

Enhancing compliance and care with highly available IT



Green Clinic helps nurses and physicians work smarter and boost efficiency, while the IT team streamlines systems deployment, management and HIPAA compliance.



Customer profile

**GREEN
CLINIC**

Company: Green Clinic Health System

Industry: Healthcare

Country: United States

Employees: 450

Website: www.green-clinic.com

Challenge

Green Clinic needed to refresh its desktop infrastructure to support two new electronic medical records (EMR) systems for the clinic and hospital.

Solution

The clinic chose Dell KACE™ Deployment and Systems Management appliances to support the desktop upgrade and EMR projects. It also deployed a Dell™ Virtual Desktop Infrastructure and Dell Wyse thin clients.

Benefits

- New EMR systems enhance patient care
- Nurses work faster and no longer need to stay late at the clinic
- Clinic reduces EMR deployment costs by \$20,000
- Doctors and nurses access electronic medical records anytime, on any device
- IT saves 20 hours a week on desktop management, freeing time to enhance patient-facing services
- Streamlined HIPAA compliance protects doctors and patients

Solutions featured

- Desktop virtualization
- Security
- Server
- Storage
- Systems management

Healthcare providers across the United States are harnessing the latest information and communications technologies to enhance patient care. Green Clinic, which has been providing medical services for families in Louisiana since 1948, is no exception.

More than 50 physicians provide the full range of ancillary health services for patients, from diagnostic radiology and cardiac imaging to combined cardio-pulmonary function testing. In addition, clinical procedures are carried out at the clinic's leading surgical hospital.

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Jason Thomas, CIO and IT Director, Green Clinic

To deliver the best patient care, Green Clinic deployed two state-of-the-art electronic medical records (EMR) systems for the hospital and clinic, which provide fast access to centralized, up-to-the-minute patient information. However, the organization's aging desktops were becoming slower and more unreliable, and they lacked the required processing power and memory to support the new EMR systems. Jason Thomas, CIO and IT director at Green Clinic, says: "Our old desktops broke down constantly, and nurses had to stay late to type up patient notes. This affected doctors' productivity and the patient experience by proxy. Our IT team traveled extensively to fix broken PCs at the clinic, the hospital and our six satellite sites, which was a huge drain on time and resources."

Based on a recommendation from the EMR system vendors, Green Clinic procured new desktops and laptops for its clinic, hospital and satellite locations. These had the right technical specifications to support the new clinical EMR application, but deployment proved to be a challenge. "The EMR system supplier delivered 155 laptops, however they were all configured with the wrong version of the application," says Thomas. "They pointed to the wrong server and didn't have any of the other clinical apps we needed. They were just unusable."

EMR system enhances patient care and helps nurses increase productivity

To streamline the implementation of its clinical EMR system, Green Clinic took advantage of the Dell KACE™ K2000 Systems Deployment Appliance. "We were able to quickly build a Windows 7 image, put on all the right drivers and software, and reconfigure the laptops and desktops exactly how we needed them with Dell KACE," says Thomas. "Dell KACE helped us speed up deployment of the EMR system, which helps doctors diagnose patients more accurately and enhances the overall quality of patient care."

The EMR system and other clinical applications run much faster thanks to the Dell KACE Systems Deployment Appliance, helping nurses maximize productivity. "We regularly push out fresh installs of Windows 7, which speeds up application performance for nurses and other end users," says Thomas. "Our apps perform better with Dell KACE, which means that nurses get their work done faster, and late nights at the clinic are a thing of the past."

Clinic reduces EMR system deployment costs by \$20,000

By automating the deployment of the new desktops and laptops with the Dell KACE K2000 Deployment Appliance, Green Clinic has saved about \$20,000. "Without Dell KACE, it would have taken us up to six hours to set up just one machine with the right operating system, the EMR application and the other clinical applications we need," says Thomas. "However, Dell KACE enabled us to image and deploy all 155 laptops in just one day, saving 80 hours of overtime, or the equivalent of \$20,000, in one hit."

The clinic has also vastly reduced how long it takes to rebuild machines that crash due to viruses or operating system issues, which delivers additional time and cost savings. "It used to take hours to rebuild PCs that got corrupted or infected by viruses," says Thomas. "Now, with the Dell KACE Systems Deployment Appliance, we can simply wipe the computer, reimage it, and get it back up and running in less than an hour."

