



Expanding patient services, reducing wait times

Preventative care with more thorough clinical visits is now within reach

PrairieStar Health Center is positioned to deliver and continually expand a comprehensive range of quality patient services for families, seniors, and people of all socioeconomic backgrounds. Innovation in medical IT empowers PrairieStar to focus on the future of clinical care, with hardware keeping pace with an ambitious mission.



Customer: PrairieStar Health Center
Industry: Healthcare
Country: United States

Driven to improve the wellbeing of the community

“Day-to-day, at PrairieStar, we inspire, motivate, and give hope to patients through the delivery of quality care, no matter who they are,” says Kelly Newboles, senior network administrator at PrairieStar Health Center.

As a non-profit, Federally Qualified Health Center (FQHC), its mission is to improve lives through quality care for all. Newboles and his colleagues work in step to improve and expand clinical offerings across medical, dental, vision and optical, behavioral, pharmaceutical, and laboratory services. Most recently, PrairieStar launched a brand-new pediatrics clinic, significantly boosting its capacity to serve families in Hutchinson, Kansas.

Having supported IT at PrairieStar for the past seven years, Newboles has a theory about what makes his workplace unique. “Our story has to do with the type of people our business model attracts,” he says. “It attracts people who aren’t just here for the job, but for the wellbeing of the humanity of our community.”

With 25 years in the industry, Newboles has witnessed significant change. Decades ago, the focus was on hardware specifications and making the most of what was possible within its scope. Today, Newboles looks for solutions with integrations, services, portability, support, and reliability that enable users to move rapidly on new initiatives.

For PrairieStar, the vision of bringing quality healthcare to everybody means having the ability to deliver patient services without any obstacles. “Technology isn’t what gives me satisfaction as an integrator,” Newboles says. “Bringing services to our patients does.”

“We give a piece of our heart every day, and IT is absolutely included in that.”

– Kelly Newboles, Senior Network Administrator, PrairieStar Health Center

Every minute counts

Quality healthcare at PrairieStar is shaped and informed by time saved. When time is reduced by registering patients, accessing records, and receiving lab results, it creates an opportunity for more thorough appointments with providers. Newboles explains, “a few seconds here, a few seconds there, at the end of the day we can start to calculate that, and we can move patients through the process noticeably faster because of those time savings.”

PrairieStar is amid a strategic shift from reactive to preventative medical care. “We can help promote the concept of having more interaction time to get to root causes of issues instead of simply treating symptoms,” says Newboles. Time is of the essence for a non-profit clinical environment that reports over 65,000 patient visits a year

The organization has taken control of its vision with solutions and services from Hewlett Packard Enterprise with the HPE GreenLake cloud, including HPE ProLiant DL380 Servers, HPE Alletra, and Data Services Cloud Console.

Vision

Improving lives through quality care for all

Strategy

Reduce wait times for patients and caregivers with a proactive IT environment that keeps pace with expanding services.

Outcomes

- Enriches caregiver-to-patient face time for more thorough care
- Decreases record search times and speeds up patient registration
- Reduces time spent on reporting by 83% (six hours to one hour)



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– Kelly Newboles, Senior Network Administrator, PrairieStar Health Center

With the cloud-native infrastructure, Newboles and his team can manage HPE Alletra Storage groups and block storage from one login. In practical terms, Data Services Cloud Console produces reports in one hour or less, a process that previously required up to six hours — an 83% improvement over the previous solution. Routine IT tasks like system updates and backups are no longer multi-day projects.

“HPE has reduced time for all of our server-related tasks, including online LUN moves, database maintenance, and virtual machine deployment,” Newboles says. “Patient-facing production time has decreased, meaning that time to check-in a patient, look over a patient’s history, and our back-office processing time for claims, invoicing, and reporting has decreased. It’s much faster. That impacts patients.”

Aligning technology to meet business needs

The IT department at PrairieStar is highly motivated, so when the cracks in the previous IT system began to show, it prompted the team to examine its purpose. “We had a complete breakdown in efficiency and effectiveness of IT systems,” explains Newboles, “It was leading to questionable longevity concerns for the entire business.”

At the crux of PrairieStar’s challenges with its previous infrastructure was a misalignment in vendors. “Our job in this organization is to bring quality healthcare to everybody, and our vendors’ goals must align with ours,” Newboles emphasizes. “Our vendors must act with a sense of urgency and excellence in every situation.”

