

Keeping St. John's Episcopal Hospital Connect to their Mission

Overview

St. John's Episcopal Hospital is a 357-bed non-profit hospital serving the densely populated, culturally and economically diverse, and medically underserved populations of the Rockaways and Five Towns in southern Queens and southwestern Nassau County, NY. The hospital provides high-quality emergency and ambulatory care, with a vision to build an effective coalition to achieve improved community health in a financially stable environment.

The Challenge

Hospitals and health systems like St. John's Episcopal Hospital face the growing challenge of adopting cost-effective, fast, reliable, and secure connectivity solutions to meet the challenges of adopting cost-effective technology solutions to meet evolving high-quality care models.

However, hospitals and health systems like St. John's Episcopal Hospital face the growing challenge of adopting cost-effective technology solutions to meet evolving high-quality care models. This means fast, reliable, and secure connectivity between multiple critical healthcare facilities, the transmission of medical records and images, and hosting virtual physician consults. That's why dependable and robust connectivity is crucial to maintain efficient workflows and a good reputation.

That's why Stephen Palomba, Senior Network Engineer at St. John's Episcopal has been hard at work continually upgrading their network infrastructure. When the hospital was expanding its footprint by constructing a site for its new Women's Center and opening a new administrative location in Garden City, ensuring connectivity across multiple sites, was paramount. Any day any one of the sites is down, they lose their ability to transfer data or do any work, costing potentially as much as \$20K loss in a day.

And for their extremely lean staff, there have been some past issues. Their Disaster Recovery Site had been down multiple times due to connectivity failure experienced with a connectivity provider other than Lightpath or due to circumstances surrounding regional pathways impacted by outside events such as accidents, fires, or other events. Downtime damages the institution's reputation both internally and externally. Said Stephen, "When it comes down to it, I don't peddle the bike. I must rely on someone else to peddle; if they are not delivering, it looks bad for the hospital and me." This led him to look for a connectivity solution that provided not only the needed reliability but also the best levels of support.



Location:
Rockaways, Five Towns,
Queens, Nassau County NY

Industry:
Healthcare

Solutions Used:
Dark Fiber



Stephen Palomba fully appreciates the importance of customer service. While previously working with an unnamed provider, "We kept having circuit issues, and the provider was not very responsive. They also kept getting new orders wrong. After years of having their circuits, we couldn't get anything done, and everything took too long. It's as if they weren't listening when I said what I needed." That's why it was essential to move to a provider who would take time to understand their needs, provide the right solutions, and maintain quality service to promote optimal business continuity. And as a relatively small hospital, the cost was also paramount.

The Solution

St. John's Episcopal Hospital turned to Lightpath to address its critical connectivity needs. Already a customer of Lightpath's reliable and redundant phone services and some data circuits, Stephen Palomba expanded the relationship because "Lightpath's spot on with their customer service, responsiveness, and dependability, and has been instrumental in getting a lot of things done. With Lightpath I get updates every month during an install. They are so responsive that now when I am looking for something new, I turn to Lightpath first"

To best meet their most recent needs, a decision was made to move connectivity to Lightpath's Dark Fiber solution. Previously, the circuits utilized from another vendor for the last mile contributed to downtime situations. The new Dark Fiber from Lightpath would alleviate those last-mile problems while increasing reliability, security, and speed.

The Outcome

Lightpath's Dark Fiber offered greater reliability and security since the organization is the sole user of the Dark Fiber network. It also benefits from increased security with diverse paths and failover/redundancy for business continuity. They have more control with unlimited scalability and flexibility for future growth potential. The solution enables them to easily increase bandwidth by changing equipment at the end of the fiber. The solution also supports St. John's Episcopal Hospital's need for cost-effective, reliable connectivity that enables them to provide high-quality care to their community.

To learn more about how Lightpath can help your organization, call 877-544-4872 or visit lightpathfiber.com.