

THE Importance of Caring

APRIL 2023

my journey into health care



Kenneth Hash

SERVICE DESK SUPERVISOR
INFORMATION SYSTEMS

Kenneth Hash has always wanted a job where he felt he made a difference in the lives of others. He was born in Albion, Nebraska, moved to Columbus in second grade and has been in the area ever since. He started his career at Columbus Community Hospital in October 2022 as the service desk supervisor in the information systems (IS) department.

Although the information systems department does not directly deal with patients, Hash says he still loves being a part of the great atmosphere for all who need the hospital's services.

He manages the day-to-day operations of the help desk staff and troubleshoots computer hardware and software issues in the hospital and all hospital-owned clinics.

"Our customers are our staff, so we do the best we can so our staff can serve customers as best they can," said Hash.

A typical day varies for a person in information systems.

"My day can range anywhere from setting up new computer equipment, to moving existing equipment for a remodel, to troubleshooting hardware/software problems," he said. **"Ordering IT-related equipment for different departments could also be on my list."**

The hospital's information systems are integral to protecting customer and patient information. Hash and the information system team prioritize confidentiality and keeping information secure.

"The IS department focuses on security and data safety," he said. **"We have our hands in a lot of personal information due to troubleshooting, and we take that responsibility very seriously, knowing our families and friends are treated here."**

On the education front, Hash is very close to obtaining his Bachelor of Science degree in business administration, with a concentration in management information systems, from Southern New Hampshire University. His online curriculum allows him to work full time while balancing family life.

As he works toward this accomplishment, the hospital has supported his efforts to complete his coursework with positive encouragement and feedback.

"I loved the idea of working for such a professional organization that cares so much about the people in the community," he said. **"Not only does the hospital help the community stay safe and healthy, but it also gives back with the various programs offered at CCH."**

In his free time, Hash enjoys fishing, kayaking, bike riding and relaxing with his wife and two boys.

To learn more about Columbus Community Hospital or information services opportunities available, visit columbushosp.org.