



Mercy Community Healthcare (MCU) Franklin, TN [www.mercycommunityhealthcare.org](http://www.mercycommunityhealthcare.org)

## EXECUTIVE SUMMARY

Mercy Community Healthcare (MCU) is a non-profit healthcare provider offering quality, experienced care to everyone – adults, children, insured and uninsured – throughout Middle Tennessee. Services include complete primary care to children from birth to age 18, as well as comprehensive adult primary care. The facility consists of seven physicians – plus additional nurses and support staff.

## CHALLENGE

As the Chief Executive Officer of a leading non-profit community healthcare provider serving Central Tennessee, no one can appreciate the importance of operating cost effectively and within strict budgetary guidelines more than David Winningham.

In early 2014, facing another round of costs to upgrade outdated hardware which was adversely affecting his full-time, in-house IT executive's ability to fully support the facility's IT needs, David sought the advice of The Solutions Team.



## SOLUTION

The Solutions Team proposed its IT Live (Hosted EMR) and Virtual IT (IT Outsourcing) solutions as a more cost effective alternative to regularly paying for hardware upgrades and a full-time salaried employee to 'temporarily fix' dated IT equipment – the only real option for most community healthcare centers operating within a 'non-profit' budget.

## RESULTS

Through IT Live, MCU avoided spending more than thirty thousand dollars on hardware costs and upgrades, while significantly reducing their recurring monthly hosting fees.

Through Virtual IT, The Solutions Team manages MCU's entire IT infrastructure for one flat monthly investment – less than what MCU was paying their in-house IT executive – and makes available a much-needed 'team' of knowledgeable IT support personnel directly to the facility's entire staff.