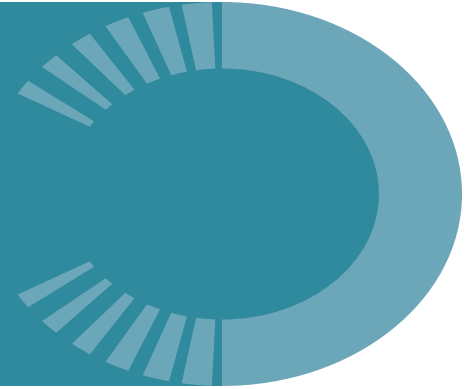


"The administration here is strongly convinced that technology is the key to efficiency and better care," Jim Bates said.



Archiving infrastructure enables future growth of imaging services.

The path to a filmless radiology department might be paved by implementing PACS, but it is the archive solution that provides a solid foundation to support the volume of traffic. At Naples Community Hospital (NCH) in Naples, FL, radiology director Jim Bates understood not only that the "A" in PACS means archiving, but that a solid archive infrastructure enables future growth of imaging services.

At 350 beds, NCH is not a typical community hospital; the same can be said of the NCH Healthcare system that encompasses NCH, North Collier Hospital (a 150-bed site) and four diagnostic imaging clinics. Radiologist review images from all sites in one central location. Together, these facilities will generate 260,000 imaging studies in 2007 from the latest imaging modalities, including a 64-slice and two 16-slice CT scanners, open and high field MRI, PET, nuclear medicine, ultrasound, special

procedures and more.

In fact, HealthGrades, the nation's leading independent healthcare quality company, rated NCH in the top five percent of hospitals for clinical quality performance nationwide the past two years.

So when Bates began his search for archive/storage technology, his primary goal was to install a cost-effective, reliable and flexible solution that would meet NCH's needs of today and tomorrow.

"The administration here is strongly convinced that technology is the key to efficiency and better care," Bates said. Armed with his prior experience of selecting and installing PACS at another facility, Bates toured several sites as part of his review process. "One thing that stood out in our travels was that the PACS administrators' biggest challenge was managing all the studies," Bates added. "They had images on different media, because media changed every year or two, and they were

always struggling to upgrade their hardware, add more space and migrate data to the new media." He also discovered that many facilities had an FTE to manage the archive, with significant challenges and devotion of time and energy to support two off site archives for disaster recovery capabilities.

Bates knew he had to look at another archiving plan. So he turned to InSite One, the nation's leading provider of medical image storage and distribution services. Bates found the company to be knowledgeable and confident in their abilities to make storage seamless. *"It turned out they were absolutely correct. They are very good and we made the right decision."*

Seamless Storage Solution Connects the Enterprise

NCH went live with its Merge PACS and InSite One archive solution in March 2003. From a financial perspective, InSite One and its "pay as you go" model that requires no large, up front technology costs was a perfect

more.....

Naples Community Hospital



fit for NCH. From a technology view, NCH won again with InSite One's commitment to keeping its technology up-to-date on regular intervals. From a regulatory perspective, InSite One's disaster recovery services provided the right solution to fulfill not only HIPAA, but also JCAHO requirements.

"When you put in PACS, your administration doesn't want you back in one year with a request for additional funding to update or expand your archive," Bates explained. According to Dee Myli, PACS Administrator, the initial installed archive was several terabytes of RAID, with a guarantee to have at least one year of online images at all times. *"That number increased to 7.2 TB over time, and right now we have almost two years online."*

For disaster recovery, acquired images are automatically sent to InSite One's Connecticut data warehouse, and from there are transferred to the secondary site in Arizona. For Bates and Myli, InSite One has simplified their disaster recovery plan in a cost-effective and secure manner. NCH has not only saved the cost to support two archives, but also the "headaches that go with it," Bates said.

By working with the PACS vendor, InSite One enabled NCH to query and retrieve offline images. All images are kept online for three years and physicians can retrieve virtually any stored image for comparison. *"It is seamless to our users,"* Myli said. *"They click a retrieval button and InSite One cues it up and sends it back to our local RAID."*

NCH recently took the InSite One solution enterprise-wide with the addition of cardiac cath lab images and respiratory cardiac motion studies, two modalities that both had a separate archive. *"These departments finally joined us in sending images to InSite One. Their archives were getting hard to manage, becoming obsolete and requiring a lot of upgrades,"* Bates added. He believes future plans include using InSite One for other modalities brought online.

Benefits Promised and Realized

Bates' routine is a juggling act – resolving different issues daily. With InSite One, he devotes his time to other more pressing issues, since the archive is something he doesn't even have to consider. *"If I could get more systems like InSite One, then the*

little fires I put out every day would be a lot easier to manage."

Under the hospital's vision "to be the finest integrated healthcare system in the United States," the radiology department has moved forward with a filmless environment. The next step is to attain a paperless system as well. Bates noted that NCH is far ahead of other hospitals its size in their quest to provide great care in a fully digital model. *"InSite One is just a piece of that big picture, but they've done their job, now we need to do ours,"* he commented.

For NCH, using InSite One for enterprise-wide storage of images was a seamless, secure and financially sound solution. *"To be honest, the most seamless connectivity we have is InSite One. We haven't had a problem with them,"* Bates explained.

There were no bumps in the road when the site added three MDCT systems or other modalities from different departments. Perhaps most important to Bates was that the solution works exactly as InSite One promised – the on-site storage, retrieval and integration with other systems. *"It works exactly like they said it would"*