



Visiting Nurse Service of New York establishes enterprise connectivity

An enterprise messaging and monitoring system positions staff to better serve patients

Overview

Remote connectivity

VNSNY needed a way to securely move information between systems so that its employees could access systems from remote locations.

Enterprise messaging

VNSNY implemented IBM® WebSphere® MQ software, which moves data across the network, and Avada Infrared360 software.

Reliable access

The solution helps staff access VNSNY systems from virtually any location.

Solution Components

Software

- IBM® WebSphere® MQ
- Avada Infrared360

Hardware

- IBM System z10®

IBM Business Partner

- Avada Software
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The Visiting Nurse Service of New York (VNSNY) is a not-for-profit organization dedicated to home and community-based healthcare. It was established in 1893 by Lillian D. Wald, the founder of public health nursing in the United States. The organization has approximately 18,000 employees, including nurses, rehabilitation therapists, home health aides, social workers and other clinical professionals serving New York City, Nassau County and parts of Westchester County.

Challenge

VNSNY needed a way to securely move information between systems. Employees, who together complete approximately 40,000 home visits per day, needed to access the organization's systems from a variety of locations. The group therefore began to equip its staff with tablets so that they could connect with company systems, such as a mainframe, wirelessly. However, it needed a solution that would help it securely transfer data, including patients' health information, to company systems, facilitate reliable information flow from system to system and quickly detect if a connection went down.

Solution

VNSNY implemented IBM® WebSphere® MQ software to move data from one system to another over the organization's network. Using the application, staff can connect to VNSNY systems with a tablet and then put data into a queue for processing. From there, the system moves the sensitive data to the organization's IBM System z10® mainframe, where it triggers multiple transactions to update financial systems, medical records and medication databases.





VNSNY also implemented Avada Infrared360 software from IBM Business Partner Avada. The Infrared360 application helps VNSNY manage, monitor and test the organization's messaging environment. If a message queue begins to fill up, which could result in messages getting lost, the Infrared360 application alerts VNSNY staff so that they can take corrective measures. "Working with Avada and having this monitoring utility, alerting, reporting and some trending, we can see that the plumbing is working, the messages are going. So at the end of the day, people get their visiting nurse knocking on the door and taking care of the people, and that's good," says Anders Jacobson, supervisor, UNIX System Administration, VNSNY.

Benefits

- Gives staff access to VNSNY systems from virtually any location
- Provides robust monitoring capabilities that facilitate properly functioning messaging systems
- Helps VNSNY establish security-rich connections with external organizations, such as Medicare and Medicaid

For more information

To learn more about IBM WebSphere MQ software, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

ibm.com/software/integration/wmq

To learn more about how IBM System z servers can help provide a security-rich and scalable foundation for efficiently running multiple critical applications, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

ibm.com/systems/z

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— Anders Jacobson, supervisor, UNIX System Administration, Visiting Nurse Service of New York

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