



## Case Study

### Planar Makes it Possible to Implement New PACS Technologies With Confidence

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Mike O’Meara,  
Enterprise Imaging  
Applications Manager  
OSF Healthcare System

If you’re going to be an early adopter of technologies, says Michael O’Meara, OSF Healthcare System’s enterprise imaging applications manager, you need to work with vendors who provide the right support.

That’s why OSF chose Planar displays when they implemented the enterprise’s new PACS (picture archiving and communications system) in 2006.

With seven acute care hospitals, two long-term care nursing facilities and a medical group of nearly 200 providers, OSF serves more than 1.5 million people in Illinois and Michigan. OSF generates and stores more than 500,000 imaging studies a year across nearly every imaging modality. The new PACS has more than 4,100 authorized users and displays imaging studies on 250 workstations across the enterprise.

“When we looked at the options our PACS vendor, McKesson, gave us for the workstation displays, we looked at strategic partnerships as the differentiating factor,” says O’Meara. “That’s when Planar came right to the forefront. From the beginning of the vendor qualification process, they gave us good visibility into their product. Their corporate office reached out to us. They showed us a level of commitment that felt like a true partnership.”

#### New Technologies Demand Vendor Commitment

OSF purchased Planar Dome E3c (3 MP color), Dome E3 (3 MP grayscale), Dome E2c (2 MP color), Dome E4c (4 MP color), Dome E5 (5 MP grayscale) displays, as well as Planar PX212 displays for worklist monitors.

Planar’s broad product line allowed OSF to meet all their needs with Planar displays, and this means that O’Meara’s team can use Planar’s Dome Dashboard console application to manage and monitor the performance of all those displays from one central location, even displays at remote sites.



While breadth of product line was clearly a plus, O'Meara says Planar's strong service orientation was a critical factor for them because OSF wanted to be an early adopter of the latest PACS workstation displays.

"To get more return on our investment, we were looking to install the most recent technologies such as high-bright color monitors," he says. "If there were quality issues with the displays, we didn't want to have to go through our PACS vendor for help, we wanted to be able to go directly to the display maker for solutions. Planar was the one display company that we felt was willing to make that kind of service commitment and stand behind what their products could do."

At the time, Planar's Dome E3c high bright color monitor was so new, McKesson had not yet fully certified the product. That might have been a problem with another vendor, but not with Planar.

"Planar's executive team sent me a letter giving me their personal 100 percent satisfaction guarantee," said O'Meara. "They exceeded all my expectations." A year later, he adds, he hasn't had any reason to exercise the option; the Planar displays are working exactly as needed.

#### **Flexibility and Initiative Count**

Planar's flexibility on service agreements was another thing that exceeded O'Meara's expectations.

"OSF requires a very high level of service agreement," he says. "That level is a lot higher than most vendors can or are willing to accommodate on a workstation—things like next-business-day response time and stocking spare monitors to use as replacements in case of failure. Planar's done a really good job of being responsive to those requirements."

But that's not all.

Soon after the OSF installation, Planar issued a driver update to its video cards. For OSF Healthcare System's large installation, Planar flew in two engineers to personally update all of their workstations.

"Frankly, I'd expected to have to pull teeth to make that kind of service happen," says O'Meara, "but Planar just did it on their own initiative."

“Planar delivered 110 percent. I wouldn’t hesitate to be an early adopter of their products in the future.”

Mike O’Meara,  
Enterprise Imaging  
Applications Manager  
OSF Healthcare System

#### Service Makes All the Difference

O’Meara says that early adoption of new technologies is always risky, but working with service-oriented companies like Planar goes a long way toward mitigating that risk.

“Some people worried going with the new Planar Dome E3c color displays, that it was too new of a platform,” he says. “With Planar, we felt comfortable taking the risk and they delivered 110 percent. I wouldn’t hesitate to be an early adopter of their products in the future.”

He also said that his Planar sales representative did a great job at being responsive to OSF’s needs. “Our rep has been instrumental in making Planar successful at OSF,” O’Meara says.

“We’re very happy with Planar,” he says. “Right now we’re getting ready to implement a cardiology PACS and we’re requiring Planar monitors for those workstations, too.”



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