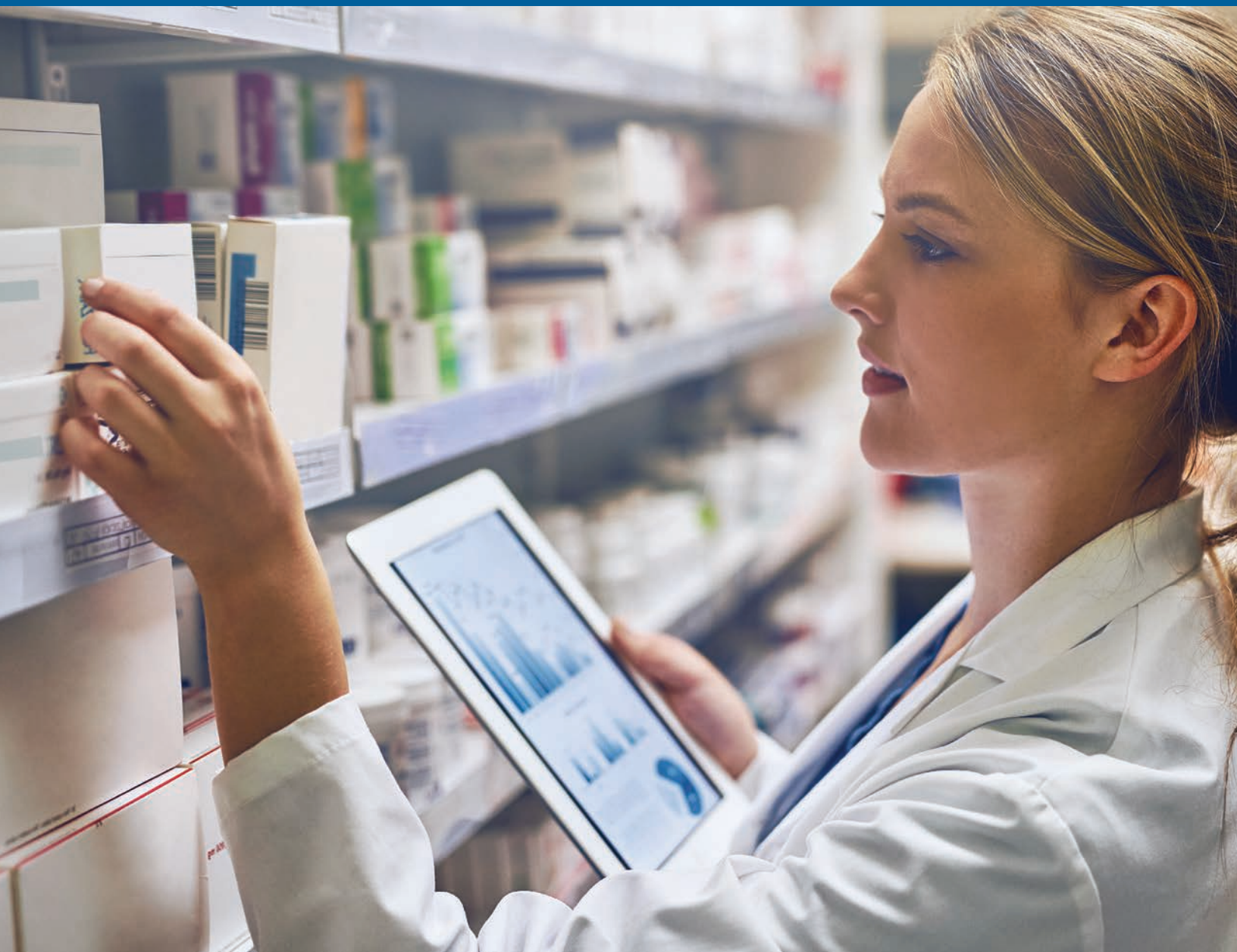citrix™

Four ways digital workspaces revolutionize healthcare

Technology should make delivering patient care easier and more efficient

Healthcare professionals want to provide exceptional patient care. A secure anywhere, anytime, digital workspace helps deliver a great user experience and frees up more time to dedicate to the core competency of caregiving.

Today, it's routine for doctors to roam from one shared workstation to another, carry a tablet device on their rounds, and then finish documentation at home on a personal computer. Taking mobility one step further allows clinicians to seamlessly and securely access patient information, collaborate with specialists, and interact with patients— from anywhere and on any device. This transforms the way care is delivered.

It also enables the business-side of healthcare to respond more rapidly to changes and drive new levels of efficiency. The right technology makes acceleration possible by simplifying clinician workflows, reducing IT overhead, and ensuring data protection—even beyond the walls of the hospital.

