

# HOW AN ESTABLISHED COMMUNITY HOSPITAL IDENTIFIED KEY DEVIATIONS FROM CURRENT BEST PRACTICES TO ENHANCE THEIR ALREADY WELL PERFORMING ENVIRONMENT

## Madera Community Hospital

**Industry**  
Healthcare

**Hospital Type**  
Community

**EHR**  
MEDITECH

**Licensed Bed Count**  
106

**Employee Count**  
1500+

*"Our environment was already performing well, but we are always interested in improvement. Provident identified performance and configuration concerns and put together a plan we could follow to further enhance our infrastructure."*

**- Mark Foote**  
**Chief Financial Officer**

## About Madera Community Hospital

In 1966, a group of concerned Madera leaders formed a coalition directed at developing the healthcare facilities available in Madera County. At that time, the community was facing a severe healthcare crisis: two of the three existing hospitals had lost their compliance status, making them ineligible to receive government funding and the County was not interested in continuing to provide hospital-based services.

Through their dedication and innovation, the coalition was able to build a brand-new facility. Completed in 1971, Madera Community Hospital (MCH) has continued to grow from an 88-bed to a 106-bed adult acute care facility, offering a wide range of sophisticated diagnostic and treatment services.

For more than 50 years, MCH has met the needs of their patients and community with compassion and quality care.

## Assessment Methodology



We always begin with an onsite visit. It is extremely important to build the relationship in person and meet with key IT personnel to understand the uniqueness of the environment.

After a walk-thru of the facility, visiting the data center and wiring closets to document the environment, Provident worked with MCH staff to setup remote access for configuration and performance data collection. The data collection takes 2-weeks to ensure we have a solid understanding of the environment.

After collecting data on all major IT infrastructure components, we are able to analyze the results and compare our findings to current best practices and ideal performance metrics.

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# Madera Community Hospital

*"Provident was very easy to work with. They came in, documented, and analyzed our environment and provided a thorough list of recommendations – some we were aware of and others that we were not. We now have a detailed go-forward plan to improve and protect our infrastructure."*

**- Eric Poole  
IT Director**

## Assessment Results



Provident gained access and was able to collect configuration and performance data on Active Directory, MEDITECH, the virtualized, storage, and network environments along with backups and the virtual desktop infrastructure (VDI).

Configuration data was analyzed for all the components above and were compared against current best practices.

Performance data was analyzed for bottlenecks, latency, contention, and other performance-impacting metrics.

The assessment report was prepared, documenting the environment and detailing what was found/observed. Recommendations were enumerated to address discovered issues/concerns.

All recommendations specify the category they address, including:

- Performance
- Stability
- Security
- Manageability

A remediation road map was created that categorizes recommendations based on short-term (operational) and long-term (strategic) planning.

## Assessment Highlights

- Comprehensive analysis of all major IT infrastructure components.
- Extensive performance monitoring over a 2-week period to obtain a solid understanding of the environment.
- Recommendations designed to optimize and protect your **existing** environment.
- Actionable, remediation plan that can be addressed by staff IT.
- Detailed roadmap of all remediation items for operational (short-term) and strategic (long-term) resolution planning.

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