

The Business Case for Healthcare Access Solution

Improves patient outcomes and provider experiences

As clinicians go about their day, their IT needs to keep pace. By dramatically reducing the number of necessary credentials, enabling hassle-free swipe card logins and delivering consistent experiences across devices and workstations, you can help ensure IT enhances, not hinders, care delivery.



The Logicalis Healthcare Access Solution enables faster, simpler access to care-critical services and information. And with the veteran expertise to understand your organization's unique challenges such as HIPAA compliance, meaningful use, security and patient privacy, we can custom-tailor our solution to meet your specific needs.

Streamline, simplify and speed care delivery

The Healthcare Access Solution combines four technologies to meet the needs of fast-paced healthcare environments:

- Virtual Desktop Infrastructure (VDI)
- Single Sign-On (SSO)
- Bring Your Own Device (BYOD)
- Managed Services (MS)

With this solution, healthcare providers can:

- Improve access to data and enhance usability for healthcare IT systems
- Give clinicians more time for patients and improve system-wide workflow
- Save time with only one log-in for all the services that clinicians need
- Optimize clinicians' time with access from multiple devices, including tablets and smartphones

USE CASE:

As a doctor goes about her day, she uses a different device in every patient visitation room. When she logs on to each device, she's presented with a consistent desktop experience. Her applications and files can be found exactly how she left them the last time. Instead of taking time to familiarize herself with a different configuration, she's immediately ready to get to work.

Virtual Desktop Infrastructure

WHY YOU NEED IT:

Clinicians use multiple computing devices every day. When each device presents a different user experience, it increases the time clinicians need to get familiar, locate their files and services, and prepare at each stop in their workday. That takes up more of their time, causing a poorer overall experience and decreasing care efficiency and effectiveness.

WHAT IT DOES:

With VDI, each time clinicians log on to a device, they are presented with their own personalized and familiar environment. They don't need to take time to locate (or re-locate) all their services and files—it's all just how they left it the last time.

From an IT perspective, VDI centralizes desktop services into the data center and provides both high security and high availability, especially when best practices and management principles are applied. VDI can help significantly reduce costs while improving service delivery.

BENEFITS:

- Delivers a better user experience—one hospital reduced help desk calls by 70 percent
- Reduces the amount of IT-related delays during patient care
- Simplifies system updates and patches
- Enables the rapid deployment of new applications
- Helps ensure security and privacy compliance through central management
- Reduces IT costs by replacing full desktops with thin clients



USE CASE:

As a nurse arrives at work, he taps his badge and enters his password, which is required only for the initial login. Then, as he goes about his duties, he simply taps his badge at any workstation, which both calls up his familiar VDI desktop and automatically logs him into all the applications he requires.

He's also able to simply tap to securely disconnect/secure his session, and tap-in again at any workstation to re-access his VDI desktop and applications exactly as he had previously left them. And if he forgets to tap out, the system will end the session automatically after a preset period of inactivity.

At shared computers that may have a session that is still open, he and his colleagues can "swipe over" one another's sessions for seamless, secure and fast user switching.

Single Sign-On

WHY YOU NEED IT:

Clinicians require fast and simple access to patient records and other information that resides within electronic health records (EHR), as well as disparate applications such as PAC systems, physician portals and others. Multiple logins to desktops and applications, compounded by secure access to each unique login on shared devices, take significant time away from patient care and increase the rate of help desk calls—especially if clinicians forget their passwords.

Healthcare IT News reports that, based on Gartner data, 30 percent of all help desk calls are password related¹. Single Sign-On (SSO), in conjunction with VDI, reduces that number, and significantly speeds the process of securely logging into a user's unique desktop and applications. In turn, this frees time for both healthcare providers and IT department staff to focus on enhancing healthcare delivery.

WHAT IT DOES:

With proximity badge functionality added, SSO streamlines the login process so clinicians need only enter their network password once each day to access their unique VDI session and every application needed—without being required to enter additional passwords. After the initial login, users can simply tap their ID badge on the USB reader at any workstation throughout the course of their day to automatically re-access their VDI desktop and applications. If a user forgets to tap-out, SSO automates fast-user switching by allowing a second user to simply tap his badge to securely

disconnect the other user's open session while simultaneously launching his own session and applications in seconds.

