

Aspen Valley Hospital

Small Enough to Care, Large Enough to Heal

Customer: Aspen Valley Hospital

Size: 201-500 employees

Region: Aspen, CO

Industry: Hospital & Health Care

Profile: Aspen Valley Hospital (AVH) is a twenty-five bed community hospital that represents the best of two worlds – the warmth and friendliness of a small town, and the technical expertise of a major medical center.

Services: IT Consulting

Business Need

[Aspen Valley Hospital](#) (AVH) is a twenty-five bed community hospital that represents the best of two worlds – the warmth and friendliness of a small town, and the technical expertise of a major medical center. In fact, AVH is the first Colorado hospital to be selected as a member of the [Mayo Clinic Care Network](#) after passing a rigorous review process based on quality, service, and operational criteria.

Aspen Valley Hospital has also been recognized with numerous awards for patient satisfaction, most recently being named “**Hospital of Choice**” by Custom Learning Systems based on Hospital Consumer Assessment of Healthcare Providers and Systems results. In addition, AVH holds a **five-star** rating from Medicare for the inpatient experience and merited a “**Top 20 Best Practice in Financial Stability**” designation from the National Rural Health Association for critical access hospitals in the U.S.

AVH is fully accredited by The Joint Commission and is also designated a Critical Access Hospital and Level III Trauma Center.

Leveraging Expertise

“Our IT operations have the same complexities as much bigger hospitals,” points out Michelle Gelroth, IT Director for AVH, “but it just wouldn’t be logical to hire an IT staff of 90 or more people for a 25-bed hospital.”

The AVH website points out that, through their exclusive membership in the Mayo Clinic Care Network, local AVH physicians have Mayo Clinic expertise at their fingertips: eConsults, treatment recommendations, the latest research, and access to some of the best medical knowledge in the world. In this way, this small rural hospital leverages the resources of a noted expert organization.

Our IT operations have the same complexities as much bigger hospitals

Solution and Approach

“Our relationship with Synoptek puts an entire army of very skilled, highly technical people to work in our operations without incurring the overhead of having to hire them all for this small hospital,” explains Gelroth. “In fact, they do everything short of dealing with end users. It’s really like having an army behind us. We can call them anytime. That’s been the key to our success.”

AVH continues to depend upon Synoptek for more varied services as they grow. "We're at the end of a valley," says Gelroth, "so all cabling comes in and out one way. This means we're always looking for better Disaster Recovery, Backup, and redundancy services. Since we're a healthcare facility, we're subject to the same viruses and breaches that other hospitals have been victimized by. We're also subject to HIPAA and HITECH regulations, so security and compliance are always in the conversation at every quarterly business review with Synoptek." "They are our expertise," exclaims Gelroth. "We don't have to recruit or hire a network administrator; we have six or seven of them in Denver at our disposal at any time. Yes, we still need people on our own staff to interface with users, so Tier 1 support is provided by our staff of eight people onsite and everything else is outsourced to Synoptek."

Business Result

AVH will soon be building a new wing to expand the hospital and its services. Synoptek is helping them set up their new wiring closets and data systems, including provisions for a fully-equipped new Emergency Room. Synoptek is also helping them determine the best equipment to purchase, including laptops for their

users who are constantly moving from place to place. With AVH being far more proactive about protection, redundancy and security are key concerns here. Next year AVH plans to undertake a significant social engineering project using products and services provided by Synoptek.

It's really like having an **army behind us**

Michelle Gelroth takes great pride in pointing out the reputation her team has earned. "I'm involved in a large CIO Forum. Talking to other members, it's obvious that even big hospitals are struggling, she reports. "Many of those much larger hospitals have come to visit us and learn more about how we do what we do and our relationship with Synoptek."

Many of those much larger hospitals have **come to visit us**

About Synoptek

Synoptek is a Global Systems Integrator and Managed IT Services Provider offering Comprehensive IT Management and Consultancy Services to organizations worldwide. Our focus is to provide maximum "business value" to our clients enabling them to grow their businesses, manage their risk/compliance, and increase their competitive position by delivering improved business results.