



Business challenge

Shin Kong Wu Ho-Su Memorial Hospital (Shin Kong Hospital) sought a robust, flexible, cost-effective solution to support its continued growth and help maintain quality of service and patient satisfaction.

Transformation

Shin Kong Hospital migrated to the IBM® Cloud Managed Services® on z Systems® solution, gaining an immediate improvement in operating efficiency and the ability to increase usage as necessary to better support daily hospital operations. Further, IBM Disaster Recovery Services helps reduce system downtime and critical data loss.



Chung-Ho Hsieh
Chief Medical Information
Officer, Shin Kong Wu Ho-Su
Memorial Hospital

Business benefits

86%

decrease

in healthcare application
processing time

50%

reduction

in system downtime

Supports

enhanced services

And growth into new areas

Shin Kong Wu Ho-Su Memorial Hospital

Established in 1992 and located in Taipei City, Taiwan, [Shin Kong Wu Ho-Su Memorial Hospital \(Shin Kong Hospital\)](#) is a medical center providing healthcare services through the efforts of approximately 2,400 employees and 42 specialty departments. Its mission is to diagnose and treat diseases and to train physicians, nurses and other medical professionals while providing the highest level of care for all patients. The hospital is expanding its preventive medical services to achieve an international standard of excellence and provide patients with better care at home and abroad.

“Patients registering or getting medicine no longer have to stand in line, improving patient satisfaction in Shin Kong Hospital’s medical services.”

—Chung-Ho Hsieh, Chief Medical Information Officer, Shin Kong Wu Ho-Su Memorial Hospital

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Dwindling processing capacity

Shin Kong Wu Ho-Su Memorial Hospital (Shin Kong Hospital) strives to constantly improve medical care services while maintaining patient care satisfaction. With plans to expand services to a medical cosmetic center and international travel tours, the hospital recognized that its information system structure would be unable to meet processing demands. Deficiencies in system capacity and support, as well as increasing costs, would negatively affect the overall quality of service.

Additionally, the hospital had reached 90 percent of its system usage capacity, slowing down information processing and disrupting healthcare personnel's service flow. This lengthened patient check-in times and delayed medicine dispensing, negatively affecting both patients and staff. To combat these escalating issues,

Shin Kong Hospital sought a robust, flexible, cost-effective solution to support its continued growth and help maintain quality of service and patient satisfaction.

Supporting quality healthcare

Shin Kong Hospital migrated to the IBM Cloud Managed Services on z Systems solution, gaining an immediate improvement in operating efficiency. With a base of 76 million instructions per second (MIPS) out of the IBM Taipei, Taiwan, data center, the hospital can now increase usage up to 100+ MIPS when needed to better support daily hospital operations. Additionally, IBM Disaster Recovery Services out of the IBM Linkou, Taiwan, data center helps reduce system downtime and critical data loss, further supporting operations.

Supporting quality healthcare

Shin Kong Hospital now operates on a robust, flexible solution for optimal efficiency, increasing usage when and where needed. The hospital cut healthcare application processing times from 70 minutes per application to only 10 minutes, a nearly 86 percent reduction. Further, the hospital enhanced disk system response times by a factor of 1.3 times.

These improvements help the hospital ensure normal clinic operations, enhancing the health, quality and speed of medical services and moving forward, the hospital looks to reduce operating costs over its previous system. Overall, Shin Kong Hospital now operates on a scalable, stable solution that supports expansion into new medical services and maintains patient care satisfaction while providing financial flexibility and improved operating performance.

Solution components

- IBM® Cloud Managed Services® on z Systems®
- IBM Disaster Recovery Services

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Take the next step

To learn more about the IBM Cloud Managed Services on z Systems solution or IBM Disaster Recovery Services, please contact your IBM marketing representative or IBM Business Partner, or visit the following websites: ibm.biz/Bd4qRr, ibm.biz/BdsiG3

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