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# Prepare for a Professional Potential Client Visit

Group 3 – Themis

Period 4

## Broward Health (IT) Overview

Broward Health's IT department plays a pivotal role in managing and supporting the organization's comprehensive information technology infrastructure. This department is responsible for ensuring the seamless operation of clinical, administrative, and financial systems across the healthcare network. Key responsibilities include infrastructure management, clinical systems support, cybersecurity, data management and analytics, user support and training, and driving innovation through digital transformation initiatives. The IT team, typically led by a Chief Information Officer, oversees critical functions such as maintaining and upgrading networks, supporting Electronic Health Records systems, implementing robust security protocols, and managing data storage and analytics tools. They also provide essential user support and training, while exploring and implementing emerging technologies to enhance patient care. Despite facing challenges like ensuring data security in a highly regulated industry and managing complex system integrations, the IT department remains instrumental in Broward Health's mission to deliver high-quality, accessible, and innovative healthcare services to the community.

## Conversion To Epic Systems

Broward health, a major healthcare system in South Florida, successfully implemented Epic, which is a cloud-based software application that helps hospitals and health systems manage patient records and other healthcare operations. This $250 million transition marks a significant upgrade in healthcare delivery for Broward County. This involved over a year of training and technology upgrades, participation of more than 11,000 team members, and an introduction to MyChart. The implementation includes MyChart, a secure online portal that allows patients to actively manage their accessing medical records, scheduling appointments, requesting prescriptions refills, and communicating with healthcare providers.

Epic’s patient data management allows for more accurate diagnoses, effective treatment plans, and better patients. The system reduces manual data entry, eliminates duplicate tests, and improves administrative workflows, leading to significant time and resource savings. In addition, Epic ensures strong security measures in compliance with HIPPA and HITRUST standards, safeguarding patient data from unauthorized access.

## Meeting the Executives

Matthew Garner is the CEO of Broward Health North as of August 29, 2022. Before working at Broward Health, he was the CEO of North Shore Medical Center before becoming the Interim CEO at Broward Health North. He has a bachelor's in health services administration and is a member of the American Collage of Healthcare Executives.

Eileen Manistee was a nurse for over twenty years at Broward Health and became the CNO of Broward Health in November 2022.

Dr. Ara Travers is a Physician Advisor at Broward Health with over 20 years of experience in healthcare. She has held different roles, including Assistant Chief Medical Officer at USA Health, and improves patient care and processes as a Physician Advisor.

Dr. Steven Travers is the Chief Information Officer (CIO) at Broward Health. He manages the organization's IT systems. He has over 25 years of experience in healthcare IT and focuses on improving patient care through technology and electronic health record systems.

Eric Shorr is the Director of Technical Services information technology at Broward Health. With 25 years of experience in the technology industry. He oversees IT support and services.

Deshan Kennedy is the Director of Information Technology Application Development & Data Analytics at Broward Health. He focuses on IT applications, development, and analytics. He advances Broward Health's technological capabilities and decision-making processes through data analysis and AI.

Rosana (Rosy) Beltres is the Director of Enterprise Business Applications at Broward Health, where she manages critical IT systems. Previously, she served as Manager of HR Strategic Operations at Broward Health.

Kevin Kull is the Director of Cyber Security Strategy at Broward Health, he safeguards the organization's digital infrastructure and patient data.

Michael McDonough, Security Analyst Consultant:

Role: Supports in analyzing and mitigating security risks.

Topics to talk about: Epic-related vulnerabilities, security audits, and staff training.

David Guindi, Director, IT Infrastructure:

Role: Ensures hardware and network support Epic’s demands.

Topics to talk about: Infrastructure upgrades for Epic, downtime prevention, and cloud integration readiness.

Rafael Gutierrez, Manager, Data Center Operations:

Role: Manages data center operations for Epic’s data storage and uptime.

Topics to talk about:: Data center capacity, backup strategies, and Epic performance metrics.

Carlos Pena, Manager, Cloud Infrastructure:

Role: Oversees cloud solutions supporting Epic’s scalability and disaster recovery.

Topics to talk about: Cloud usage in Epic deployment, cost efficiencies, and future cloud plans.

## Conclusion

By adopting the Epic EMR system, Broward Health has taken a large step forward in improving patient care and operational efficiency throughout South Florida. This $250 million investment, finalized by the end of 2024, has made clinical processes smoother and strengthened cybersecurity, establishing Broward Health as a frontrunner in healthcare innovation. Guided by a committed team of leaders and executives, the transition has seamlessly brought in cutting-edge technologies like AI and real-time data analytics, ensuring better patient outcomes and more efficient operations. As Broward Health looks ahead to 2025, their dedication to maximizing Epic's potential will continue to enhance healthcare delivery, reinforcing their position as a progressive healthcare provider in the region.

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