CONNECTING CARE EVERYWHERE

Five Business Reasons to Accelerate Clinical Mobility
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CONCLUSION
Healthcare services are mobile by nature, yet often organizations struggle with providing access to patient information in a way that supports clinician workflows or increasing calls for remote access and connected care.

Hospital, onsite, virtual, and telehealth services can benefit from an increasingly diverse set of mobile devices. Providing the right access to the right device for the right task at the right time enables doctors and other caregivers—from nurses to phlebotomists—to replace traditional tools such as workstations on wheels with handheld devices, dramatically improving their mobility and workflows. Mobility enables patient participation and virtual home visits with real-time updates on a condition. It also supports the fast on-boarding of a new clinical or primary care location.

In this eBook, we’ll explore how the VMware Digital Clinical Workspace™—unifying identity, desktop, and mobile management—delivers the right kind of applications, to the right users, for the right tasks.
5 REASONS TO DELIVER CONNECTED CARE VIA THE DIGITAL CLINICAL WORKSPACE

1. Transform the Patient Experience
2. Provide Simple Secure Access to Patient Information, Anywhere, Anytime
3. Empower Clinicians, Staff, and Patients
4. Easily Integrate Remote Clinics
5. Safeguard Patient Data and Privacy
When patients are engaged throughout the entire treatment process, they’re more likely to extend good habits beyond the hospital or doctor’s office. When patients are satisfied with their care, all-important patient satisfaction numbers increase. Sensitive to the technological and cultural changes taking place in waiting rooms around the world, hospitals, clinics, and medical offices are changing processes and habits to provide more responsive and personalized experiences. One major change is the introduction of digital workspace technologies to transform clinician workflows and, in turn, patient engagement.

**Cut Caregiver Administrative Time**

A typical caregiver may spend up to an hour each day just logging onto different workstations. While a clinician logs in, the patient waits. While the clinician launches a specific application, the patient waits. When the clinician logs off, the patient waits.

Why make patients wait when clinicians today can simply tap their ID badges at any workstation to bring up their personalized desktops and apps in seconds—no logging in or relaunching applications required? This type of “Tap, Turn, Treat” workflow is happening at hospitals around the world, reducing login times and giving doctors and nurses fast, reliable access to clinical information and systems, as well as significant time back with patients.

At University Hospitals in Cleveland, “Tap, Turn, Treat” is giving caregivers an average of 55 minutes of time back to spend with patients.

**Ensure Consistency**

Powered by the Digital Clinical Workspace, virtual desktops give caregivers a consistent workstation experience with equal to PC performance at every access point. Desktops are hosted in the secure data center or cloud, ensuring data never resides on a device and management, updates, and patching are under IT control—significantly improving data security.
“Our clinicians are moving around constantly. We don’t want them carrying around big laptops. We want them to be able to tap a badge and have their session pop up wherever they happen to be....we’re seeing adoption and excitement among our end users at being able to work whenever and wherever they want.”
2. PROVIDE SIMPLE, SECURE ACCESS TO PATIENT INFORMATION, ANYWHERE, ANYTIME

The 465-bed hospital’s mobility program focuses on improving experiences:

- In every room, patients get a personalized iPad with entertainment and social apps.
- Patients and their parents also get access to appointment records and schedules.
- Nurses receive devices with a care app that improves efficiency and accuracy—no matter where their job takes them on any given day.

Mercy’s program bridges the care continuum, serving patients inside and outside of the hospital:

- Using the MyMercy Bedside application, patients access Epic’s MyChart from their hospital beds using Mercy-provisioned tablets.
- Discharged patients stay connected to caregivers through Mercy’s personalized vEngagement program. Since its inception, Mercy has cut hospital re-admits in half.

Mercy invented the world’s first Virtual Care Center dedicated entirely to care outside of hospital walls. Highly sensitive cameras and real-time vital signs enable physicians to “see” and treat patients where they are, whether that be in a clinic or the patient’s home. Virtual visits cut down hospital re-admits while providing around-the-clock personalized care and monitoring for the most critically ill patients.

These innovative healthcare organizations both rely on the Digital Clinical Workspace to secure applications and manage their growing fleets of mobile devices.
“Our goal is to use technology to take some of the friction points out of the patient care process.”

SCOTT RICHERT
VP OF ENTERPRISE INFRASTRUCTURE
MERCY
3. EMPOWER CLINICIANS, STAFF, AND PATIENTS

Well-designed digital workspace programs deliver on their intended goals—increasing productivity, agility, and response—because they are simple and seamless to use. Clinicians and staff have single sign-on (SSO) access to applications across devices and like patients, enjoy easy, self-service access.

**Rethink Consumption**

At its cornerstone, the Digital Clinical Workspace utilizes an enterprise application catalog as the single source for every caregiver, back-office administrator, technician, porter, or IT specialist to find and use the applications needed to do their best work. This centralized resource has a consumer look and feel and can support any type of app, ranging from SaaS, Windows, and native apps, to cloud-native and virtual apps inside or outside a VPN.

