



## CASE STUDY

# Citizens Memorial Hospital Leverages HCTI's AWS-powered EHR Resiliency Solution to Ensure High Availability of their Critical Data in Times of Disaster or Attack

### The Client

Citizens Memorial Hospital (CMH) is a fully integrated healthcare system devoted to exceptional patient care provided by leading physicians and caring staff. Citizens Memorial Hospital is located in Bolivar, Mo., and serves Cedar, Dade, Dallas, Hickory, northern Greene, Polk, and St. Clair Counties. In addition to hospital services, CMH consists of 32 primary care and specialty care physician clinics, Senior Health Center, home health, hospice, and rehabilitation services.

CMH was awarded the prestigious Davies Award of Excellence by the Health Information and Management Systems Society (HIMSS) and has been recognized for its innovative efforts associated with its electronic medical record system and surrounding healthcare information technology. CMH was also named a Most Wired and Most Wireless Hospital by CHIME and was selected as one of the Top 10 Rural Hospitals in America. CMH is one of the 10 largest employers in southwest Missouri.

### The Challenge

As a trailblazing healthcare provider, CMH relies on advanced Electronic Health Records (EHRs) and intricate systems to deliver top-notch care to their esteemed patients. To guarantee operational sustainability during unprecedented events, CMH enlisted a robust backup and disaster recovery plan. Moreover, to comply with their insurance policies, they sought a disaster recovery solution that goes beyond the yearly efficiency test and can perpetually maintain efficacy through crucial updates in their EHR and associated advancements.

### The Work

By partnering with the experts at Healthcare Triangle, CMH has made significant strides forward in improving its EHR recovery site. Healthcare Triangle's expertise in AWS and cloud environments is unparalleled, providing CMH with a secure and highly reliable "Luke-Warm" site environment - even during catastrophic events or ransomware attacks.

The result? Healthcare Triangle's HITRUST certified AWS Elastic-powered EHR Resiliency Solution has proven itself more reliable and cost-effective than on-premise data centers, private clouds, and even other "Hot-Site" alternatives. The focus is on providing uninterrupted stability to CMH's patient care operations.

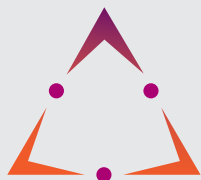
HCTI helped CMH implement AWS Elastic Disaster Recovery on their servers, streamlining and automating data protection across all their systems. With routine resiliency tests and practice runs whenever needed, CMH always has the ultimate safeguard in place. CMH has reduced downtime and data loss by automating data protection across AWS services and hybrid workloads.

This turn-key solution also includes routine EHR resiliency tests and practice runs whenever needed. And with an easy, effort-lite pathway to the cloud, packaged in a turn-key HITRUST certified landing zone, CMH can also migrate other projects and systems quickly, safely, and securely.

## Results

HCTI's HITRUST certified EHR Resiliency Solution helped Citizens Memorial Hospital achieve exceptional Recovery Time Objective (RTO) and Recovery Point Objective (RPO) of with minimal downtime (2/4 hours) and maximum cost savings.

**The EHR Resiliency Solution helped the healthcare provider cut costs by 30 - 40%** while ensuring little - to no frustration, making it a practical and reliable option. Our solution creates a resilient electronic health record system with no upfront costs, setting you up for long-term success while reducing recovery/resiliency assurance costs.



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