

CASE STUDY

**St. Dominic Hospital,  
Jackson, MS.**



**When one of the nation's most wired hospitals sought a better solution to ensure the security of its patients' privacy, it turned to American Messaging and AMSConnect to do the job.**

**BACKGROUND**

St. Dominic-Jackson Memorial Hospital (St. Dominic Hospital) is a 571-bed acute care facility in Jackson, MS. Its history dates back to 1946, when the Dominican Sisters of Springfield, IL purchased the Jackson Infirmary in the center of the city, which became the foundation for a health system that today includes an acute care hospital, a continuing care community, and a full range of outpatient and community services. St. Dominic's strives to not only provide care for the sick but also to offer education and wellness services to the surrounding community.

As a leading pioneer in advancing the use of technology throughout its health practice, St. Dominic's has proudly been named one of the nation's most wired hospitals for more than a decade.

**SITUATION**

Recognizing that with its industry-leading dedication to advancing the use of new technologies comes great responsibility, St. Dominic's takes all appropriate measures to ensure full compliance with HIPAA regulations. As such, the hospital conducts



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**Janis Iskra-Coates,**  
*Clinical Informatics Officer, St. Dominic Hospital*

#### SITUATION (ctd.)

routine security audits to ensure its physicians and nurses are securing the PHI of its patients, especially considering recent patient privacy security breaches at other hospitals, and the specter of exorbitant fines levied by the FCC for the transmission of patient information via unsecured text messages.

#### OPPORTUNITY

Following its most recent security audit, led by Ashley McPhail, St. Dominic’s HIPAA Compliance Officer, Janis Iskra-Coates, the hospital’s Clinical Informatics Officer, implemented a test of a stand-alone secure messaging app. Finding that solution – from a competitive supplier – to be cumbersome at best, St. Dominic turned to AMSCoconnect from American Messaging, hoping to significantly increase the adoption rate among staff who prefer using their smartphones to communicate patient information.

Unlike St. Dominic’s prior solution, which required a visit to the hospital’s IT department to have software loaded onto an individual’s smartphone, the doctors and nurses at St. Dominic’s needed only to download the AMSCoconnect app directly from the Apple Store or the Google Play Store to get up and running. This seamless effort resulted in an immediate increase in staff adoption and usage. Since beginning the rollout in January of 2019, St. Dominic’s has achieved a more than 50% compliance rate among its provisioned staff, with full compliance anticipated before the summer of 2019.

#### OUTCOME/ RESULTS

Commenting on the ease and speed of the transition to the AMSCoconnect app, Janis said, “It was so transparent, I almost didn’t realize it was happening.” Janis added high praise for the customer service and professionalism of the American Messaging support team, which worked directly with Janis’s team to educate staffers and provide ongoing support as needed.