With its previous partners, PrairieStar dealt with miscalculated solutions for workloads, unsupported backup and recovery objectives, and complex compositions for add-on services that consumed the IT team’s time. Extensive downtime windows, slow virtual machines, complicated user interface, and neglectful support added to a stressful environment at the back end.

On the frontend, Newboles recalls: “Our previous solution inconvenienced patients and created an inability to expand any services in a timely or logical manner.” The human impact was noticeable. Administrators struggled to register patients and produce records, resulting in rushed patient-caregiver visits and delayed lab results. Clerical and clinical staff struggled to keep up with the patient volume demands of a growing facility. It kept Newboles up at night.

“We give a piece of our heart every day, and IT is absolutely included in that,” says Newboles. It was imperative and urgent that PrairieStar realign with a technology provider that understood what was at stake.



A 24x7 extension of IT staff

Under the guidance and implementation support of ISG Technology — an HPE partner — Newboles oversaw the transition to HPE ProLiant DL380 Servers, HPE Alletra, and Data Services Cloud Console and immediately witnessed significant improvements in the services delivery. From the outset, the ability to consolidate virtualization and virtual desktop environments into a single cloud-powered platform was a game changer.

“We could now think in terms of managing multisites and multigroups all from one organization,” Newboles says. “All of our correlating metrics are in one place — it’s fantastic.” Data Services Cloud Console was so easy to understand Newboles could deploy junior IT staff to many of their processes, including auditing, job status, two-factor authentication, and intention-based provisioning. “These tasks were no longer siloed to one specific person,” says Newboles.

PrairieStar values HPE InfoSight as a 24x7 extension of its IT team. Built into the HPE Alletra platform, the artificial intelligence (AI)-driven software delivers automation, alerts, and additional support. “It’s like having extra people in our own department, and they’re working around the clock,” says Newboles. Whereas predictive analysis used to require several hours of Newboles’ time every week, HPE InfoSight is now managing the task for him.

“We’re finally where we wanted to be,” Newboles says.

The ripple effects of time saved

The HPE impact is directly connected to the experience of patients and caregivers on the front lines of medical, screening, and laboratory services at PrairieStar. With HPE Alletra, HPE ProLiant DL380 Servers, and Data Services Cloud Console in place, patient registration and record look-up times have decreased, allowing for more thorough interactions with caregivers.

Meanwhile, Data Services Cloud Console reduces the time for all IT server-related tasks and increases PrairieStar’s concurrency with online LUN moves, virtual machine deployment, operating system updates, database maintenance, and backups. These improvements have reduced production time across departments in an ever-expanding clinical environment.

With the new solution, PrairieStar is entering a reality where data services are at the forefront of its operations. Hardware management now takes a less prominent role, freeing Newboles and his team for more impactful projects. “These fast, predictable, and consistent systems all work to provide quality healthcare for our patients,” Newboles says. “It means we can focus on the areas that promote wellness, such as preventative care, and healthcare through quality lifestyle.”

Data Services Cloud Console unifies data operations as a service with a streamlined management interface that promotes rapid adoption and usability. Cloud-enabled job creation, such as intent-based provisioning, allows for fast access and task completion from anywhere.

With Data Services Cloud Console, jobs run “incredibly fast,” says Newboles. The days of friction points are now in the past. “And it’s all a direct result from our transformation with HPE. It’s this alignment with our vision for the organization that made us realize that HPE was going to be our vendor for the foreseeable future,” explains Newboles.

Speeding real-world impact

Service expansions are moving faster than ever — including a new pediatrics clinic that opened to patients in November 2022. “Our rapid expansion of pediatrics is a direct result of our transformation with HPE,” shares Newboles. “In the past, if we had wanted to expand services, my response would have led to more questions: Can our backend systems handle it? Do we need to create a specific one-off solution? But that’s changed, and now the answer is simple: yes.”

Newboles and his team are now looking to the future of PrairieStar’s infrastructure. “Our next evolution is to step away from the concept of old-style server rooms and more towards service solutions, like HPE GreenLake,” Newboles says. “To us, Data Services Cloud Console is a peek into the world of the HPE GreenLake platform. We’re no longer waiting on a vendor to lay the framework out for us. They’ve done everything they needed to do. Now we just need to walk through the door. And that’s a great position to be in.”

“Our rapid expansion of pediatrics and the internal services that help support that is a direct result of our transformation with HPE.”

– Kelly Newboles, Senior Network Administrator, PrairieStar Health Center

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Hardware

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— HPE ProLiant DL380 Servers

Software

— Data Services Cloud Console

— HPE InfoSight

Key partners

— ISG Technology, LLC

