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# Epic achievements for New York medical practice

AdvantageCare Physicians (ACPNY) reduced IT costs as the first to run an Epic EHR system with more powerful Bull servers – while creating a separate Epic environment for an acquired practice



## At a glance

**AdvantageCare Physicians (ACPNY) reduced expenses with new servers running its Epic EHR systems and created a separate Epic instance for a newly acquired practice with custom branding and data privacy requirements.**

### Outcomes

- Reduced server costs 20 percent
- Migrated more than 400 servers
- Improved database, Citrix performance by 0.2 to 0.5 seconds with fewer exceptions
- Provided a separate MyChart instance for a new practice
- Added more efficient BullSequana S servers to Epic-approved hardware options

## About AdvantageCare Physicians

With medical offices across all five boroughs and Long Island, ACPNY is the largest primary and specialty care practice in the New York area, providing quality, personalized care that is focused on the whole patient. ACPNY takes a team-based approach to care in which physicians work with nurses, social workers, medical assistants, nutritionists, behavioral health specialists and other healthcare professionals to address patient health from a physical, mental and social standpoint.

## Savings needed stat

ACPNY, the largest primary and specialty care practice in the New York area, depends on technology to support its commitment to quality, personalized team-based healthcare. Atos, a leading global IT services company, has supported ACPNY with comprehensive hosted infrastructure services since 2013. These services include:

- Server
- Software
- Service desk
- Monitoring
- SQL
- Storage
- Backup
- Epic electronic health record (EHR) services and management
- Security
- Disaster recovery
- Data center

An Epic-hosting provider for over 12 years, Atos' experience in best practices for efficient Epic implementation, operation and upgrade has been valuable to ACPNY. Atos' managed teams included dedicated Cache and Clarity database experts to help the practice harness its data to improve patient care and business results. When the contract came up for renewal five years later, ACPNY asked for additional cost savings.

## A new remedy approved

Atos knew a way to deliver 20 percent cost savings, but it needed Epic's approval first.

The proposed solution involved upgrading the hosting server environment to Atos BullSequana S servers, which are architected to deliver unprecedented flexibility, modularity and scalability. BullSequana provides the ability to scale from 2 to 32 CPU configurations and to grow in 2-CPU increments with flexible configuration options that are focused on meeting the compute needs of the most demanding applications. When combined with the native reliability, availability and serviceability (RAS) features of a mainframe, BullSequana S delivered the performance and stability ACPNY required.

Once migrated to the new BullSequana S platform, ACPNY could look forward to improved application performance with a reduced server footprint. Ultimately, this would translate into reduced maintenance and license costs, and best position ACPNY to support anticipated growth.

Before sharing this exciting proposal with ACPNY, however, Atos had to prove that the BullSequana S servers could meet Epic's strict application performance requirements. Atos engaged with Epic, and the BullSequana S architecture approval was granted.

## Server cred

With Epic's approval of the BullSequana S servers, Atos proposed the infrastructure upgrade (and cost savings) to ACPNY, and the contract was extended for five years. This was the first time in Atos' decade as an Epic vendor that the tech company would host Epic on its own servers. "This upgrade and Epic approval effort spanned Atos' Epic Managed Services and Big Data Organizations," said Matthew Leipsner, Atos' client executive for ACPNY. "We're very pleased to have our servers approved by the #1 EHR company and to demonstrate their efficiency advantages over other approved hardware."

## A shot in the arm

Beginning April 1, 2018, Atos rearchitected its infrastructure to support the new hardware environment. The project included migration of VMware instances from alternate platforms and migration of more than 400 servers. With the new hardware, Epic was migrated to a 100 percent virtualized environment. Four months later, on August 1, it was up and running in support of ACPNY's Epic managed services environment.

"We reduced the number of servers 20 percent by increasing the number of virtual servers per server and taking advantage of the BullSequana architecture, which is targeted for high-end x86 application requirements," said Leipsner. That reduction in servers translates directly into money saved on hardware and software – plus improved systems performance.