Employees and affiliated providers simply bookmark web and virtual apps, and easily install native apps directly onto their devices of choice, whether they’re a hospital-issued or a personal smartphone, tablet, or laptop. SSO enables them to authenticate identity only once to gain access to all of their applications.

**Simplify Application Management**

Digital Clinical Workspace capabilities also simplify IT management of profiles, maintain personalized settings across multiple devices, and optimize the virtual desktop experience. Moreover, instead of focusing on device management, IT teams can enforce security settings and compliance requirements according to certificate-based authentication and trusted access. This further reduces IT burdens associated with balancing security and control for IT and usability for clinicians, especially for bring-your-own-device (BYOD) programs.

The main benefits of the application catalog are:

- The “pull” app delivery model where caregivers choose what they want and need, rather than IT pushing apps caregivers don’t want or won’t use.
- The cloud-based approach to application management and provisioning, giving IT centralized control and visibility across all devices and reducing wait times for caregivers.
"VMware raises the strategic impact of IT at Nebraska Medicine. We can use new technology to engage patients, to delight physicians, and give researchers what they need to make breakthroughs."

BRIAN LANCASTER
VP OF IT
NEBRASKA MEDICINE
4. EASILY INTEGRATE REMOTE CLINICS

As healthcare organizations further extend caregiver and patient experiences to the edge—urgent care centers, clinics, and rural healthcare facilities—the Virtual Cloud Network enables them to connect, secure, and optimize the delivery of applications and data as workloads move outside the data center. Software-defined, wide area network (SD-WAN) technology is key to creating a Virtual Cloud Network by greatly simplifying essential networking infrastructure. It’s an overlay network that runs on top of a hospital’s existing infrastructure and when it’s cloud-delivered, provides the following benefits to providers seeking to connect hospitals and remote locations:

• **More bandwidth, lower cost** — Providers can choose more efficient transport methods such as high-speed broadband and cellular long-term evolution (LTE) over expensive multiprotocol label switching (MPLS) private lines.

• **Operational in minutes, without IT expertise** — Zero-touch clinic deployments involve shipping a device to each remote location and having someone plug it in, initiating a self-install of the right configuration from a central orchestrator in minutes. No IT visit required.

• **High performance** — Cloud delivered SD-WAN monitors for conditions like brownout, packet loss, or jitter and steers traffic dynamically across available connections to optimize an application’s performance—even for voice and video.

• **Fast and reliable** — A direct “on ramp” to the cloud from all locations means traffic doesn’t have to be backhauled to a central data center before going to cloud applications. Cloud-based gateways ensure reliability, performance, and security for all cloud-bound traffic, regardless of where it originates.

• **Secure transactions** — Security is intrinsic to the cloud delivered SD-WAN with integrated next-generation firewalling and segmentation.

• **Time-saving operations** — Cloud delivered SD-WAN is managed and monitored centrally through a cloud-based orchestrator for deep visibility and maximum control over what is happening remotely without putting IT specialists onsite.
“Complaints about network speed were common with our legacy network. Now with SD-WAN, we don’t encounter that issue anymore.”

CURTIS MCEWEN
SENIOR NETWORK ENGINEER
SABER HEALTHCARE
5. SAFEGUARD PATIENT DATA AND PRIVACY

Security will always be important to healthcare IT teams adopting digital workspace technologies. That’s why the Digital Clinical Workspace includes a framework of trust for operating in today’s perimeter-less world. A better approach to delivering a better user experience, the Digital Clinical Workspace includes eight key capabilities for digital workspace security:

The VMware® Workspace ONE™ Trust Network secures employees, apps, endpoints, and networks with a framework of trust and verification, resulting in an interconnected, least-privilege system. It combines insights and an intelligence-driven engine with trusted security partner solutions to deliver predictive and automated security everywhere in the Digital Clinical Workspace.
“Being in IT, we don’t always get to feel that we’ve made a difference in children’s lives the way that doctors and nurses do. We are helping patients feel more optimistic and more comfortable by giving them a personalized device to enhance their communication and entertainment options. It’s a morale booster, and when you’re talking about a sick child, the importance of a positive outlook cannot be overstated.”

DAVID HIGGINSON
EVP/CHIEF ADMINISTRATIVE OFFICER/CHIEF INFORMATION OFFICER
PHOENIX CHILDREN’S HOSPITAL
THE DIGITAL CLINICAL WORKSPACE

Patients have greater than ever choice in where they go and who they see for health services. That's why healthcare organizations looking to transform the cost, quality, and delivery of their patient care are rapidly introducing digital workspace technologies. New models of care that are more connected, personalized, and engaging are buoyed by the set of integrated technologies in the Digital Clinical Workspace, enabling seamless and secure access to healthcare data and applications anytime, anywhere, and across any device.

Improving Experiences
VMware’s Digital Clinical Workspace provides value-based, connected care for patients and modern, frustration-free workstations for clinicians and staff. Deploying these technologies rooted in mobility, virtualization, identity management, and unified endpoint management deliver on the promises of greater efficiency from a budget, performance, and management perspective. Most importantly, they transform how caregivers engage with and treat patients, and how patients experience and perceive their care.

Get Started
For more information about the Digital Clinical Workspace, visit www.vmware.com/go/healthcare.