Presbyterian SeniorCare Network

Mission: *We are committed to enriching the aging experience through person-centered service and living options.*

- Over 6,500 Seniors and Families served per year
- Over 2,200 Employees
- 53 Communities in 10 Counties in Western Pennsylvania
- PC, Skilled, Dementia, CCRC, IL, Supportive and Affordable Housing

Robert Buckingham – Senior Director Information Systems
rbuckingham@srcare.org – (412) 826-6008
CISSP, HCISPP, CISM, PMP & other vendor specific certifications
15+ years in IT Security
40+ years in IT overall
Previously Consultant and Business Owner
Health Care – 8+ years

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COVID Response Activities

IT Related
- Finally got our Physicians Online – Order Entry and Approvals
- Increased Telemedicine
- Standard Orders in our EHR system
  - Extra Monitoring
  - Constantly Changing
  - Additional Alerts – Temperature Monitors
- Daily Resident Monitoring Reports
- Remote Access Increase
- Intranet Information Dissemination
- Daily Conference Call
- Increased Resident Communications to Families
- Many projects Delayed or Postponed

Non-IT Related
- Daily Employee Screening
- PPE
- Less Movement within Buildings and Campuses
- No Visitors

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Challenges and Needs

IT Related

- Need to Upgrade Communication Lines and Speeds
    - Telephony
    - Internet
- Increase Security for Remote
    - More 2FA
    - Additional Training
- More Telemedicine

Non-IT Related

- Increased Employee Stress
- PPE Availability
- Will the workplace structure change?
- $$$
    - Resident Care Costs through the roof
    - Spent entire annual budget for supplies

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How Can HITAC/ONC Help?

- Data Availability
- Telemedicine Interoperability
- Remote Work Standards

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