



Indiana University Health

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Premier healthcare provider improves the way it shares patient information between doctors and specialists.

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David Boyer
Video Architect

Indiana University Health is Indiana’s most comprehensive healthcare system and is one of only 38 hospitals in the U.S. to be ranked in eight or more specialties by *U.S. News & World Report*. Comprised of hospitals, physicians and allied services, IU Health offers a full range of specialty and primary innovative treatments, therapies and other care services for children and adults. IU Health employs 28,100 employees, including 2,800 doctors, surgeons, nurses and other medical staff.

Challenge

Within the Indiana University Health partner network, a growing telemedicine program links medical practitioners and facilities so patients in one part of the state can receive top-notch care from a provider located hundreds of miles away. This program allows patients to receive care within hours rather than days or weeks, and it saves them from expensive and time consuming travel. “Some of our patients would need to drive for hours one-way to reach a medical expert,” says Jennifer Baron, Director of Indiana’s telemedicine program. “Now they can stay in their own community and save a day off work.”

The telemedicine program gives caregivers the ability to collect and transfer critical medical data, images, and live audio and video transmissions. This allows doctors in distant locations to view and interpret the information and determine the appropriate care. As a result, scarce resources can be shared and optimized among numerous facilities, and patient care is improved.

To put this into perspective, only a few pediatric neurologists practice in the entire state of Indiana, with most based in Indianapolis. Doctors and clinicians located elsewhere in the state can conduct neurological tests and send the results to these experts for interpretation, sparing the patient the trip to Indianapolis.

Much of IU Health’s content is generated by PC-based clinical equipment that collects vast amounts of data in large files. For example, sleep studies and EEG results, which easily can be 50 MBs or larger in size, can be read by another system miles away that is running the same software. One challenge for IU Health was finding a way to efficiently and securely transmit these large files, since the doctors may be on separate computer networks.

In the past, medical staff would copy the data to CD-ROMs and ship them overnight via a courier service. This solution however does not work well in a medical environment where time is of the essence.

Quick Facts – Indiana University Health



Deployed Since
2006



Number of Users
**500 internal
unlimited external**



Custom Web Interface
Yes



Email Integration
Yes



Mobile Integration
Yes

For example, a young patient suffering seizures can't wait for an overnight delivery to have his or her EEG reviewed; it needs to be analyzed immediately. Speed is especially crucial when doctors are dealing with an undiagnosed condition.

David Boyer, the video architect responsible for all video conferencing and telemedicine for IU Health, was charged in finding a better alternative for transmitting these critical large files. His top requirements:

- The highest level of file security to protect patients' privacy and comply with HIPAA regulations.
- The ability to bundle numerous files into a single folder to keep related patient files together.
- An intuitive, easy-to-use email-like interface that would make collaboration easy for clinicians and not require IT support.

Solution

Boyer's requirements brought him to Accellion, where he found in kiteworks a solution that matched all his criteria. Not only did Accellion provide a way to securely share files, it had a web user interface, an email plug-in for Microsoft Outlook and Lotus Notes, an IT administrator dashboard, and business process automation agents to automatically scan and deliver files.

In keeping with Boyer's ease of use requirement, kiteworks offered an email-like interface through which senders address

messages to the file target recipients. Senders can attach any number of files or folders with no file size constraints to accommodate the large medical records and images being sent by medical staff.

After a short in-house test, Indiana University Health installed kiteworks on-premises, and made it available to the primary locations in the telemedicine program. "It's providing quite a bit of value to us," said Boyer.

The kiteworks content collaboration platform allows IU staff to share critical patient information in real-time to the doctors who need to evaluate the data. "Some of our studies involve lots of documents in many forms. Accellion lets the doctor wrap it all up into one folder and send it," says Boyer. "The doctor on the other end can go to the highest level of a folder, maybe a patient study, and then drill down to the other folders. It's one easy process." Having all the necessary data together, and being able to send and receive it in real-time, significantly speeds the diagnosis process and allows doctors to turn around a transcript within hours, instead of days or weeks.

"What used to be done in two weeks can now be done in two hours," says Baron. "Test results can be done the same day." She and IU Health look at the Accellion solution as an investment in improving patient care. Not only can the solution improve patient care, but it also helps Indiana University Health manage scarce resources more effectively.

TOP-SELLING POINT

The ability to bundle numerous patient files from different systems – and send them to specialists in other facilities and cities.

STAND-OUT FUNCTIONALITY

An easy-to-use, email-like interface that enable users to send, receive and collaborate on PHI easily and securely.

COOL USE CASE

A juvenile patient suffering seizures can have his/her EEG results analyzed by a pediatric neurologist on the other side of the state – saving the patient valuable time and accelerating care.

About Accellion

Accellion, Inc. enables enterprise organizations to collaborate on content with external partners securely via private cloud. Enterprises can leave existing content where it lives today, and extend it outside the firewall without having to migrate content or disrupt their business workflows. Accellion's solutions are used by more than 15 million users and 2,500 of the world's leading corporations and government agencies including Procter & Gamble; KPMG; Kaiser Permanente; Latham & Watkins; National Park Service; Umpqua Bank; Cargill; and the National Institute for Standards and Technology (NIST).

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