With 12 hospitals and 30,000 employees serving more than 858,000 patients in Virginia, North Carolina, and Ohio Sentara Healthcare has been recognized as one of the 'Best Hospitals' according to US and World News for 20+ years and recently ranked by Forbes as one of "America's Best Employers". Sentara Healthcare is strategically focused on clinical quality and safety, innovation and creating an extraordinary health care experience for their patients and members.

STRINGS
BY PARAGON

REAL TIME APPLICATION PERFORMANCE ANALYSIS & OPTIMIZATION
USING ADAPTIVE ANALYTICS

SENTARA CASE STUDY OBJECTIVES

Sentara Healthcare's strategy of consolidating Diagnostic Imaging (DI) solutions across the enterprise created a demand to better monitor the stability, performance, and health of user and application workflows. Application and operational administrators required real-time, proactive alerting, to identify system issues impacting clinical outcomes and reach a root cause prior to end-user impact. Project objectives included:

- Measure end user experience

- Quantify application processing rates

- Correlate user workflows to application performance metrics and events

- Manage alert notification channels and targets

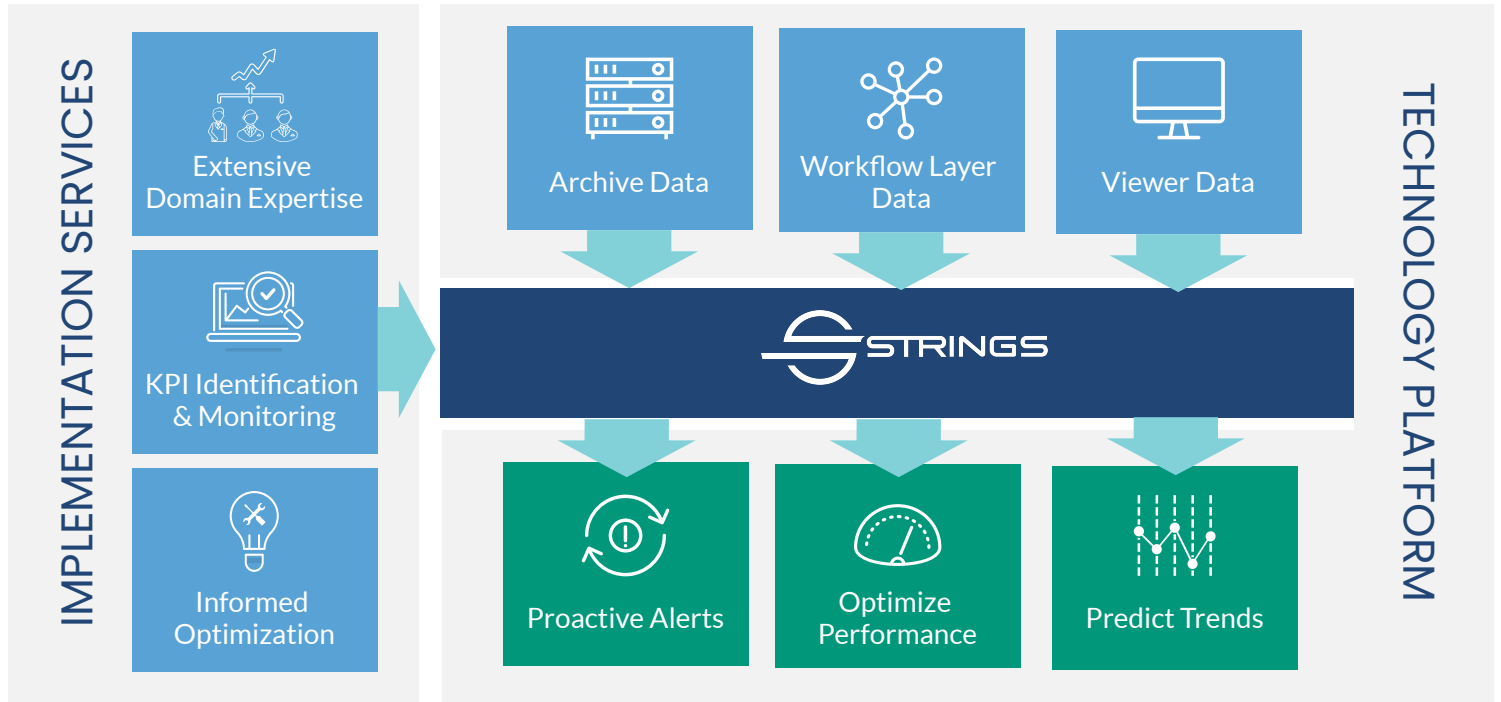- Provide the ability to customize and throttle end-user notifications

- Profile trends and enable the ability to predict future performance

> *We were looking for a solution that would complement our traditional application performance monitoring tools. As an example, we knew when a CPU spiked, but that was often not enough to understand and address the root cause. Strings by Paragon is providing us the ability to more quickly and proactively identify the user and clinical application workflows that need to be addressed before end users are impacted."*
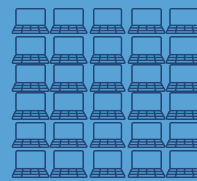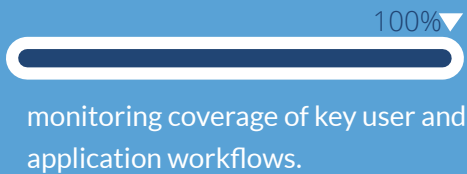> *- Trent Conwell, IT Director at Sentara Healthcare.*

THE STRINGS SOLUTION

Strings by Paragon brings both technology and implementation services from Paragon Consulting Partners to add a new, proven dimension of real world clinical domain performance metrics. Strings' implementation methodology leverages extensive industry experts in clinical workflow, application, and project management that facilitated a tailored approach. Monthly reviews of measured Key Performance Indicators (KPIs), trends, and system events are leveraged to optimize analytical workflows for delivering optimized value.

IMPLEMENTATION SERVICES

- Extensive Domain Expertise
- KPI Identification & Monitoring
- Informed Optimization

TECHNOLOGY PLATFORM

- Archive Data
- Workflow Layer Data
- Viewer Data

STRINGS

- Proactive Alerts
- Optimize Performance
- Predict Trends

CASE STUDY OUTCOMES

After a short implementation cycle, Sentara Healthcare immediately benefited from the following:

100%

monitoring coverage of key user and application workflows.

>40 configuration recommendations identified for optimizing application performance.

33 previously unknown user and application workflow trends identified.

ZERO events undetected since go-live.

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