

MyConnectSolutions Case Study: Northeast Valley Health Corporation

In the San Fernando Valley of California, [Northeast Valley Health Corporation](#) (NEVHC) plays a key role in meeting the medical needs of underserved populations throughout the community.

Since opening its first Federally Qualified Health Center (FQHC) in 1973, NEVHC has grown to operate 18 health care sites across the region – with two more scheduled to open later this year. Today, nearly 70,000 patients receive medical, dental, and behavioral health care through NEVHC each year, making it one of the nation’s largest community health centers.

As the FQHC’s presence has expanded over the years, so has its information technology needs. That’s why NEVHC has partnered with the team at MyConnectSolutions to help manage its Health Information Technology (HIT) and Health Information Infrastructure (HII).

A Lasting Partnership

The relationship between MyConnectSolutions and NEVHC dates back to 2008. Initially, the FQHC engaged MyConnectSolutions for its telecommunications consulting services.

At the time, NEVHC had individual phone systems for each of its centers. But Stephen Guttierrez, the organization’s Chief Information Officer, recognized the need to integrate the telecommunications infrastructure across all of NEVHC’s locations.

MyConnectSolutions helped Guttierrez evaluate vendors, negotiate contracts, and implement an enterprise-wide solution that would streamline NEVHC’s telecommunications. In the years following the system implementation, MyConnectSolutions also helped support the infrastructure – which included managing any changes to the phone system.

By working with MyConnectSolutions, the internal IT team at NEVHC knew that telecommunications was one item that could be taken off its ever-growing task list.

“MyConnectSolutions interacts with the vendors, and has the right experience and contacts to resolve any issues we face,” said Guttierrez. “They’re problem solvers. I know I can expedite problems to Ikki and his team, and I’m going to get a resolution.”

Finding New Ways to Add Value

Since NEVHC and MyConnectSolutions began working together, technology has evolved – and so have the needs of the growing FQHC.

“Today, all of our operations involve some level of technology,” said Guttierrez. “Every department needs IT support, and integration between our facilities is a huge issue. Internally, we’ve struggled with having enough resources at the right time to handle our day-to-day operations.”

To overcome this challenge, Gutierrez began outsourcing more of his IT infrastructure needs to MyConnectSolutions.

In addition to moving to a cloud-based Voice over Internet Protocol (VoIP) phone system, NEVHC now relies on MyConnectSolutions' MedConnect platform to provide 24/7 Tier 1 help desk support. This offers several advantages:

- NEVHC can offer IT support to its staff at any time, expanding its service to **manage after-hours and weekend requests**.
- MyConnectSolutions **opens and tracks every support ticket**, providing clear visibility to the types and frequency of IT issues.
- Outsourced help desk support enables NEVHC to **effectively handle call surges** during busier times of day.

For NEVHC, working with a managed services provider like MyConnectSolutions has helped Gutierrez make the most of his limited resources. This allows his team to focus on higher-level work, like managing the organization's custom applications.

"MyConnectSolutions brings a forward-thinking approach to our IT strategy," said Gutierrez.

"They've helped us address the infrastructure challenges that have come along with our growth – while allowing us to focus our team's time on areas that will have the biggest impact."

Maximize Your IT Investment

Interested in learning more about how MyConnectSolutions can help you make the most of your FQHCs limited IT resources? Contact ali.rida@myconnectsolutions.com to schedule a no-obligation IT consultation.