

Hackensack University Medical Center Customer Profile



HackensackUMC, a nonprofit teaching and research hospital located in Bergen County, NJ, is the largest provider of inpatient and outpatient services in the state. It is the flagship hospital of the Hackensack University Health Network, one of the largest health networks in the state.

Patient Beds: 775 inpatient beds
Credentialed Medical Staff Members: 1,600
Employees: 8,000

The Challenge

HackensackUMC wanted to meet physician demand for better access to radiologic images. They wanted to bring the images to the care teams, when and where they need them, helping to garner more value from investments already made in image acquisition and improving the patient care process.

Why Canon Medical?

To stay ahead of its competitors, HackensackUMC wanted to provide image access across their medical enterprise. Canon Medical's universal viewer, Vitrea® View, provides fast access to DICOM and non-DICOM images from any archive on browsers and mobile devices.

Success

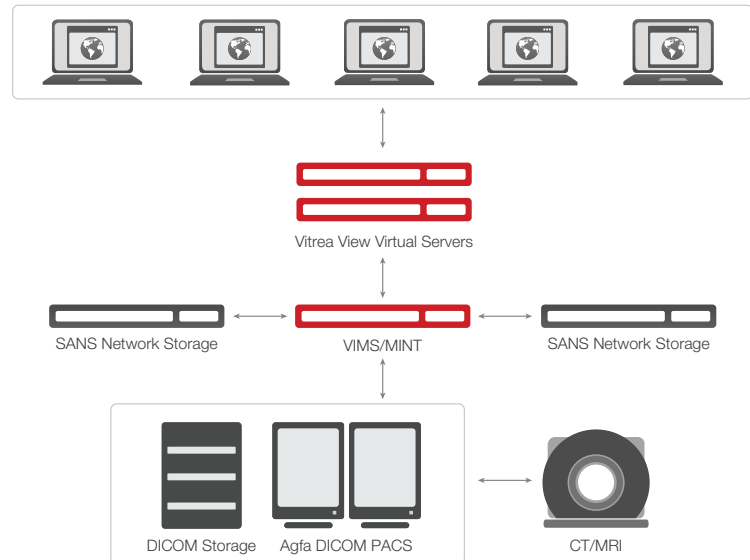
HackensackUMC set up a dedicated team of clinical and IT resources to direct the implementation of Vitrea View into their clinical informatics structure. Canon Medical dedicated a team of software engineers and professional services staff to provide environmental set up, configuration and workflow integration.

	December 2012	April 2013	September 2013
Average users per day	20	206	261
Average sessions per day	54	625	725

After testing and a pilot phase, go-live was implemented for the entire facility. Education was provided via email announcements, internal messaging and short face-to-face sessions. Remote sessions were also offered. After implementation, Vitrea View support was incorporated into HackensackUMC's standard support processes.

Components

- 5 virtual Vitrea View servers
- 1 VIMS with 6Tb storage
- 5 DICOM archives
- 1 load balancer
- SAN network storage



What Our Customers Say

“We realized that valuable radiologic images were not being fully utilized in patient care and that one of the main barriers to integrating these images into the workflow of reading radiologic reports was physician access. The complex and time-consuming effort needed to pull these images from disparate repositories made it very difficult to bring many of the images to the care team in time to influence decisions. Vitrea View integrates with our EMR and provides fast and convenient access to current images. The viewer, navigation, and tools are intuitive, so we did not need to invest in extensive training. We regularly provide support sessions to help our providers access information on their mobile devices, and just included Vitrea View training in those sessions.”

Shafiq Rab, M.D. | Vice President and Chief Information Officer

“Our partnership with Canon Medical helped us respond to the needs of our physician community. We already had positive experiences with the image quality and ease of use provided by our Vitrea Workstations, and we knew we could partner with Canon Medical to successfully architect a solution to image-enable our EMR.”

Jeremy A. Marut | Director of Enterprise Architecture

References

Shafiq Rab, M.D. - Vice President and Chief Information Officer
Jeremy A. Marut - Director of Enterprise Architecture

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Canon Medical offers a full range of diagnostic medical imaging solutions including CT, X-Ray, Ultrasound, Vascular and MR, as well as a full suite of Healthcare IT solutions, across the globe. To support a unified business approach, Vital Images has adopted the Canon Medical brand, and will leverage Canon Medical's global infrastructure and broaden its capabilities to accelerate the delivery of a full range of Enterprise, AI, and Collaborative imaging solutions. In line with our continued Made for Life philosophy, patients are at the heart of everything we do. Our mission is to provide medical professionals with solutions that support their efforts in contributing to the health and wellbeing of patients worldwide. Our goal is to deliver optimum health opportunities for patients through uncompromised performance, comfort and safety features.