



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