CAMH Achieves Major IT Goals with CompuCom

The Center for Addiction and Mental Health (CAMH) is the number one mental health and addiction hospital in Canada. Located in Toronto, it has a strong education group and is one of North America's largest research hospitals. With over 30 locations across Ontario, and two sites within Toronto, CAMH has inpatient and outpatient services, and an emergency department to support all types of patients, from children through senior citizens.

Challenge

CAMH is undergoing a renaissance—physically transforming buildings and locations, changing clinical programs, and implementing electronic health records (EHR)—all in the interests of transforming the lives of the patients they serve. Key to much of this overhaul is technology and its support to clinicians, including providing reliable processes, and helpful resources when critical patient issues hang in the balance.

The provider has outsourced IT since 2007, focusing on delivering clinical care, while considering IT an enabling tool. CAMH strongly believes in focusing on core competencies, thus they issued an RFP to sample available IT services. They wanted the best managed IT services, particularly IT infrastructure, and were seeking service desk, user computing, data center hosting, servers, storage, messaging, security, and a number of cross-functional towers, to name just a few. Major consideration was given to three factors. First, CAMH wanted their staff of 5,000 to experience high satisfaction levels. Second, given a pending shift to EHR, the group was concerned with creating a highly stable technology environment. Finally, they wanted a trusted advisor. Long-term, CAMH's goal is to be the leading mental health organization in terms of technology adoption, so they sought a partner to drive innovation and ideas.

Solution

During RFP evaluation, CompuCom scored first on technical ability, financial model, and relevance in Healthcare. It was also described as a refreshing change from the norm, "a flexible partner that not only understands healthcare, but understands what partnership means." Other distinguishing factors included notable focus on client and end user satisfaction, and responsiveness to needs, as well as local team expertise.

Once CAMH made the decision to transition all IT support to CompuCom, the aggressive timeframe became critical due to the pending "go live" date for EHRs. With CompuCom, CAMH was able to make the transition in only three months, without delaying complications, making the EHR shift in just one day. That included hundreds of servers, data center moves, and migration of a number of services, all complete and stabilized by the go live date, and managed on time and on budget.

Today, CompuCom provides a host of IT services for CAMH's 8,000 devices, including Service Desk, End User Computing Services, Network Management, Server and Storage Management, Email and Messaging Services, Identity and Asset Management, Enterprise Systems Management and Monitoring, Data Center and Hosting Services, Disaster Recovery, Governance, and Transition Services.

Outcome

With CompuCom, CAMH has provided a solid foundation to its business strategy and accomplished major IT goals. The CAMH IT team was pleased with a very successful implementation of EHR capabilities, attributing much of that success to CompuCom's foundation and teamwork. Yet, the most critical success is in improved patient safety, noting the implementation of an intelligent system that can prevent errors, for example, and alert physician or clinician to necessary corrections.

Services Provided

- Persona & Community
- Mobility & Device
- Workplace Services
- Persona Portal
- Customer Care
- Integrated Infrastructure Management
- Program Management
- Converged Technology Operations
- Data Center Services
- Cloud Computing
- Network Services

Measureable Results

- Total IT services transition in only three months
- On time, one budget project management
- Successful electronic health record transition
- Optimized end-user productivity
- Better collaboration
- Performance improvements and error reduction
- Reduced capital investments
- Increased asset utilization

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