DELIVER THE DIGITAL CLINICAL WORKSPACE
Empower increasingly mobile caregivers and patients

Mobility is rapidly changing the way people live and seek healthcare. It is also transforming the way doctors and other caregivers engage with new and existing patients. Both are having a profound impact on healthcare business strategy and patient care outcomes.

Today’s patients are demanding next-generation, patient-centric care. By 2018, it’s estimated that 65 percent of interactions with healthcare facilities will occur by mobile devices.1 Some 80 percent of doctors already use smartphones and medical apps.2 Digital transformation enables healthcare organizations to deliver value-based patient care while mobilizing providers with always-on access to patient information from the right device, for the right task, at the right time.

Deliver and Manage Any App, On Any Device
Healthcare organizations recognize the potential of mobile devices to give both caregivers and patients greater flexibility. Through secure single sign-on (SSO)—across workstations, tablets, and smartphones—clinicians can review charts, x-rays, and care plans from anywhere on any device, spending more time face-to-face with patients rather than chasing down information.

Simultaneously, patient-focused apps allow those receiving care to monitor their own progress whether at home or at the hospital. Once a doctor prescribes a medication or therapy routine, patients can be reminded to take their pills, do their exercises, or track specific harmful indicators. More personalized care helps patients gain more input and control. Easy-to-use digital platforms also allow healthcare organizations to meet key technology goals, including sharing critical information seamlessly and securely.

The VMware Digital Clinical Workspace™ moves healthcare beyond the walls of the hospital and doctors’ offices by enabling new models of patient care. The VMware solution improves quality of life for both patients and providers and helps give healthcare organizations competitive market advantages.

With the Digital Clinical Workspace—powered by VMware Workspace ONE™—providers have

- Reduced log-in wait times by up to 10 minutes every hour for every provider
- Eliminated 60 percent of OS and application-related IT help-desk calls
- Enabled bring-your-own (BYO) and hospital-owned mobile device programs
- Reduced costs and improved user experiences for non-clinical desktops

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2 Ibid.
Increase Users and Apps While Enhancing Security

Millennials as patients and caregivers are helping drive mobility trends, preferring the flexibility, convenience, and productivity that mobile solutions provide. They believe in the freedom to work from anywhere, on the devices and apps they choose. VMware’s tested and validated architectural design for nonstop access to clinical desktops and point-of-care-applications can enhance patient safety while improving patient outcomes.

Healthcare executives see security and compliance tools as vital components for any effective digital workspace platform. In a recent survey, the healthcare sector included the most companies (34 percent) actively evaluating or piloting identity management software. VMware unifies user, desktop, and mobile management to enable a Digital Clinical Workspace that moves with care providers throughout their day. From the out-of-hours emergency call to the bedside consult, the Digital Clinical Workspace enables always-available, secure, simple access to patient information.

Mercy Health System built a more reliable and predictable health IT infrastructure with the help of VMware virtualization and has extended it to the desktop with the Digital Clinical Workspace. The environment helps the hospital remain Health Insurance Portability and Accountability Act (HIPAA)-compliant, while providing clinicians with access to the data and apps they need to better care for patients. It also significantly improves operations across its 43 locations and provides software-defined tools to other healthcare organizations. Mercy has deployed more than 8,000 company and personally owned mobile devices, supporting apps ranging from Epic MyChart Bedside to Haiku and Canto. To date, 80 percent of patients reported better understanding of medications and 76 percent of patients reported improved experience and clinical communication.

Evolve Workflows and Processes

Healthcare information technology (HIT) organizations need to reinvent core processes to take advantage of mobile and cloud technologies that maximize efficiency and effectiveness—empowering caregivers to deliver a superior patient experience, regardless of where they are working and which devices they are using. With VMware’s solution, it’s now possible to give doctors more time with patients by providing seamless and quick access to systems, applications, and content across devices.

Sydney Adventist Hospital relies on VMware mobility solutions to enable users to access a secure, consistent desktop environment from a range of devices. Doctors can log in to SanCare from their home devices to review clinical records and access medical monitoring systems to see how patients are progressing. The solution has improved patient care by allowing doctors to monitor and issue instructions to nursing staff from home, if necessary. It has enabled pharmacists, physiotherapists, and other allied health staff to access more complete patient records. It has also streamlined clinical workflows by enabling doctors and other caregivers to access a virtual ‘follow-me’ desktop using fixed and mobile devices throughout the hospital.

Reduce Infrastructure Complexity and Costs

More than 80 percent of healthcare IT operating budget is spent on infrastructure maintenance. Healthcare IT can use VMware solutions to increase innovation budgets by reducing OS and application-related IT help-desk calls. They can enable the desktop and application delivery choices required to remove the usability challenges that typically plague healthcare IT—all while reducing costs and improving user experiences for non-clinical desktops. And it’s now easier to extend IT services and clinical applications to merged or acquired physician or hospital organizations.

HIT teams benefit from the close working relationships VMware maintains with leading healthcare ISVs. Together, they ensure that electronic health record (EHR) systems, medical and document imaging (PACS/RIS), contract management, and other critical patient-care applications run efficiently and effectively in mobile, virtual, and cloud environments.

Teaming with VMware to Deliver the Digital Clinical Workspace

The next generation of patient-centric care is evolving. Through a software-defined healthcare IT platform, VMware is helping HIT teams modernize and protect critical infrastructure at the heart of value-based patient care while mobilizing providers with always-on access to patient information from the right device, for the right task, at the right time. From the data center to the point of care, VMware is transforming the cost, quality, and delivery of patient care—from any location with 24x7 availability to care providers along with mobile device and identity management and BYO for clinical workflows—not to mention security complete with centralized data, device wiping, and app tunneling.

Learn more at http://www.vmware.com/go/healthcare.