

## Customer Profile

Founded in 1955, UCLA Medical Center became Ronald Reagan UCLA Medical Center in 2008, reopening in a new 10-story structure (eight above ground) that takes hospital design to a new level. The latest medical advances are provided in a welcoming environment that is filled with light and open spaces to enhance a sense of wellness and promote healing.



## Situation

CareConnect is UCLA's electronic health record (EHR) program. The system will integrate functions currently performed by approximately 65 software applications into a single system accessible across the health system and available around-the-clock to clinical faculty and staff members. UCLA had a need to increase port density due to new requirements of the Epic EMR.

## Solution

NIC Partners, as a trusted advisor of UCLA Medical Group, coordinated with the MITS and CareConnect teams to collaborate the seven phases of this project. As part of these phases, NIC Partners' project management team was integral in designing, planning, and delivering an on-time solution, which included the following:

- 400 IDFs in total, 7 phases of the project
- Chassis replacement from 6509 to 6513, along with Sup2T and module upgrades
- 3750 switch stacks changed to 6513s along with any router end of life refreshes
- Port & Jack Mapping along with complete routing and updating of cabling, per closet
- All networking equipment was burned-in at the NICP lab, configured, and shipped to customer in advance of the NICP deployment

## Results

***"The CareConnect program is a once-in-a-generation opportunity to work together as an organization to really change how we deliver health care," said Patricia Kapur, MD, interim co-president of the UCLA Faculty Practice Group, chairperson of the department of anesthesiology, and member of CareConnect's Executive Oversight Board. "It puts UCLA in an excellent position for examining and enhancing processes that support the overall care experience."***

NIC Partners continues to be UCLA's go-to partner for the Cisco network upgrade and CareConnect rollout. An estimated 18,000 faculty and staff members will use CareConnect, including physicians, pharmacists, nurses, advanced-practice nurses, other clinicians, trainees, students, and staff members working with scheduling, registration, billing, patient placement (ADT), and hospital information management (HIM), of which NIC Partners has been a key contributor to its success.

### NIC Partners

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