Compassionate & Professional Service

Just as the name suggests, Hope Orthopedics of Oregon (Hope) came together in the spirit of collaborative and effective patient care. In the mid-'90s through the early 2000s, four orthopedics groups across Oregon joined forces to create an organization with a singular mission; to offer exceptional highly specialized patient care. In 2009, they adopted the name 'Hope', in part, as a reflection of their intention to provide patients hope for a better future.

SERVING OUR COMMUNITY WITH THE BEST POSSIBLE CARE IS OUR CORE MISSION.

−Hope Orthopedics' mission statement

"Everyone who works here, all our physician partners and all of the staff are collectively committed to the same passion around providing excellent care."

LORISSA ADDABBO
CEO

When patients seek out care from Hope, they understand that their clients are coming to them typically in pain and with some kind of highly impactful injury. Hope focuses on making the experience in their clinics as easy as possible for their patients and they utilize sophisticated technologies to provide seamless care.

While Hope Orthopedics offers a patient-focused approach to everything they do, it's important to note a big part of that is making sure their staff members feel valued and taken care of. Because their impressive team of highly skilled physicians, physician assistants, nurses, specialized therapists and athletic trainers know they can count on Hope for unrivaled support, that feeling of trust trickles down to their patients. This helps to build on their community commitment to being life-long partners in wellness education and excellence of care to their patients.

"Our focus is to give our patients hope that they'll walk again without pain or get back to regular activities like jogging or running. We want to be there for our community and help them live long, enjoyable lives."

MISTYANN CARTER
Medical Systems & Compliance Manager

FOR HOPE, COMMITMENT TO CORE VALUES LED TO A CHANGE IN THEIR IT SUPPORT MODEL.

As any medical professional can attest to, healthcare technology has evolved dramatically over the last few decades. Part of every clinician's training today includes the use of various sophisticated technological tools to document and measure patient care. When an organization operates multiple locations, like Hope does, maintaining and securing those systems becomes especially complex. For over 15 years, Hope employed their own robust internal information technology (IT) team but as they grew, so did their needs. Over time, IT issues continued to build with longer repair times and often with no resolution to help mitigate future recurrences of the same challenge. Extended downtime and unresolved repair tickets were disruptive to patient care. Eventually, Hope's leadership had to take a hard look at their internal IT support function.

> "We just had a lot of unresolved issues. We would have multiple IT problems and never get to the bottom of them. There were a lot of 'band aid' fixes that led to consistent feedback of the same issues recurring or taking an extended period of time to get resolved."

LORISSA ADDABBO
CEO

WEIGHING OUTSOURCED MANAGED IT SERVICES AS AN OPTION.

Once a thorough evaluation of Hope's internal IT staff's capacity was complete, it was time to weigh options on how to improve. Part of that process was considering outsourcing their IT support to a Managed Service Provider (MSP).

> "We had an IT director for 17 years and everyone loved him. He genuinely had the best intentions to provide the kind of IT service Hope needed but his team just never had the bandwidth or resources to achieve that goal. We typically had Tier 1 help desk staff who often didn't even have enough knowledge to know what questions to ask users to resolve an issue. Generally speaking, you don't know what you don't have until it becomes a problem, and then it's too late."

MISTYANN CARTER,
Medical Systems & Compliance Manager

COLLABORATION IS KEY

Eventually, the decision was made to partner with LightPoint, a Pacific NW-based MSP, but there was some apprehension from many of Hope's 200 end-users. Aside from the difficult human decision to transition away from their beloved internal IT team, Hope's staff had real concerns about how responsive a Managed Service Provider would be and how quickly their issues could be resolved from the outside.

FRIENDLY EXPERTISE HELPS BUILD TRUST AND NEW RELATIONSHIPS.

The right tools and resources make all the difference.

> "Whenever you outsource a service, you think that human connection will go away. That assumption complicated our emotional decision to make the switch from our internal IT team of over 15 years to an MSP. There was a lot of fear that our staff wouldn't be able to talk to a real person. Instead, we have developed several strong relationships with the people at LightPoint even without having their team within our walls. Now it feels like we've been partners forever."