Doctors access electronic records from the clinic, from home, or on the move

Green Clinic built a Dell Virtual Desktop Infrastructure (VDI) running VMware View™ software to give physicians and administrators access to electronic medical records from any location, on any internet-connected device. A Dell Deployment Services team helped Green Clinic deploy the VDI in just three weeks.

The VDI is built on virtualized Dell PowerEdge™ R610 servers and Dell PowerEdge R710 servers, with Dell PowerVault™ MD3200 and 3220 storage arrays. Staff access virtualized desktops using a combination of Dell Wyse thin client devices, Dell laptops and their own tablet PCs or smartphones. "With the Dell VDI, clinical staff are no longer tied to fixed workstations," says Thomas. "They can now work productively anywhere and provide a better service experience for our patients." As an added benefit, the Dell KACE K2000 Deployment Appliance makes it quick and simple to create images for new devices coming on to the network. "If a doctor brings a new device to work, we quickly create a new image for it in Dell KACE," says Thomas. "As a result, they are never restricted in their choice of technologies."



Clinical staff get fast access to the latest technology

It is now much faster to update physical and virtualized desktops with new software releases and provide new software for end users on request. "We use the Dell KACE K1000 Systems Management Appliance, which makes it fast and easy to update desktops, laptops, virtualized desktops and servers with the latest software," says Thomas. "With Dell KACE, we can monitor nurses' systems and, if they need new software such as an app for our fax server, we can push it out to them in as little as five minutes. Finally, we are supporting end users as people, not tickets."

In the near future, Green Clinic is planning to add the Dell KACE K3000 to its environment to streamline management of mobile devices. "We'll soon be able to manage desktops, laptops and mobile devices seamlessly from a single system," says Thomas. "This will save us time and ensure that all mobile devices are properly updated and secured across the network."

IT team saves 20 hours a week on desktop management

The IT staff members now spend far less time "fire-fighting" and traveling to fix workstations, and more time on strategic IT projects that add value for clinical staff and patients. "We have a lot of scripting in the Dell KACE Systems Management Appliance, which automatically pushes out all the software and updates that end users need and wipes all the bad or unnecessary apps of their machines," says Thomas. "We've automated most of the routine management tasks we previously did by hand, which is saving us about 20 hours each week in administration and travel."

The time saved has greatly enhanced the support experience for end users across the clinic. "The Dell KACE Appliances have given us time to talk to end users, ask what they need and help them get it. Now, we can focus on enhancing services for end users instead of just reacting to emergencies like we did before," says Thomas.

Patients receive better care with constantly available IT

Nurses now have continuous access to the IT they need thanks to Dell's resilient VDI and comprehensive technical support services. "If we have a technical issue, we get immediate support from Dell," says Thomas.

If a problem can't be resolved remotely, the IT team requests help from Dell ProSupport™ engineers. "We have a Dell ProSupport agreement for our mission critical systems, which means we get trained Dell engineers on-site within four hours whenever we need them," says Thomas. "This helps us escalate and resolve technical issues faster, maximize service availability for our end users and provide the best possible service experience for patients."

HIPAA compliance protects doctors and patients

Green Clinic has streamlined compliance with HIPAA regulations for systems management and data protection, ensuring that doctors are never exposed to the risk of financial penalties and protecting patients' personal healthcare information (PHI). To make sure that PHI is secure at all times, Green Clinic has deployed Dell SonicWALL™ firewalls, including one Dell SonicWALL NSA 4500 firewall at its clinic as well as Dell SonicWALL TZ series firewalls at its satellite sites. "We chose Dell SonicWALL because it locks down our network and optimizes our bandwidth. It works great on low bandwidth connections, which is critical in rural areas like ours, where high-speed internet is hard to find," says Thomas.

To further protect critical systems and patient data, Green Clinic has deployed Dell SecureWorks™ iSensor and iConcentrator technology, which alerts IT staff if the firewall is attacked and supports detailed reporting on potential security threats in compliance with HIPAA. "If patient data is compromised or stolen, we can be fined up to \$1.5 million by the regulator," says Thomas. "With Dell SecureWorks, we know when we're under attack and we can immediately shut down areas of the network to prevent a security breach."

Green Clinic is also managing on- and off-network devices seamlessly in accordance with HIPAA requirements. "HIPAA requires the same level of management for remote and on-site workstations, and this is exactly what the Dell KACE Appliances provide," says Thomas. "With Dell KACE agents on all PCs, we can push out software regardless of where doctors are working, provided that they are logged on to the internet," he adds. "People think Dell KACE is about managing your local network, but it does so much more."