ACPNY's SQL and Epic Cache database performance also improved with the new servers. Even with the heavy load on the production support server, the system was able to create the HEDIS Electronic Clinical Data Systems (ECDS) registry in 50 percent less time than with the servers previously used. And the practice gained major reductions in application response time and exceptions: Client response time dropped by 0.2 to 0.5 seconds, and the exception percentage dropped 1.5 percent.

## Next, please

In 2019, ACPNY came to Atos with a new challenge. The group had just acquired a new medical practice with nine facilities in the Bronx. The acquired practice needed to operate under a separate name, sharing ACPNY's Epic system but with its own branding, custom functionality, and patient data partitioned from the rest of the group.

ACPNY was already using the Epic Community Connect ability to extend its EHR community to its physician practices while maintaining independent financial and scheduling information. The acquisition required additional customization to build a completely independent instance of Epic MyChart in less than three weeks. The team also delivered a separate mobile experience on the same timeline.

"The custom portal Atos created for a multi-specialty medical practice in the Bronx, New York, was well received by the practices and provided the experience we were seeking for clinicians and patients," said Venus Jones, Director, Epic and Revenue Cycle Management at ACPNY. Through this customization, ACPNY gained the abilities to:

- Establish independent settings within the Community Connect environment
- Modify application functionality within both environments with no impact on other clients
- Turn features on/off independently for the client(s)
- Establish client branding at the Epic entry point and throughout the application
- Limit access to patient data to the users of a specific environment

## Stretching the boundaries

Over the years, the relationship between Atos and ACPNY has taken both companies into new territories. In the future, the companies will continue innovating to provide ACPNY's physician practices with the technology they need to best serve patients at an affordable price.

## Why Atos Digital Health Solutions for Epic

As an Epic-approved vendor with deep system knowledge and operational experience, Atos provides reliable services that result in overall cost savings from the effective and efficient use of your EHR. We can also help you better utilize your data collection and analytics capabilities to increase business intelligence and improve clinical outcomes.

Learn more at [atos.net/en-na/north-america/healthcare](https://atos.net/en-na/north-america/healthcare) or email [info.na@atos.net](mailto:info.na@atos.net)

## BullSequana hardware approved by Epic as a vendor platform

- BullSequana S servers
- Intel Xeon/Scalable Processor Skylake (Gold or Platinum CPU - UPI architecture, mesh)
- S200, S400 (2 through 4 CPU configurations)
- S800 testing in process (8 CPU configuration)



## Project milestones

### 2013

ACPNY contracted with Atos for hosted infrastructure services including Epic services and management

### 2018

- Epic approved Atos BullSequana S series to reduce ACPNY's server costs by 20 percent
- Atos and ACPNY migrated 400+ servers in 8 weeks

### 2019

Created separate Epic instance and custom portal for new practice in the Bronx in under 3 weeks

# About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

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Let's start a discussion together



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# About Atos Digital Health Solutions

Atos Digital Health Solutions helps healthcare organizations clarify business objectives while pursuing safer, more effective healthcare that manages costs and engagement across the care continuum. Our leadership team, consultants, and certified project and program managers bring years of practical and operational hospital experience to each engagement. Together, we'll work closely with you to deliver meaningful outcomes that support your organization's goals. Our team works shoulder-to-shoulder with your staff, sharing what we know openly. The knowledge transfer throughout the process improves skills and expertise among your team as well as ours. We support a full spectrum of products and services across the healthcare enterprise including population health, value-based care, security and enterprise business strategy advisory services, revenue cycle expertise, adoption and simulation programs, ERP and workforce management, go-live solutions, and EHR application expertise, as well as legacy and technical expertise. Atos is a proud sponsor of Healthcare Scene.

For more information: [info.na@atos.net](mailto:info.na@atos.net)

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