LORISSA ADDABBO
CEO

Despite the initial apprehension of Hope's staff, they soon came to appreciate the fast and friendly IT assistance they received from LightPoint. Now, after years of stellar service from everyone they encounter, they know that LightPoint values their ability to care for their patients as much as they do.

> "When LightPoint first onboarded, we still had three IT members. At first, when anyone on our staff had an issue, they would call and ask for a team member they knew. Now, even though any number of LightPoint personnel may help us solve a problem, most of our users don't know they aren't a member of the Hope team. I think LightPoint has integrated so well with our organization that sometimes our employees don't realize they're a separate company!"

MISTYANN CARTER,
Medical Systems & Compliance Manager

> I believe the cost was close to a one-for-one trade but the value of what we're getting through LightPoint services is drastically improved."

LORISSA ADDABBO
CEO

Most often, contracting with an MSP can save an organization up to 3x the amount previously spent on an internal IT team with an industry standard salary, paid time off and benefits. Because Hope has so many end-users and they kept one in-house IT member, the investment came out to be an even trade-off. The ROI is still impressive, however, when you consider the size of LightPoint's team, the breadth and depth of their expertise, the advanced tools and the resources they bring to the table.

"LightPoint has given us more tools and resources than our own IT team ever would have been able to accumulate themselves. The technology and expertise they bring to us has really streamlined our workflows, improved our documentation and completely shifted our staff's opinion of IT for the better. Prior to partnering with LightPoint, the timelines we had experienced to resolve tickets were much slower than our staff needed, wanted or expected. Now they have a ticketing system that is as easy as sending an email and system for tracking the progress of their issue resolution. Plus, LightPoint always takes the time to check up with staff and does rounds throughout our four locations to ensure the equipment is working optimally. They are also so amazing with documentation that I could give a set of their step-by-step instructions to my 5-year-old son and he could follow them. That's important to us because that means anyone can step into a support role temporarily without special training that requires extra time and money."

MISTYANN CARTER,
Medical Systems & Compliance Manager

Going above and beyond is the LightPoint standard

When asked about LightPoint's customer service, Mistyann had magic on her mind, "There have been a few times that I've texted LightPoint, 'I need a server team member down here right away.' and it happens. It's like magic!"

LightPoint's reputation for providing the best level of Managed IT customer service in the business has only grown over the 20 years they've been serving the Pacific Northwest. There is nothing they won't do to make sure their clients systems are secure and running smoothly. What most people consider 'above and beyond' service is just a regular day for LightPoint.

After so many years of service, Hope has countless stories that reflect this. One of their favorites was when, unbeknownst to them, a series of unexpected incidents took their internet server down. Mistyann described the immediate "all hands on deck" experience with multiple team members from LightPoint working to pinpoint the problem as "pretty amazing". She went on to describe another recent experience:

"Just last year, we were trying to do an upgrade and several LightPoint members had done a great job making sure that everything worked. We tested it on Saturday and it all worked perfectly. When we came in on Sunday with the superuser team, it not only wasn't working but the whole network was down. After an alarmed call to LightPoint, their team members were on-site within the hour. We all just ordered some pizza and stayed there until 2:00 AM troubleshooting everything to get the issue resolved. That kind of service is hard to come by."

THE PROOF IS THE REFERRALS

There is no greater testimonial than the hard won referral from a client. In Hope's case, neither Lorissa nor Mistyann hesitated when asked if they'd recommend LightPoint Managed IT Services to others in the future:

"Anytime I've had a question, a friendly technician has always been there to address it. And, since I really don't have any concerns...that's probably the biggest relief for me. As difficult as it was, I would definitely make the same decision again and I would certainly endorse the recommendation of LightPoint to anyone else."

LORISSA ADDABBO
CEO

"I would say, hands down, it's an easy choice to recommend LightPoint to others. They offer the ultimate Managed IT white-glove experience and always go the extra mile to answer questions or help in any way they can. It is a really great relationship with incredible communication from everyone on the LightPoint team."

MISTYANN CARTER,
Medical Systems & Compliance Manager