VMware Professional Services Cures Ailing Infrastructure with Healthcare-Specific End-User Computing Solution

As one of the largest nonprofit healthcare organizations in its country, this group of hospitals delivers services to urban, suburban and rural communities and includes 13 hospitals and multiple community health locations. Services include inpatient and outpatient care, primary care, community health and wellness, workplace health, home health, community mental health, rehabilitation, long-term care and hospice.

A VMware customer since 2003, this healthcare organization began its foray into virtualization with ESX 1.5 and some server consolidation. Growing as VMware grew, the healthcare organization moved increasingly into virtualization. In 2010, the healthcare enterprise had 1400 server virtual machines, representing close to 50% of its x86 environment running as virtual machines. However, the desktop virtualization arena had not been entered.

The Challenge

The healthcare organization’s physician and nurse workflow situation was a key pain point. On every shift, each nurse was assigned a wireless PC/printer cart that accompanied him/her from room to room. In addition to the clutter in the hallways all day long, the wireless carts caused many issues:

- **Wireless card interference**: Nurses’ carts within close proximity to one another caused the data to switch authentication. This required a re-login, consuming approximately 1.5 minutes each time it occurred, totaling approximately an hour or more of lost time per shift, per nurse.
- **Ergonomics**: Heavy, cumbersome, and difficult to push for an eight-hour shift, the carts proved physically draining for nursing staff.

The Solution

VMware conducted exhaustive staff shadowing, walking the floors with nurses and doctors to gain a thorough understanding of the end users, processes, flows and pain points. The ultimate goal was to improve physician and nurse workflow at the point of patient care. VMware recommended an end-user computing solution that included VMware® View™, security, and mobility and assistance from VMware Professional Services.

Initially believing their in-house vSphere® expertise would be sufficient for the project, the healthcare organization was not planning on including VMware Professional Services with their end user computing software purchase. However, it was through the extensive collaboration...
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With the hospital staff to learn and understand the existing workflow, that the VMware services team gained staff respect, support and acceptance from senior management and executives.

After complete immersion in hospital’s daily workflow, the team focused on conducting an end-user computing solution pilot. With partners McKesson and World Wide Technologies (WWT), VMware transformed one hospital floor with the VMware View solution. The pilot instantly showed immediate and visible improvement.

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Business Results and Benefits

A year and a half later, VMware is rolling out the end-user computing solution to eight of the healthcare organization’s thirteen hospitals, one hospital at a time, making it a continuous improvement project.

With the new end-user computing solution, nurses and doctors swipe their ID cards into a thin client in each patient room to access a virtual desktop. With the time saved (from not having to log in at each room and re-logging in due to wireless interference) they recoup as much as two hours per shift. Nurses can now spend more time with the patients and no longer have the burden of moving and managing the cumbersome carts. The hospital’s results include:

- Improved patient interaction and care, which will increase patient loyalty.
- HIPAA compliance, meeting technical parameters to move patient data to electronic medical records. By 2015, the hospital will be able to move data off a device and into a Virtual Data Center (VDC).
- Improved doctor/nurse workflow, allowing more patients to be treated in a single day and a better environment.
- Achieving technology trend-setter hospital status, attracting exceptional doctors and nurses.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services help you uncover and exploit the unique opportunities made possible by VMware technology and solutions. Drawing on our unparalleled expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for your VMware solution to deliver results that are positive, tangible and material to your business.

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