

RES Software Helps The Chester County Hospital Streamline Patient Care

“Clinical Virtual Desktops featuring RES Workspace Manager provide a reliable and stable solution that gives hospital clinical staff the flexibility and productivity that is essential in the health care industry. The strategic architecture and the ability it gives us to manage users in one platform are critical for our infrastructure.”

Overview

The Chester County Hospital (CCH), a 220-bed hospital serving Chester County, Pennsylvania and the surrounding areas, is one of the many hospitals in its region to fully realize the benefits and value of electronic health records (EHRs). Working in collaboration with RES Software Partner Unified Medical Solutions (UMS), CCH has deployed an advanced Clinical Virtual Desktop system using Microsoft Remote Desktop Services. The Clinical Virtual Desktops make it possible for clinicians to instantly access clinical applications throughout the hospital in real-time. The addition of RES Workspace Manager into the virtual desktop system allows hospital IT staff to centrally manage personalization settings, application access for users, printing and data used by hospital staff. Workspace Manager also allows for context-aware security rules, including a user’s location within the hospital, device and time of day, to ensure compliance with many healthcare regulations.

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Situation

One of the successful early adopters to fully implement EHR, Chester County Hospital remains ahead of the healthcare IT and EHR curve by using Siemens Healthcare’s Soarian clinical applications. However, updating EHRs was still a tough process

which had to take place during or after-patient observations. In many cases, caretakers didn’t have immediate access to a hospital computer, and had to wait to make an update. Security was another issue. The Hospital’s previous access management capabilities required multiple logins and passwords for a variety of applications across the organization, all of which would also have to undergo periodic updates, throwing an added wrench into productivity. As a result, hospital staff needed to make frequent and frustrating calls to the helpdesk. In an already high pressure, fast-paced environment where patient care and health are the priority, the

“Providing optimal patient care is our number one goal, and to do this efficiently we needed a solution to meet the fast-paced needs of our hospital staff. The Clinical Virtual Desktop solution featuring RES Workspace Manager provides a reliable and stable solution that gives users flexibility that is essential in a hospital environment. The strategic architecture and controlled access streamlined into one platform is critical in any hospital system.”

– Mary Buckley, Vice President of Information Technology at Chester County Hospital

negative impact on clinician efficiency could result in delayed updates and/or errors that could make the difference in patient care.

CCH required a solution that would eliminate the manual gymnastics and hurdles of EHR access to allow the care provider easy, predictable access to the applications, printers and personal files each clinician needs; a solution that

enables clinicians to focus on the care they are providing patients versus technology issues. More time spent with patients leads to improved quality in patient care as well as increased productivity and revenue.

The UMS UCare Clinical Virtual Desktop solution integrates complementary end user technologies and allows doctors, nurses and other authorized clinicians to execute an assortment of tasks, including entering orders and checking test results to administering medications. To effectively



The Customer:

- 220-bed hospital serving Chester County, Pennsylvania and the surrounding area.
- Successful early adopter of electronic health records (EHRs).

The IT Challenge:

- Updating EHRs was a cumbersome process.
- Limited computer access, security, application login issues and continuous periodic updates all impacted productivity.
- Negative influence on clinician efficiency resulted in delays and potential for errors impacting patient care.

The Solution:

- The UMS UCare Clinical Virtual Desktop solution allows CCH staff to execute tasks anywhere from any device.
- To effectively control security and access to the workspace, UMS implemented RES Workspace Manager to manage the clinical staff’s user experience and configuration across multiple devices.



control access to data, records and other critical files with varying levels of security, CCH needed to implement a solution that could centrally and securely manage the hospital staff's user experience. RES Software was a natural choice.

Solution

As one piece of this clinical virtual desktop solution, UMS implemented RES Workspace Manager to equip the hospital with even stronger, more centralized workspace management and security capabilities. UMS provided a critical step with the UCare solution, and with the inclusion of RES Workspace Manager in Clinical Virtual Desktops.

"Workspace Manager has helped our organization maximize the productivity of our staff, while allowing IT to centrally manage that user experience," said Mary Buckley, Vice President of Information Technology at Chester County Hospital. "Because we are able to manage what a user is able to access based on a variety of context factors and audit their sessions, we've realized many compliance benefits."

Workspace Manager provides optimized access to applications, patient data and personalized settings that are context aware, based on a user's role, location and system requirements. RES Software separates the desktop from the operating system, hardware and delivery platforms, centralizing the management, creation and dynamic composition of user workspaces for each and every staff member. It also provides users with a consistent experience, so that every time they log on, they have a familiar workspace, regardless of their location when connecting. This saves CCH's clinicians time and maintains their productivity as they focus on preserving lives.

RES Virtual Desktop Extender (VDX) reverse seamless technology has also proven itself crucial. This functionality enhances the

Microsoft RDS-powered remote desktop experience by enabling local applications to run in the virtual session. Local applications that hospital staff rely on can be merged into one user workspace, eliminating the need to switch between two sessions. This feature becomes extremely useful in the hospital setting because staff do not need to leave their remote desktop session to access common local applications they use throughout the day.

Benefit

Today, the Unified Medical Solutions UCare clinical virtual desktop enables the organization's more than 1,500 clinicians to focus on their core objective, taking care of patients without the distraction of worrying about their ability to access their desktops and data.

Additional benefits of RES Software workspace management for CCH end users include:

- Fast access to the virtual desktop environment
- Access to clinical applications and content to meet challenging workflow needs
- Ability to login anywhere and at any time with access to their personalized desktop and user-settings
- Reduction in time spent accessing and updating electronic patient files
- A single workspace for accessing both virtual and local applications

Additional benefits of RES Workspace Manager for IT include:

- A central workspace management console for administration
- Ability to limit access to data staff should not have access to outside of the hospital
- Traditional Windows roaming profile issues solved by separating the user's resource and application preferences from the underlying operating system

- Application and workspace usage reporting provide documentation to maintain compliance
- Elimination of complex scripts

Future Plans

CCH integrated RES Workspace Manager within the UCare Clinical Virtual Desktop solution to utilize the centralized management console to streamline both current and future changes to its IT environment, including physical and virtual infrastructures throughout the hospital. Additionally, CCH recently implemented the RES location-sensitive printing capabilities as a strategic enhancement and simplification of the UCare end-user technology platform.

Buckley notes that RES Software provides critical capability, as it allows for seamless upgrades that do not interrupt the clinician IT experience.

"Our clinical staff is weighted with the incredibly important task of taking care of patients, be it for routine care, life-saving surgery or emergency care. They don't have time to worry about whether or not they can access EHRs during a system upgrade. Knowing that RES Workspace Manager saves us that concern definitely gives me – and the hospital clinicians – great peace of mind," she says. "As the feature set of Workspace Manager continues to grow, we trust RES Software will adapt to the IT needs of our employees. This is a smart approach to product development and as an IT professional, I appreciate that attentiveness to the demands of our field. It will be a large factor in our continued relationship with RES Software as we expand the use of their product and they introduce new solutions to the market."

About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way today's organizations manage and reduce the cost of their desktop infrastructure. Designed for physical, server-based computing environments or virtual desktop platforms, RES Software enables IT professionals to centrally manage, automate and deliver secure, personalized, context-aware and less complex desktops for any user. For more information, follow updates on Twitter @ressoftware and visit www.ressoftware.com.