Here are four scenarios that illustrate the proven, positive impacts of a digital workspace.

Scenario 1
Enable flexible healthcare delivery from almost anywhere

Dr. Allen receives a middle-of-the-night phone call from the hospital. A patient's condition is worsening. After getting the details in the phone call, he logs on to his home desktop and accesses the patient's electronic medical record (EMR). With the information he's amassed, Dr. Allen accesses the operating room (OR) scheduling application and schedules the patient for surgery the next morning.

At 7:00 a.m., Dr. Allen takes the train into the city. During his commute, he logs on to his tablet to review the patient's MRI. Upon arrival at the hospital, Dr. Allen logs in to his work desktop to check status and make a telemedicine consult via video conferencing software to prep for the upcoming surgery.

He performs the surgery. Later, on his way home from the hospital on the train, Dr. Allen reviews the patient's post-op status on his tablet and suggests a post- discharge follow-up care regimen.

Using a single set of credentials, he was able to move throughout his day on a unified, personalized, secure digital workspace that followed him from one device to the next, even across disparate locations and networks.

Regardless of the device—the smartphone on which he received the initial alert, the desktop PC located at home, or the tablet he used on the train ride to and from the hospital—Dr. Allen was able to expediently access the personal health information (PHI) he needed.

It also didn't matter which task he performed or what resource he needed to access. Using a single set of credentials, he was able to move throughout his day on a unified, personalized, secure digital workspace that followed him from one device to the next, even across disparate locations and networks. The user experience was familiar and consistent and the technology was easy-to-use.

Scenario 2
Improve patient and business outcomes

Today's hospitals must efficiently deliver the highest possible levels of care and ensure better outcomes. Reducing readmission rates is a key measuring stick. A digital workspace solution can help.

Susan, an administrator of a midsize healthcare services provider, has to ensure both cost-effective and high-quality patient care across a 2,000-location health- care entity with long-term acute care hospitals, inpatient rehab facilities, nursing and rehabilitation centers, and even hospice and home-care locations. Susan recognizes that typically, the physicians, nurses, medical specialists, and patients are not IT professionals. Therefore, it's essential to give them easy, seamless access to the apps they need—when and where they need them —without requiring complex multiple logins.

A secure digital workspace gives users uniform and secure access to corporate resources and reduces Susan's overhead, especially in device costs. The approach Susan's healthcare entity takes to mobility mirrors the advanced mobility solutions that younger generations of clinicians experience in their educational institutions and their private lives. This kind of "digital-natives-oriented approach" lends itself well to recruiting, training, and retaining talent. Bring-your-own-device (BYOD) and telework are the new normal for the digital generation. A digital workspace helps Susan's IT team meet staff expectations, and her healthcare organization attract better clinicians.

Scenario 3
Simplify management of complex IT environments

Healthcare is volatile. Rapid growth, market shifts, mergers and acquisitions, and operational disruptions can cause havoc. Regulations constantly evolve. Competition becomes more and more fierce.

Competing effectively means onboarding clinicians quickly and enabling work to happen seamlessly anywhere in the world. This task often falls to the IT manager. Let's call him Dillon.

Dillon has to onboard newly acquired practices, support recently built facilities, enable new partnerships and business relationships, and scale out IT services to support expanding medical services.

The digital workspace is an essential tool Dillon uses for on-boarding new employees. The deployment of a uniform digital workspace helps him bring the employees of partner organizations and newly acquired companies into his computing environment quickly and securely, and provides them with access to all of the company's resources.

A digital workspace also enables Dillon and his team to quickly and cost-effectively provision new IT services and application updates across the organization—all from one image. A centralized approach to managing IT services makes upgrades, device management, and even password resets much easier, which in turn, reduces help desk costs. In the past, Dillon and his staff had to devote a considerable amount of time to installing and integrating new applications, desktops, and devices in various locations. With a digital workspace, a smaller IT team can serve more users and manage a growing number of devices. This efficiency also applies to BYOD environments, in which personal data is part of the equation.

Requirements have grown as the number and diversity of mobile devices have increased. By deploying a digital workspace, his team can deliver mission-critical mobile apps across the entire organization simultaneously— so any device can serve the needs of different locations and functions.

With a digital workspace, Dillon can give employees contextual access only to the systems their work depends on—and enforce IT policies regarding how and where these resources are used.

What's more, because of the flexibility of a digital workspace environment, Dillon has, in effect, future-proofed his environment. He can scale up and change quickly.

