



MADISON COUNTY HEALTH CARE SYSTEM

CASE STUDY

HOW IP PATHWAYS HELPED SAFEGUARD THEIR INFRASTRUCTURE & TACKLE STAFFING CHALLENGES

Madison County Health Care System sought IT support from a third-party vendor, IP Pathways, to help them move to a virtual environment and find more efficient operating methods. IP Pathways addressed their specific IT needs, such as disaster recovery and a data recovery strategy. They also helped Madison County Health Care System (MCHCS) ensure compliance with relevant healthcare regulations and standards, such as HIPAA.



“We appreciate IP Pathways’ expertise and their willingness to work with us to find the best solutions for our IT needs to achieve our goals.”

Marcia Hendricks
Chief Executive Officer

Along with helping MCHCS stay up-to-date with new regulations and implementing new solutions, IP Pathways also guided them through rethinking their IT staffing structure by leveraging our engineering expertise.



STAFFING CHALLENGE

Madison County Health Care System needed help finding the right IT staff with the necessary skill set and experience to handle their unique IT needs. As a hospital administrator, Marcia found it challenging to know the required skill set and where to find the right people. Additionally, they needed more expertise to assess the quality of work being done and ensure that their IT systems were secure.

SOLUTION

Working with IP Pathways, we identified that staffing upsourcing could provide MCHCS with the necessary IT staffing solutions to meet their unique needs. IP Pathways' team of experts helped the hospital identify the required skill set for each position. AdaptiveIT personnel provided oversight and accountability for the quality of work being done, ensuring that the hospital's IT systems were secure and functioning optimally.

IP Pathways' proactive approach helped MCHCS stay ahead of potential IT issues by monitoring its systems and identifying areas that needed improvement. This allowed the hospital to address potential issues before they became major problems, ensuring that their IT systems always functioned at their best. Additionally, their AdaptiveIT resources have access to the IP Pathways engineering team to provide the hospital with additional resources and expertise to handle any IT challenges that may arise outside of the individuals skill set.

"We depend on those people that are experts in the field to recommend new solutions to you when you have new regulations. And we pay attention to that. We have our own CIO in-house, but when we know we need to make any significant change to follow regulations, we rely on IP Pathways to guide us"

Marcia Hendricks
Chief Executive Officer

MCHCS has two positions provided through AdaptiveIT, a systems administrator and a support/help desk engineer, resulting in increased efficiency and security. MCHCS working with IP Pathways has streamlined its staffing process, ensuring they have the right people with the necessary expertise. The proactive approach prevents potential IT issues and ensures secure, optimal systems. IP Pathways has been a valuable partner for MCHCS, providing excellent support.