

## HEALTHCARE

# USF Health & Tampa General

State of The Art, Multi-Site, Unified Communications For Less

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### Problem Solved:

Disjointed communications multi-building multi-organization infrastructure was resolved with a centrally managed seamless digital IP system connecting three separate locations and three organizations together with smartphone apps for on-the-go communication. This both reduced operating and labor expenses by nearly 50%.

Dr. Michael Berlowitz boasts nearly 30 years of experience as an expert in the medical field, managing and practicing in dozens of facilities. "With three clinical locations in the Tampa Bay area, and access to the latest advances in equipment and treatment options, the USF Health Cardiology team is a recognized epicenter of cutting-edge cardiovascular research in the state of Florida" he remarked, "but while our expert team continued to provide top notch care, our **infrastructure simply couldn't keep up with the demands** of a growing nationally-renowned operation."

It all came to a head in 2019 when USF Health's new Heart Institute opened in Sun City Center. "The communications infrastructure connecting all of those fantastic people was **desperately disjointed, expensive**, and had no secure HIPPA/Hi-Tech compliant way of connecting to our new facility,"

Dr. Berlowitz said. "While USF has an in-house technology team, they simply didn't have the breadth of experience to handle the **unique demands** of our operation."

This became more clear than ever in the Spring of 2020, when USF was forced to shut down most of its operations due to the **global pandemic** that would become known as COVID-19. "Our people were forced to work from home, but unlike other USF departments relying on legacy solutions, the engineering team at Cosaint quickly enabled our entire support staff to work remotely through **secure VPNs** and encrypted desk phones, as if they were in-office."

David Littrell, VP of Cosaint, further explained, "Our solutions are built from the ground up to be **indigenously** secure and interconnected. Those aspects aren't bolted on,



**USF**  
**Health**

"I would summarize our experience over the past 7 years as: 'compliance secure, affordable, & inherently flexible.' This unique partnership with Cosaint Technologies empowers us to stay focused doing what we do best: Cutting-edge research, consultation, and surgery."

**Dr. Michael Berlowitz**

Director, College of Medicine Internal Medicine  
Director, Coronary Services and Cardiovascular Sciences





Built in 2019, Tampa General Hospital's TGMG location in Sun City Center is a state-of-the-art communications hub connecting all of their computers, phone handsets, and even smartphone apps for on-the-go collaboration.

they're **baked in as an essential component** of the DNA in every solution we offer at Cosaint Technologies."

"As a result of that open architecture platform," Dr. Berlowitz said, "we quickly were able to shift around equipment and seamlessly **work from home** during COVID-19 while other elements of USF were paralyzed," as their tech team relied on pieced-together platforms based on legacy technologies.

Not only did the work-from-anywhere solution help prevent the COVID-19 emergency from interfering with life-saving cardiovascular treatment, it became a way to reduce costs long term: "Working from anywhere has allowed our team to grow past the borders of office space. More importantly, it allows us to share the unpredictable workload inherent in the medical field, activating a seamless human resources experience for both our patients and our staff," Berlowitz remarked. "This strategy allows us to **attract new talent** that is searching for this type of remote work, all while lowering office **overhead costs** and sharing intra-office workload."

For the first time in the history of their partnership, USF Health, Tampa General Hospital, and the Morsani Center have been harmoniously operating together for over two years. Thanks to the remarkable leadership of Dr. Berlowitz, his talented team, and their partnership with Cosaint Technologies, Bay Area patients experience **more effective communication** with the region's top Advanced Healthcare research and surgery centers.

"This unique partnership with Cosaint empowers us to stay focused doing what **we do best**: Cutting-edge research, consultation, and surgery," Berlowitz remarked.

David Littrell, VP of Cosaint, emphasized the unique nature of this project, "Our solution has allowed a fantastic coalition of world-renowned medical providers to continue to provide their patients life-saving services with far more unified **interconnectivity** that places them firmly on the leading edge of their industry. We're proud to be a part of the work that USF Health and TGH continue to do for our community."