



CASE STUDY



Saint John's Health

A Collaborative Partnership Brings True IT Modernization

Overview

Saint John's Health (SJH) is a small community hospital in Jackson Hole, Wyoming, serving approximately 20,000 residents and welcoming 3 million visitors annually. With 49 acute care beds, 52 long-term care beds, inpatient rehab, transitional care units, and 13 outpatient clinics, SJH faces unique challenges in delivering high-quality healthcare in a remote, high-traffic region.

The IT team, led by Tyler Wurtenbruch (Director of IT) and Emily Graham (Informatics Supervisor, RN), works closely with Connection, a long-term technology partner, to address evolving clinical needs, security threats, and operational efficiency. Their collaborative approach bridges clinical and technical expertise, ensuring technology solutions align with patient care priorities.

Challenges

Healthcare is increasingly targeted by cyberattacks, with hundreds of breaches reported annually—and SJH is no exception. Without a strategy for managing security threats and maintaining business continuity, SJH would be at risk for downtime that could force patients to travel long distances for care—which could erode the community's health and trust in the organization.

As they planned their security strategy, the team at SJH also had to manage their technical debt and plan for true IT modernization. Years of accumulated equipment and services created technical debt. Modernizing infrastructure and interfaces was

"I think a sign of a good partnership is when I forget that [Connection has] other clients. [They] make us feel that special and that we're that connected. It's hard to imagine [they're] helping other people as much as [they] help us."

– Emily Graham, Informatics Supervisor,
RN, St. John's Health

"The longevity of folks at Connection really speaks to me. The approach of the individuals on all of the different teams, of really caring about who we are and what we're doing. [They] are not trying to sell us things. [They're] trying to bring us solutions. We look to the experts from Connection to really bolster our team."

– Tyler Wurtenbruch, Director of IT,
St. John's Health

To learn more about the partnership between St. John's Health and Connection, watch our interview with Tyler Wurtenbruch and Emily Graham.



necessary to support changing clinical needs and improve provider workflows—all while managing stagnant reimbursement from Medicare/Medicaid and budget cuts. Prioritizing their IT projects correctly was key.

At SJH, they both employ and serve a community that spans five generations, each with different technology adoption rates and preferences. Their technology choices must support both personal patient-provider interactions and virtual care models.

Solutions

To better manage security threats, SJH adopted a security-first approach for all applications and devices, supported by Connection's vulnerability testing and advisory services. Robust continuity plans and downtime drills ensured operational readiness and impressed accreditation bodies.

Part of their technology modernization included the implementation of ambient listening (AI-driven EMR documentation), which now saves providers hours daily, improving work-life balance and patient care.

As they worked to manage their budget, Connection helped SJH consolidate vendors and deploy strategic re-licensing initiatives. Acting as an extension of SJH's IT team, Connection continues to provide technical resources, professional services, and ongoing support.

Results

Thanks to their updated security strategy, SJH has made significant progress in closing security gaps through Connection's advisory services and penetration testing, and accreditation bodies have recognized SJH's preparedness for downtime events.

The projected savings of \$250,000 from vendor consolidation and re-licensing will help SJH continue to optimize their IT modernization efforts, as clinical and IT teams collaborate seamlessly to deliver solutions that work for both caregivers and patients.

Saint John's Health's ongoing partnership with Connection exemplifies how small community hospitals can leverage expert resources to modernize IT, enhance security, optimize costs, and improve patient care. Their collaborative, security-first approach and commitment to continuous improvement position SJH as a resilient, innovative healthcare provider. They had a daunting list of challenges to solve, but their long-term partnership with Connection helped see them through as they modernized their infrastructure.

Contact your Connection Account Team for more information

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