



Safe and Sound

Capella's Alan Smith relies on the sophisticated security resources of Parallon's Technology Solutions

Alan Smith, the chief information officer at Franklin, Tenn.-based Capella Healthcare, cites numerous benefits to partnering with Parallon Technology Solutions, an alliance that has been in place since the company's founding more than eight years ago. "I appreciate the data center and the security side," Smith says. "I sleep very well knowing that's rock solid. I've been in other organizations and wondered, 'Are we protected from the outside world?' With Parallon, we seldom have outside security issues."

Technology Solutions, a division of Parallon Business Solutions, currently provides more than 300 healthcare facilities with the support of trained clinical and technical experts, as well as best-practice methodologies. Through strategic partnerships, member facilities have the ability to reduce capital investments and use back-office, clinician, physician and health information exchanges.

Leading the list of offerings is the Healthcare Cloud IT, an innovative, cloud-based technology platform providing infrastructure support, optimized solution stacks (a set of software subsystems or components) and integrated application deployment. The Healthcare Cloud IT boasts world-class data centers, data storage

and management. Additionally, Parallon offers vendor management; high-availability dictionary maintenance; the maintenance, versioning, enterprising and ownership of data; as well as access to server hosting, disaster recovery, premium (and HIPAA-compliant) security, and 24/7 service desk support.

Because of Parallon's history with HCA and ongoing servicing of all HCA facilities, Technology Solutions has a deep understanding of patient, physician and hospital business needs regarding quality and patient safety. The Parallon team can provide assistance with clinical processes and workflow integration for electronic health record acceleration, meaningful use attestation, clinical content services and computerized physician order entry adoption.

Parallon Technology Solutions' business office systems offering has been proven to streamline workflow, maximize revenue, reduce expenses and produce peak operational efficiency. Revenue cycle, supply chain, HR/payroll and financial services are among the areas where the Technology Solutions team can analyze and monitor operations.

"Many hospitals are facing challenging timelines and budget pressures for technology initiatives," says **Dwayne Gunter**, president of Parallon Technology Solutions. "We are excited how our offering helps our clients overcome these challenges. The

partnership with Capella Healthcare is a great example of how to succeed in the midst of such pressures.”

Parallon already was in place as a strategic partner when Smith came to Capella in 2011. Capella, recently ranked on *Modern Healthcare*'s list of the fastest-growing U.S. healthcare companies, partners with communities to build local healthcare systems that are known for quality patient care. Capella currently owns and/or operates 14 acute care and specialty hospital facilities in six states. With the philosophy that all healthcare is local, Capella collaborates with each hospital's medical staff, board and community leadership to take care to the next level. (See page 42 for more on Capella's relationship with HealthTrust.)

Capella's mission for quality has married nicely with Parallon's offerings, Smith says. Having the additional expertise and resources through the partnership with Parallon has made all the difference for Capella, particularly during key transition periods.

Smith cites one example of Capella's change to Meditech 6.0, when his IT team did a complete rebuild and conversion in seven hospitals.



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“We had a very compressed roll-out schedule, replacing the old health information system and going live every two weeks,” he says. “We had to get really aggressive ... there's no way we could have done that with our existing resources since we purposefully maintain a lean corporate infrastructure. Parallon brought in people who helped make it happen.”

Manpower isn't the only way Capella has benefited from its relationship with Parallon. The “depth of resource,” as Smith calls it, has grown his staff exponentially.

“I often have one or two people who have knowledge in a specific area, while Parallon may have 100,” Smith says. “That's in both the technology and functional areas, such as understanding nursing processes and security. With Parallon, I have access to skills that I wouldn't otherwise.”

The enriched knowledge base has translated into improved speed to market, Smith says, “and with that comes a reduction in costs.

“After installing, Parallon has the ability to come to you and say, ‘Here's the best practice and how it needs to work in your area,’ ” Smith continues. He believes that leads to faster decision-making.

Parallon Technology Solutions has a proven methodology, and it has definitely been an extension of his operation, he says.

“When I got here, our team was very small,” Smith says. “We had eight people, and now we have 26. As I was growing that team, Parallon was able to bring in resources to augment my team and fill any resource gaps as project demands dictated.” ●

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