Scenario 4
Enhance clinical workflow

Digital workspaces enable caregivers and staff to have a more efficient clinical workflow. This efficiency directly impacts patients because it means more time to spend on the core competency of providing care.

Now let's consider John, who is experiencing sudden pain in the abdomen. He rush- es to the emergency room. While he awaits admission, a receiving nurse uses a tablet to access her digital workspace and create an electronic patient profile (EPP) that captures John's PHI, such as contact information, insurance, medications, and basic health metrics. From that point forward, every clinician with whom the patient comes in contact can access this information from his or her own digital workspace. There will not be a need for the patient to repeat crucial historical information again and again.

Working from her secure digital workspace on a shared zero-client based work- station, the admitting physician evaluates John and creates an electronic health record (EHR) including any available information from the patient's other physicians—lab results, vital images, voice recognition dictated notes, and more.

She schedules an OR. Other clinicians select an on-call surgeon, notify him of the proposed procedures via an alert to his smartphone, and direct him to the correct OR. All members of the surgical team are similarly notified and gain immediate access to John's EHR from whatever devices they are using at that time.

By achieving secure clinical mobility, healthcare organizations become agile and high-performing and provide better patient experiences and outcomes.

Changes in logistics also are communicated; for example, if the surgery is "bumped" from the original OR to another one, everyone is immediately updated.

Secure access to centralized healthcare information makes it easier and faster to keep critical patient data up to date. That efficiency reduces stress and vastly improves the patient experience.

Another benefit of a secure mobile healthcare solution is that John's family can be kept informed as the surgery and recovery progress. They are, in effect, made part of the healthcare team, as is the patient.

For example, before discharge, a doctor can use an imaging viewer at the patient's bedside to show the family an updated scan that illustrates procedures performed and plans for ongoing care. In some healthcare entities, a hospital-owned mobile device is provided to the patient and family at discharge so that the hospital can monitor follow-up care at home. This helps avoid costly hospital readmissions.

Today's mobile healthcare workers deserve it all—and so do patients

Today's mobile healthcare workers need solutions that provide a number of capabilities. Clinicians and staff need flexibility so that they can work from wherever they may be at a given moment. Healthcare workers must be able to access applications, sensitive patient information, collaboration tools, and more on any device, whether from hospital laptops or zero clients, or tablets, smartphones, and home computers. They need seamless, secure, self-service access to all healthcare resources—even on the same devices that hold their personal data.

By achieving secure clinical mobility, healthcare organizations become agile and high-performing and provide better patient experiences and outcomes. It also becomes simpler to ensure security and achieve and maintain compliance. But all of this requires that you have the right solution in place.

Citrix Workspace is purpose-built to deliver the highest possible level of employee engagement

Citrix Workspace is purpose-built to deliver the highest possible level of employee engagement. It is an intelligent workspace solution that enables you to deliver and manage your specific work environment at the pace your healthcare organization demands. Citrix Workspace powers a great experience for IT and employees alike. IT is centralized;

onboarding is fast; access to apps and data is unified; finding information is easy; endpoint management is simplified; and workflow is smart, streamlined and automated. And, security is people-centric—analytics, machine learning, and artificial intelligence provide actionable insight to reduce risk and improve operations.

What's more, Citrix digital workspace delivers secure access to apps, desktops, data, and services from any device, over any network, to empower mobile clinicians with the freedom and flexibility to choose how they work. For IT, a Citrix digital workspace breaks down the technology silos of desktop and mobile computing, and centralizes the approach to service delivery, making it possible to reduce costs while delivering the experience people demand and the agility the business requires.

The Citrix digital workspace is a portable, always-ready workspace that:
- Provides real-time, single-click access to desktops, clinical, and business applications—whether mobile, web, or Windows—and files from a branded enterprise app store
- Secures protected PHI and other sensitive data in your data center, in the cloud, and on the device
- Works on any device, including low-cost thin clients, and automatically optimizes the experience of apps and desktops for mobile
- Integrates with many essential peripherals like tap-and-go authentication devices, dictation microphones, and barcode or ID scanners
- Enables centralized, instant app updates to ensure minimal downtime for every 24x7x365 facility; it also drastically reduces operational costs

Healthcare IT solutions from Citrix empower a new era of efficiency

Providing cost-effective patient care and improving outcomes is no longer just about which hospital that people visit. It's about providing the best care delivery—wherever, whenever, and however that is achieved. A digital workspace is now a critical requirement for healthcare, providing full access to apps, desktops, data, and services that follow people—both clinicians and patients—across locations and devices for truly seamless delivery of care.

Learn more about how Citrix Workspace can help your organization improve healthcare delivery. Visit us at www.citrix.com/solutions/healthcare.

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