



## OpSus Live

# Prioritizing Patient Care: How Sauk Prairie Hospital Focused on Clinical Initiatives by Partnering with CloudWave on EHR Management

As Director of Information Services for Sauk Prairie Hospital in Wisconsin, Scott Vaughan was tired of encountering sluggish speeds, dealing with connectivity issues, and managing downtime in his hosted EHR environment.

“When the hospital staff can’t access our EHR, ultimately, our patients are affected,” Vaughan explained.

“Communication is a critical component in managing hospital infrastructures,” Vaughan stated. We needed a communicative and responsive cloud provider with a collaborative approach. We needed someone who would partner with us.”

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CloudWave offers a complete suite of services to provide customers with options for end-to-end EMR/EHR, Imaging, and enterprise systems support and management.

His IT team was spending more time managing the daily operations of their EHR in the cloud than supporting clinical initiatives. With their previous service provider, response time was slow when issues occurred, and Vaughan felt he was a number instead of a valued partner.

Founded in 1956 and located in Prairie du Sac, the 36-bed hospital includes four primary care clinics in different locations. In 2022, Press Ganey named Sauk Prairie in the top 5% for patient satisfaction, an honor the hospital wants to continue to earn.

When Sauk Prairie migrated their entire MEDITECH EHR environment to CloudWave's OpSus Live in 2020, Vaughan and his CIO didn't take long to see the positive change the CloudWave partnership had on the hospital.

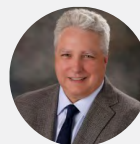
“We saw the improved communication immediately. Our project manager and account manager's daily involvement gave us the feeling we had hoped for, that we were all in this together.”

“The uptime became better.” Vaughan added, “And we don't have to babysit anymore.”

Vaughan is already looking long-term for other ways CloudWave can improve Sauk Prairie's data center environment, including adding Sensato Cybersecurity as a Service.

According to Vaughan, CloudWave's OpSus Live has reduced his “overall worries” and eliminated his team's need to troubleshoot.

“We can hand issues off to CloudWave,” he explained. “CloudWave does a great job partnering with us.”



**Scott Vaughan**

Director of Information Services  
at Sauk Prairie Healthcare