



## Intermountain Healthcare

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— Jim Wilhelmi, manager, enterprise telecommunications

Intermountain Healthcare is a nonprofit healthcare system of 21 hospitals, clinics, health plans and physicians that is dedicated to providing excellent medical care at affordable rates for residents of Utah and southeastern Idaho, regardless of their ability to pay. Its new, Intermountain Medical Center in Murray, Utah, provides the full spectrum of care for patients and their families. For more information, visit <http://www.intermountainhealthcare.org>.

### Challenge

In the increasingly competitive healthcare industry, Intermountain Healthcare is competing for an ever-dwindling pool of doctors, nurses and clinicians. Like other healthcare facilities, Intermountain Healthcare also is working within more and more stringent Health Insurance Portability and Accountability Act (HIPPA) regulations regarding the confidentiality of patient information.

As a nonprofit company dedicated to keeping its state-of-the-art healthcare affordable, Intermountain Healthcare was finding that its multi-vendor communications systems were undermining its efficiency. Each of

Intermountain Healthcare's facilities had its own, independent communications system; its network was comprised of 33 individually managed and maintained systems, with applications from Siemens, Rolm and Nortel. Handling Moves, Adds and Changes was cumbersome and time consuming. Communication between these disparate systems was very difficult to manage. With separate voice mail and e-mail systems, clinicians, administrators and staff members had to do double duty to stay on top of these separate messaging applications.

According to Jim Wilhelmi, manager, enterprise telecommunications, *"We wanted to be able to integrate IP into our organization at our own pace while operating as a hybrid system as long as we deemed necessary. The interoperability we get with Avaya is critical for us."* Intermountain Healthcare also wanted to simplify administration while accessing new, feature-rich applications; and it wanted to lay the foundation for future expansion.

### Solution

Avaya and a Platinum-level member of its Avaya BusinessPartner program responded

to Intermountain Healthcare's RFP and won out over several competing companies. "We chose Avaya because of its acknowledged leadership position in the industry and its ability to execute an easily administered solution," Wilhelmi said, referring to Avaya's being listed in the Gartner's prestigious Leaders Quadrant in its Contact Center Infrastructure Magic Quadrant, North America, 2006.

Intermountain Healthcare deployed an Avaya Contact Center Solution with IP telephony to flatten, consolidate and extend its operation while establishing a "future-proof" roadmap that will enable it to add new applications and services as needed. Over time, Intermountain Healthcare will be consolidating its 33 individual phone systems into eight regional core solutions.

*"Avaya solutions will be installed in all new facilities. We will replace our existing communications systems as they depreciate fully or when the cost to upgrade and expand the system exceeds what it would cost to replace them with the new Avaya solution. With the Avaya solution, we will be able to run as many as eight different facilities off of a single core. These integrated systems will cost less to maintain and will offer users more feature functionality, including integrated voice and e-mail messaging, inter-facility 5-digit dialing and caller I.D.,"* Wilhelmi says.

Intermountain Healthcare's Intelligent Communications solution includes four separate but interconnected Avaya Communication Managers. The solution includes Avaya Modular Messaging with Speech Access that integrates voice and e-mail messaging, enabling users to conveniently manage both through a single mailbox. The Avaya systems have been designed for critical redundancy and local survivability, which makes each new system extremely reliable.

Intermountain Healthcare is also trialing the new Avaya one-X™ Deskphone Edition (Avaya 9600 Series IP Telephones). These telephones promise to improve productivity with an intuitive user interface and enhanced high-fidelity audio. With fewer lost or dropped calls, clinicians and administrators alike are more productive – and less stressed. And the improved audio quality means conference

participants hear each other loud and clear – especially critical in a healthcare environment.

Intermountain Healthcare is also using a variety of Avaya Unified Communications solutions. Part of the Avaya Intelligent Communications platform, these include audio, web and video conferencing. Clinicians and staff at geographically separate facilities can use video conferencing to confer and actually see patients on camera, making for more accurate observations and diagnoses.

These conferencing solutions also enable Intermountain Healthcare to participate in the Utah Telehealth Network (UTN). This state-sponsored network uses leading-edge communications technology to link patients to health care providers across the state, country and world. It provides rural patients and providers with access to services that are usually available only in more populated urban areas. UTN uses interactive video to deliver patient care, provide continuing education to health professionals, and to facilitate administrative meetings.

Intermountain Healthcare is in the process of installing an Avaya Predictive Dialing System. Unlike its legacy dialer, the new system enables "blended" dialing, which allows agents who handle incoming calls to proactively make outbound calls during slow periods. Not only does this reduce agent downtime and boost productivity, but it also enables the healthcare provider to conduct its business more efficiently – scheduling appointments and procedures, following up with patients and physicians, and addressing insurance and billing issues.

An Avaya BusinessPartner partners with Intermountain Healthcare to design the organization's system, implement software updates, develop a flexible infrastructure, and help Intermountain Healthcare plan for the future.

## Results

*"The Avaya IP Solution makes it much easier for us to manage our Moves, Adds and Changes. Since it's all handled right from the desktop, we're saving more than 30 percent of the time that it used to take us to do these changes before,"* Wilhelmi says.

## APPLICATIONS AND SERVICES

- Avaya Communication Manager
  - Avaya S8710 Server
  - Avaya S8500 Server in Local Survivable Processor mode
  - Avaya G700 Media Gateway
  - Avaya Extension to Cellular
  - Avaya IP Softphones
  - Avaya 9600 Series IP Telephones (Avaya one-X™ Deskphone Edition)
  - Avaya 4610 IP Telephones
  - Avaya 4620 IP Telephones
  - Avaya 3620 Wireless Telephones
  - Avaya Integrated Management
  - Avaya VoIP Monitoring Manager
  - Avaya Modular Messaging with Speech Access
  - Avaya Call Management System
  - Avaya Contact Center Elite software
  - Avaya Meeting Exchange® Conferencing Solution
  - Polycom Video Conferencing Solution
  - Avaya Maintenance Contract
- **Simpler maintenance/administration.** Moves, Adds and Changes are easier. Commands are in straightforward, easy-to-understand language. It's less labor intensive and more efficient.
  - **Improved collaboration.** Audio and videoconferencing is making it easier for clinicians to share information.
  - **Better interoperability/reliability.** Easy-to-operate endpoints mean fewer dropped calls. The Avaya IP solution flexibly interoperates with legacy systems. The resulting hybrid solution enables Intermountain Healthcare to cost-effectively build on its embedded base.
  - **Future-proof roadmap.** The new infrastructure allows Intermountain Healthcare to build on its existing solutions.

## Learn More

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or visit "Do Your Research" at [www.avaya.com](http://www.avaya.com).