



SIEMENS

PBMC Health Leverages Technology to Ease Access to and Management of Clinical Data

This leading regional healthcare provider improved both patient care and process efficiencies with help from the Soarian® Information Access solution from Siemens which includes VMware Horizon View™ desktop virtualization technology.

PBMC Health deployed the Soarian Information Access (SIA) solution from Siemens, which includes VMware Horizon View, on 200 zero-client machines at its nurse stations, patient rooms, and operating room suites. The solution has helped dramatically ease IT support burdens, reduce costs, and give nurses and doctors easier, faster access to clinical information. Most importantly, clinicians now have more time to spend with patients, improving patient care.

PBMC Health is comprised of 1,200 caring professionals who collaborate to address the full range of health and wellness needs of the people of Suffolk County and Eastern Long Island. Anchored by Peconic Bay Medical Center, PBMC Health offers a comprehensive continuum of services, including the region's farthest-reaching home care agency, a network of family physicians, and outpatient rehabilitation facilities.

The Challenge

In the past, PBMC Health employed computers on wheels (COWs) that nurses would push from room to room to dispense medications, check on patients' vital signs, and perform other clinical tasks. PCs were also located at the nurse stations. These machines were very difficult and costly to support. Because each PC varied based on operating systems, patch cycles, and versions of applications, fixing or upgrading them was very time-intensive. As PBMC Health had a very small IT staff, keeping the systems working was a major challenge.

"Often in the morning we would come in and the PCs would not be functioning," said Tom Chiasera, director of network services for PBMC Health. "We were probably fixing 15 to 20 of them a month."

Additionally, PBMC Health wanted to decrease the time clinicians spent on accessing/logging onto the system so they could spend more time with patients. At that time, it took minutes to log onto a system—and this had to be repeated in each room, for each new workstation.

There were never enough COWs to go around. These challenges only intensified as PBMC Health began to prepare for its clinicians to enter even more patient documentation into the system and transition to a physician order entry approach.

INDUSTRY

Healthcare

LOCATION

Riverhead, NY

KEY CHALLENGES

- PCs constantly breaking down and plagued with malware
- Clinicians took too long to sign onto the system
- Doctors' and nurses' desire to spend more time with patients

SOLUTION

Soarian Information Access (SIA), a combination of enabling technologies including VMware Horizon View desktop virtualization, authentication management, and context and location awareness technologies.

BUSINESS BENEFITS

- Helped strengthen clinician-patient relationship
- Assisted in reducing burden on PC support staff
- Helped facilitate physician order entry adoption
- Facilitated safeguarding of patient health information

“The Siemens and VMware technology has been able to ensure a more streamlined workflow, and provide our clinical people with appropriate feedback and safety checks along the way. It’s improved quality, efficiency, reliability, and security, and quite frankly, it’s also made us a better institution.”

Andrew Mitchell
President and Chief Executive Officer
PBMC Health

The Solution

After evaluating a number of vendors and types of solutions, PBMC Health decided to deploy the Soarian Information Access (SIA) solution from Siemens. SIA is a combination of enabling technologies including VMware Horizon View desktop virtualization, and single sign-on, tap and go proximity cards, and context and location awareness technologies.

To eliminate the problems associated with the COWs, zero-client workstations replaced them and were deployed in each patient exam room and nurse’s station.

“We wanted to get everybody where the patients want to see them: in their rooms interacting,” said Arthur Crowe, vice president for hospital services and chief information officer.

VMware Horizon View provides a consistent, standardized desktop at each workstation, making support much easier and the desktop experience much more consistent for users. “We can deliver the same desktop that they see here in the building anywhere in the world that they have internet access,” said Chiasera.

The combination of single sign-on and tap-and-go authentication management technologies accelerate access to the system. Single sign-on allows users to use a single user ID and password combination to access all applications they are authorized to use. The tap-and-go proximity cards allow users to tap a proximity card on a card reader and enter a simple, four-digit PIN to access the system anytime throughout the day after the initial logon process. A quick tap out on the card reader means clinicians can safeguard protected health information (PHI).

Context awareness means that clinicians can move from workstation to workstation and quickly pick up wherever they left off in any desktop application, without having to go through the log-on process again. This works even in remote locations. Location awareness makes the workstation understand where the nearest printer is in the building and routes print jobs to it.

“And once we saw it in action and through the demonstrations how well it worked, and how easy it was to use, it was a no brainer,” said Crowe.

Business Benefits

PBMC Health nurses began entering patient assessments online in 2012, and in 2013 PBMC Health implemented physician order entry. SIA was so easy to use that PBMC Health achieved a 100-percent adoption rate. “They recognized it made our workflow much more efficient,” said Arlene Hamor, director of regulatory affairs and nursing informatics.

Support for the zero-client devices is minimal. No longer does PBMC Health need staff to flip monitors or change video cards. “Neither do we have to constantly reformat machines to remove viruses,” Chiasera said. As a result, PBMC Health was able to cut its help desk tickets in half.

In the past, booting up a system could take up to four minutes. Now, first access takes approximately 24 seconds and every access thereafter takes about seven seconds. Clinicians can log on once and access multiple applications. As a result, “We’ve already seen improvements in a number of clinical indicators and satisfaction scores,” said Gerry Zunno, chief nursing officer and chief operating officer.

The success of the SIA solution is part of the reason that Peconic Bay Medical Center was one of six hospitals chosen as finalists for the Most Wired Innovator award from Hospital and Health Networks Magazine.

“The Siemens and VMware technologies have been able to ensure a more streamlined workflow, and provide our clinical people with appropriate feedback and safety checks along the way,” said Andrew Mitchell, president and chief executive officer, PBMC Health. “It’s improved quality, efficiency, reliability, and security, and quite frankly, it’s also made us a better institution.”

Looking Ahead

Soarian Information Access is going to continue playing an important role in future initiatives. “We are currently building a facility nearby in Manorville and we are absolutely going to deploy SIA to that location,” said Chiasera.

