Get to know Dr. Lex Allen

Providing quality care and putting family first

For Dr. Lex Allen, taking a position as an orthopedic surgeon with Intermountain Healthcare in Cedar City is like coming full circle, and he couldn't be happier about it.

Lex graduated high school in Kingston, Utah as part of a class of 42 students, moving on to complete his undergraduate degree at Southern Utah University where he met his wife, Jessi. The opportunity to give back to the rural communities in Southern Utah is just one of the things that attracted Lex to this particular job. The other was Intermountain Healthcare's emphasis on community and family. "We made the decision early on to put family first," Lex says. "We are so lucky to work for a company that puts a lot of emphasis on family."

During medical school, sometimes that meant fitting in a family game of Toy Story Yahtzee at 11 p.m. in the hospital cafeteria when Lex was doing rotations, other times it meant grabbing a jar of peanut butter and a loaf of bread and escaping to a cheap motel as a family to reconnect for a weekend.

Just as Jessi knew Lex was destined to be a great dad, she knew early on he was destined to be a doctor, especially after witnessing his compassion for people and the respect he had for the human body. For Lex, the draw to the medical profession was the result of many things, including growing up on a farm helping with veterinary procedures, caring for his bedridden grandfather during much of his childhood, and being inspired by a surgeon who helped him overcome his own sports injuries.

As an orthopedic surgeon specializing in upper extremities, Lex has the

opportunity to help people rebuild their activity level, which he says is "very fulfilling." And as an active participant in several of Intermountain Healthcare's not-for-profit outreach programs, he's helping build a connection to healthcare for people throughout Southern Utah. "Being part of a not-for-profit like Intermountain Healthcare allows you to focus on providing care for the whole community and not worry about the business side of medicine," Lex says. "Plus, it allows me to focus on the many treatment options that might benefit a patient before jumping right into surgical options."

When Lex isn't assisting Dr. Nakken in his work with the SUU athletic teams, providing an outreach program to patients in Panguitch or working with patients at Southern Utah Orthopedic and Sports Medicine Clinic in Cedar City, he can be found hiking, fishing, camping and hunting in the southern Utah mountains, or coaching one of his children's athletic teams. Once again, putting his family first.

"We are very lucky to get back to a place big enough to support a surgeon and small enough to feel like a small town," Lex says.

Information Systems' focus on security and TeleHealth makes us one of healthcare's Most Wired, again

Intermountain Healthcare has been named on the 2016 HealthCare's Most Wired list, based on a collaborative study conducted by *Hospitals & Health Networks,* the American Hospital Association, and the College of Healthcare Information Management Executives. Intermountain has been named one of the nation's most technologically savvy hospital systems in 17 of the 18 years the survey's been conducted.

"Being one of HealthCare's Most Wired is more than just complying with the rules of a survey," says Intermountain's Marc Probst, Vice President and Chief Information Officer. "It's about fostering relationships between people and technology, processes and people, and supporting tools that make those relationships thrive. We do that at Intermountain every day. And we do it really well."

The Most Wired survey of hospitals and health systems nationwide was based on three categories: cybersecurity, new ways of delivering care and

Interesting facts from the Most Wired study

- The top three telehealth services offered in hospitals are

engaging with the patient, and increased use of predictive analytics for population health.

This year's survey emphasized security, telehealth, and patient engagement. Intermountain's 24/7 Security Operations Center's collaboration with sister organizations and our innovative use of platforms for providing telehealth were two reasons for our inclusion on the list.

This year's survey also looked at new ways to deliver care and engage with the patient. Intermountain's TeleHealth program and Connect Care portal are prime examples of our efforts to engage patients in their health through technology. And the numbers indicate we're doing that successfully — only about 60 percent of healthcare organizations offer these types of tools.

"Hospitals are breaking-out of their traditional four walls and providing care where and when patients need it," said Rick Pollack, CEO of the American Hospital Association. "These Most Wired hospitals exemplify this transformation by harnessing technology, engaging patients, and offering services remotely. And removing policy and other barriers to telehealth will allow even faster adoption of these amazing technologies."

Earlier this year, respondents completed 680 surveys, representing 2,146 hospitals, across the United States. The journal *Hospitals & Health Networks* publishes the results on its website.

consultations and office visits, stroke care, and psychiatric examinations and psychotherapy.

- Stroke care is the most rapid growth area for telehealth services, up 38 percent from 2015.
- More than 25 percent of hospitals use internet-enabled monitoring devices for chronic disease management of congestive heart failure, diabetes, and heart disease.
- 26 percent of Most Wired organizations offer E-visits through a mobile application.

Intermountain is implementing 2-Step verification for some of our computer systems to help keep our systems and data more secure

As part of ongoing efforts to protect the sensitive and important information of our customers, patients, and members, Intermountain and SelectHealth will implement 2-Step verification — a stronger user authentication method — when logging in to our systems. SecureAccess and Peoplesoft will be two of the first Intermountain systems to integrate 2-Step verification.

What is 2-Step Verification? 2-Step verification means users provide multiple pieces of information when logging in to a system in order to prove you're the person authorized to use that system, such as a user ID and password along with an answer to a security question. If you use online banking services, you're probably using 2-Step verification when you log in to your account. Learn more about 2-Step verification at Intermountain.net/cybersecurity.

Why is 2-Step Verification needed? Over the last few years the healthcare industry has seen an increase in the number and the sophistication of attacks on its systems and data. Intermountain is always thoughtfully evaluating processes and strategies to protect our data. Implementing 2-Step verification increases the security of our data by helping to validate that the person who's trying to access our systems is actually authorized to do so.