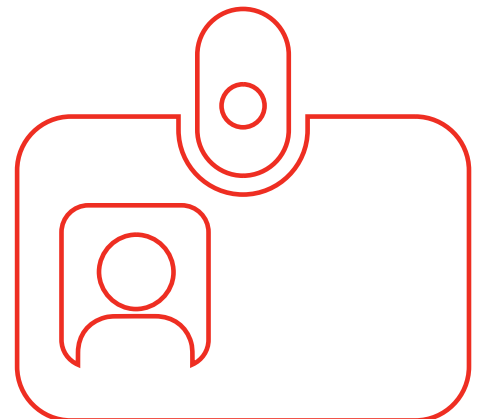
Enter one password a day; tap-in, tap-out and tap-over. That is all your healthcare providers need for fast, simple and secure access.

BENEFITS:

- Enhances patient care with streamlined access and security—hospitals can save physicians as much as 30 minutes per day²
- Supports HIPAA compliance and security policies while improving clinician satisfaction
- Boosts IT department productivity by reducing the number of password-related service desk calls
- Helps the adoption of EHRs and meeting meaningful use requirements

References:

- 1 www.healthcareitnews.com/blog/business-case-single-sign
- 2 www.microsoft.com/en-us/news/features/2013/mar13/03-04rockford.aspx



USE CASE:

Instead of relying on static charts and printouts, a doctor uses his iPad to show videos and interactive diagrams featuring relevant medical information.

Then, the doctor reviews his next patient's information on his iPad as he walks to the appointment, and quickly takes care of a just-arrived approval request before entering.

Later, when a visiting physician arrives, she simply logs into the hospital system using her own device. The IT department doesn't need to go through the hassle of deploying a hospital-owned device for her brief, infrequent visits.

Bring Your Own Device

WHY YOU NEED IT:

For the utmost in efficiency and effectiveness, clinicians need to be able move processes along and review information, no matter if they're in their office, at a workstation or on the go.

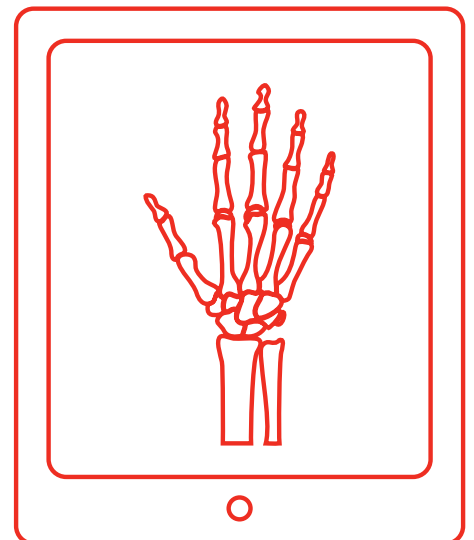
WHAT IT DOES:

BYOD solutions empower clinicians to work using whatever device they wish, from anywhere—without risking the security of patient data. Even when on they're on the move, clinicians can access care-critical services from the device of their choosing.

To do so, BYOD solutions combine implementation strategies and best practices with proven mobility architectures to allow for fast, simple access without compromising security or IT control.

BENEFITS:

- Boosts employee satisfaction and productivity
- Increases communications with patients and internal collaboration
- Helps meet the Affordable Care Act requirement of lowering administrative costs
- Provides an alternative device to shared workstations, reducing wait times
- Reduces management burden on the IT department while speeding care
- Further mobilizes the clinical workforce, allowing them to enter and recall data on the go with personal mobile devices



USE CASE:

While hospital IT focuses on clinician workflow, thin clients, mobile devices and medical device integration, Logicalis provides a secure infrastructure that includes VDI, SSO, BYOD and managed services to remotely ensure high availability, performance, patching and security of the client access solution. This solution was completely implemented in record time—saving hundreds of hours of effort by hospital IT while greatly improving clinician workflow and access.

Managed Services

WHY YOU NEED IT:

Care-critical services require 24 x 7 x 365 availability. And for IT departments to innovate and improve care delivery, they need time away from routine IT duties.

WHAT IT DOES:

With our managed services offerings, we can either host or remotely manage and monitor client access solution components. This provides the advantage of our investment in state-of-the-art ITSM management tools, security practices and over 15 years of experience in managed services for hospitals.

BENEFITS:

- Delivers peace-of-mind with 24 x 7 x 365 proactive monitoring and management
- Utilizes best-in-class performance, security and processes
- Simplifies support with a single point of contact and predictable monthly fee
- Enables access to highly skilled and veteran technical resources
- Leverages fully mature ITIL processes to promote performance and availability



*Others sell.
We solve.*



*Others talk.
We listen.*



*Others replicate.
We tailor.*

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