

Mobile Health Van, Telemedicine Programs Highlight "Amazing" Frontier Communications– Summit Healthcare Partnership



SUMMIT HEALTHCARE, SHOW LOW, AZ
FRONTIER COMMUNICATIONS NATIONAL REGION – CASE STUDY



Based in Show Low, Ariz., in the White Mountains of Northeastern Arizona, Summit Healthcare Regional Medical Center is a private, not-for-profit organization serving 90,000 permanent and seasonal residents within a 3,000 square-mile area about the size of the state of Rhode Island.

Summit Healthcare's goal is to provide patients with state-of-the-art health care close to home. Every year, the 89-bed medical center ensures this goal by investing millions of dollars in equipment and technology, and by attracting top physicians representing a wide variety of specialties. The hospital currently employs over 1,000 people and has an active medical staff of 65 physicians.

Services include intensive care, medical surgical, obstetrical, surgical, diagnostic imaging, nuclear medicine, cardiac catheterization, cardiac ultrasound, medical oncology, radiation oncology, chemotherapy, IV therapy, cardiopulmonary, sleep lab, therapy services including physical, occupational and

speech therapy, cardiac rehabilitation, diabetic rehabilitation, pulmonary rehabilitation, home health services and more.

Summit Healthcare and Frontier Communications began working together more than a decade ago when Frontier installed a 50Mbps Metro-E circuit into the hospital. However, the two organizations have developed an especially strong partnership over the last five years.

The partnership began to grow stronger when Frontier's Vice President and General Manager Mark Jeffries, who oversees the company's operations throughout the Southwest United States, including Arizona, New Mexico, Nevada and Utah, joined the board of directors of the Summit Healthcare Foundation in 2012.

Since then, Jeffries and Summit Healthcare CEO Ron McArthur, FACHE, have identified multiple opportunities for the two organizations to partner together.

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Growing Partnership

One of the best examples of the partnership between Summit Healthcare and Frontier Communications is the hospital's Mobile Health Van, which began service in January 2012.

The 50-foot van, which was funded by Summit Healthcare Foundation and is maintained, powered and co-branded by Frontier, engages in outreach to community members every year. The van is present at community events and businesses located throughout the White Mountains, providing consultations, health screenings, vaccines, blood pressure checks, employee wellness screenings and basic healthcare to patients who attend each event. The van also makes healthcare visits to the Navajo Nation's Indian Reservation, Fort Apache Indian Reservation and Hopi Indian Reservation with the Healthy Steps Program.

Another highlight is Frontier's support of Summit Healthcare's recent \$5 million cancer center expansion. In recent years, Frontier has increased bandwidth to the center and donated tablets and therapy chairs for cancer patients to use as they undergo day-long treatments. The patients use the tablets to stream videos and movies, read ebooks, play video games and engage in other online activities while they wait.

Summit Healthcare and Frontier will be working together to expand Summit Healthcare TeleMedicine Program over the next few months. The hospital provides neurological services through state-of-the-art telestroke, teleconcussion and teleneurology programs.

Emergency room patients suffering from a stroke or having neurological symptoms have 24/7 access to a board-certified neurologist using video-conference technology powered by Frontier. Such technology means the patient can receive care immediately without having to be transported off the mountain, saving precious time as well as more than \$30,000 in medical airlift costs.

Summit Healthcare and Frontier plan to expand the hospital's telemedicine program within the next few months by adding telepsych services.

Other highlights of the partnership include the annual Women's Health Conference, the hospital foundation's annual fundraising gala, as well as multiple outreach activities such as the annual Show Low Business Expo and annual Show Low Days festival.

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Results

Summit Healthcare Chief Marketing and Development Officer Angie Kolling said the hospital has had an outstanding relationship with Frontier, especially in recent years.

"Our partnership with Frontier is amazing and continues to grow," she said.

Frontier's Mark Jeffries said the company has grown from being a straightforward telecom service provider to being an ardent, proactive supporter of Summit Healthcare.

Frontier's support of the hospital is an outgrowth of the telecom company's local engagement model, which strongly encourages employees to become active participants in their communities and active supporters of community organizations such as local hospitals and medical centers.

The partnership between Frontier and Summit Healthcare may be among the telecom company's strongest local engagements in its 28-state footprint.

"We're always working together," Jeffries said. "That's how tight our partnership is."

Kolling agreed.

"We partner on everything," she said.

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