



General Informatics Customer Solution Case Study



Overview

Healthcare Processes

Customer Profile

Located in Baton Rouge, LA LSMS, or Louisiana State Medical Society, strives to support physicians in the state through its improvements of the quality of health care for its citizens. LSMS consists of 4 different departments regarding administration and member services, and government, legal, and public affairs.

Business Situation

LSMS lacked the infrastructure to support its daily operations, internal and external communication, and service to the state of Louisiana through its physicians. Because they lacked sufficient IT, their wealth of information and data was prohibiting the society from fully reaching its goals.

Solution

General Informatics set up a cohesive and stable information system based upon a secure virtual private network, SQL server for databases, and Windows System Server 2003 as a unified platform for operations.

Benefits

- Consistent and reliable information system
- Increased employee productivity
- Improved communication

Updated infrastructure secures information and increases communication for Medical Society

“LSMS has diverse IT needs and we needed a company that can handle it all and that’s when we outsourced our IT to General Informatics. They have been a very responsible and reliable partner for the past 3 years.”

*Jeanette Harmon,
LSMS*

Louisiana State Medical Society decided it was time to upgrade their IT infrastructure as their membership and agenda grew rapidly. As membership increased, it became necessary to securely maintain their information, as well as to communicate both internally and externally in an efficient way. General Informatics deployed a solution that now provides the Society with a more stable and secure database and network, ease of flow between departments and other societies in the state, and a complete transformation in how information is accessed from the system.

Specific benefits include:

- Unauthorized file access, interference from hackers, and downtime of the network were virtually eliminated.
- Employee productivity increased by 18 percent.
- Better communication within and between departments that translates into improved quality of health care for the state of Louisiana

Situation

Regulating and improving upon the health care industry in the state of Louisiana is not an easy task. The Louisiana State Medical Society, or LSMS, is focused on doing just that. LSMS consists of four separate departments that work cohesively to improve the quality of health care in the state. Though independent of one another, the four attempt to reach the same goal(s) in a cohesive fashion – a job that is not easily accomplished.

LSMS provides a wide range of service to its members with legal representation and guidance, continuing education incentives, positive media relations and communications, various exclusive publications, scholarships, and benefits and services. In order to support these services, the Society must maintain information for all of its members – a number that easily reaches into the thousands.

The reach of LSMS's agenda, the unity and conformity between the different departments, and the need for easy access and security in their information storage, all became to weigh heavily on their outdated technology and network system.

Databases were not easily accessible, storage space was inadequate, and their network was not reliable. Much time was wasted as departments struggled to stay on point of their goals and activities and to communicate with other component societies in the state.

Solution

General Informatics, a Baton Rouge Microsoft Certified Partner and IT solutions firm, was recruited to provide LSMS with a technology fix.

General Informatics came in and installed Windows Server 2003, Exchange Server 2003, an SQL server, and Brightstore Arc

Serve to aid in the methods in which information is submitted and retrieved. Their database was also modernized through the set up of an online database system where physician information can now be easily accessed.

A low-cost virtual private network (VPN) was also integrated to facilitate better communication and collaboration with various component societies. Had a dedicated wide area network been used instead, IT investment costs would have dramatically increased. Through the VPN, members can watch streaming media videos of legislative sessions of their choice on their personal computer. This allows physicians to have access to up-to-date information in regards to the regulations of the health care industry.

Because of the nature of public information to be the source of hackers, LSMS employed General Informatics to install and maintain their firewall software technology. They now have a simpler and more secure information system. In addition, General Informatics also provides IT support to LSMS' Graphic Design Center, aiding them in the selection of printers, scanners, software, etc. and also providing maintenance and technical advice.

Benefits

Deploying a solution from General Informatics enables the staff of LSMS to work more efficiently, access the Society's electronic and network-related resources more securely, and run their IT network in a more cost-effective fashion. By reducing the distractions of an unstable computer network, General Informatics' solution has helped employees at LSMS to work faster and smarter and to focus on their daunting mission of regulating and improving upon the health care industry.

For More Information

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For more information about Louisiana State Medical Society call (225) 763-8500 or visit the website at <http://www.LSMS.org>

Stable, Secure Network

The most noticeable and significant benefit reported has been in the stability of the LSMS network. There have been no network failures since the installation, which translates into no down time or wasted energy costs as workers wait for the problem to be fixed. As a result, productivity has increased throughout the organization, providing workers with even greater ability in their day-to-day operations.

LSMS members have also reaped the benefits of this as their information has remained secure. Physicians can also communicate with other physicians and view documents and videos without the fear of hackers entering the system to distort information.

Greater communication and collaboration

Not only has communication between departments increased, but communication between component societies has increased as well. Through their new unified operating platform of Windows System Server 2003, relaying information, setting up appointments, and communicating to the external environment has never been more streamlined and efficient. Employees are more informed, organized, and equipped to handle the stresses of their obligation to the health care industry of Louisiana.

