

# InsidePerspective

ACHIEVE THE POWER OF MEDITECH

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## In the event of disaster...

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Technology is a great enabler. But to fully leverage what technology can do to improve processes in the healthcare industry, we've created some potentially troubling dependencies. When technology is taken away, due to a natural or man-made disaster, a hospital's ability to deliver quality care can be greatly compromised.

We define a "disaster" in this case as an unplanned event or failure that results in a loss of MEDITECH data and requires data recovery to an alternate location. The loss of information technology in a disaster situation can not only cause delays in providing care, but can pose a safety risk when patient data is not available. That's why every healthcare organization that uses IT to manage medical records should have a plan for Healthcare Operational Continuity (HOC).

Planning for HOC includes using techniques, creating strategies, and implementing solutions to continue IT operations in the event of a disaster. The selection of each of these components depends on a number of different factors, and will be unique to the individual needs and capabilities of the organization.

### **Healthcare Operational Continuity Solutions for MEDITECH**

There are two main choices for HOC solutions—Self-Hosted Disaster Recovery (SHDR) and Managed Disaster Recovery Services.

SHDR solutions are designed to give you a means to recover data to a secondary data center in an alternate location. The hospital owns, maintains, and tests the infrastructure and procedures to support the solution. These solutions provide the capability of restoring MEDITECH data from tape, or depending on the solution, may employ Storage Area Network (SAN) mirroring or Integrated Disaster Recovery (IDR) to facilitate the restoration.

Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) vary according to the design, and choices for SHDR solutions should be made based on individual organization's tolerance for downtime and data loss.

Unless specifically designed to do so, SHDR solutions generally do not include the capability to switch between the primary and secondary data centers at will. These SHDR solutions typically are not designed to be a long-term solution for running IT operations; their intent is to have a second data center ready to restore MEDITECH data in the event that the primary data center is impacted by a disaster.

Managed Disaster Recovery Services offer a solution without the investment in infrastructure required by SHDR solutions. JJWild's JSite—the only disaster recovery service offered by a trusted MEDITECH partner with extensive experience in restoring MEDITECH data—is a fully managed disaster recovery service that provides recovery services for MEDITECH and selected enterprise applications at a hardened data center facility. JSite offers two options: the standard JSite service recovers data from tape; the new JSite VTL

(Virtual Tape Library) service provides a tape-free solution which utilizes advanced technologies like source deduplication and incremental remote copy.

JSite accommodates any certified MEDITECH configuration on state-of-the-art infrastructure. In the event of a disaster, JSite staff will begin restoring the customer's core MEDITECH systems on our pre-configured servers and storage. JSite engineers work with your staff to redirect network access to the JSite recovery systems according to a pre-defined plan. The service offers a 12-hour RTO from receipt of tapes (for Standard JSite Services) or disaster declaration (for JSite VTL Services).

### **Disaster Preparedness**

What do you have to do to activate a disaster recovery solution? For SHDR, ongoing maintenance of the infrastructure and periodic testing of the solution will ensure the equipment is ready. You'll also need to develop procedures and train your staff on those procedures.

For standard JSite customers, customers ship their most recent tape backup to our JSite facility. For JSite VTL customers, the latest backup is instantly accessible. JSite is a "warm" site, staffed with disaster recovery experts, ready to restore and provide remote access to data at a moment's notice. Once a disaster is declared, our staff goes to work to restore your data and establish network access.

Planning for HOC is key. Know the extent of your resources—infrastructure, budgetary, and human—and determine how they can be best leveraged. To enable your organization to design a HOC plan that works, you'll need to realistically assess the capability and reliability of each potential solution in a disaster scenario.

JJWild can help you plan, select, implement, and deploy every aspect of your Healthcare Operational Continuity plan. For more information, please contact [editor@jjwild.com](mailto:editor@jjwild.com).

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