

# VMware. Transforming Healthcare.



vmware®



# VMware transforms the cost, quality and delivery of patient care.

Healthcare organizations have to manage with tight budgets and strict regulations in an age of transformation. The first stage has been the shift from paper to electronic medical records. Driven by government initiatives, this change seeks to make electronic entry of patient information more readily available at the point of care, to improve patient safety and drive better outcomes.

In turn, this transformation has brought its own challenges, such as ease of access, security of patient information and data sharing and exchange.

VMware transforms these challenges into opportunities, safely accelerating the transition to truly connected care.

## Optimize workflows for shared clinical workstations.

Enable a smooth, uninterrupted workflow, via a virtual clinical workspace - with just the tap of a badge.

## Ensure security, compliance and management.

Comply with industry regulations, secure patient information and avoid data loss.

## Enable mobile clinical workflows.

Enable critical clinical decisions to be made based on real-time patient information without having to be in the hospital. Comply with industry regulations, secure patient information and avoid data loss while on the go.

## Improve patient engagement through mobile devices.

Deliver education, entertainment and vital treatment and care team information to improve the patient's experience and outcomes.

# Optimize workflows for shared clinical workstations.

## Make every minute count.

Through old systems, care providers may have to log in and out of shared workstations more than 50 times every day, disrupting clinical workflows and wasting precious time that could be spent on patient care. VMware AlwaysOn Point of Care™ gives them secure, “Tap, Turn, Treat” functionality to save each care provider up to 40 minutes every day.

## A platform that’s always on.

VMware AlwaysOn Point of Care is a secure desktop and application delivery platform validated with the leading Electronic Health Record and IT infrastructure vendors. It delivers a virtual clinical workspace with just the tap of a badge, to any device, in any location, simplifying clinical workflows and enabling care providers to focus on patient care, not technology.

“The virtual platform makes it much easier to go between patients. I find I spend less time out of the room and more time with my patients.”

— Amy Pound, Director of medical student education, ED University Hospitals of Cleveland

“When physicians and nurses request a new workstation, they are requesting a virtual platform. The proof is in the pudding – people are actively saying they want it.”

— John Foley, CIO University Hospital Case Medical Center



Save each care provider up to 10 minutes every hour.

- Always On access to clinical applications and patient information
- Enable Tap to speed up clinical workflows
- Secure remote access to Windows desktop and applications
- Centralized management and administration reduces IT time spent managing desktops

# Enable mobile clinical workflows.

## Greater flexibility for staff. Faster delivery for patients.

From hospital rounds to emergency calls to a doctor at home, healthcare professionals need access to real-time patient information and medical data at the point of care. The proliferation of mobile devices, BYO programs and remote access has enabled a level of patient information access not previously possible with paper charts.

VMware enables healthcare organizations to secure and deliver access to Windows and native mobile applications from any device at any location. With AirWatch, providers can securely access, update and collaborate on patient records from anywhere at any time. This provides a consistent, seamless experience and secure access to clinical systems, patient data and resources necessary to deliver the highest levels of patient care.

## An enterprise solution for anywhere-access.

Enterprise Mobility Management combined with Virtual Desktop provides seamless access across devices for easy communication and quick access to hospital systems, applications and content, transforming care delivery and response times.

“One of the really cool things about access from anywhere is that many of our doctors now leave the office at 5 o’clock every day... it is shifting where they do their work.”

- Brad Clegg, DO, CMIO Metro Health



Access hospital information from anywhere on any device.

- Manage BYO, hospital-owned and shared devices
- Enable seamless access and management of smartphones, tablets, laptops, rugged, and peripheral devices
- Seamlessly deliver Windows, web and mobile apps through a unified app catalog
- Enable secure content collaboration and messaging



# Ensure security, compliance and management.

## Meet the highest security standards, onsite and off.

With the state of healthcare security reported as “alarming”<sup>[1]</sup>, it’s no surprise hospital CIOs and CISOs are looking to secure patient information, and keep their hospital’s reputation in tact. Healthcare organizations need to comply with industry regulations while keeping data and protected health information secure.

VMware helps you meet compliance regulations and operating best practices through data centralization, data-loss prevention policies, encryption at rest and in motion, automated compliance and remediation, and remote device wipe.

Your IT team can securely move regulated workloads across your private, public and hybrid clouds. They can provide secure access to patient information from anywhere, on any device and deliver fully supported and validated applications and cloud services.

## A suite of end-to-end security solutions.

Virtual Desktop Infrastructure ensures all data is secured in the datacenter and not on the endpoint devices. Enterprise Mobility Management provides device security and protects data if a device is compromised. Centralized image management and App Volumes enable simplified single image management and rapid deployment.

“This was the first instance where devices were deployed into the field where staff would be accessing sensitive information from various uncontrolled environments. AirWatch allows our IT department to use mobile mechanisms to increase security.”

— Brian Smith, Director of Technical Operations, AcariaHealth



Protect information to help safeguard against regulation breaches.

- Ensure compliance requirements for sensitive patient data
- Secure and encrypt medical data and protect patient information and privacy
- Maximize data-loss prevention with security restrictions and access controls
- Automate device compliance and perform remote actions if a device is detected as noncompliant, including device wipe
- View device and user details with advanced reporting and logging capabilities in a single admin console

# Improve patient engagement through mobile devices.

## Make your patients feel informed.

Studies show that patients that understand their diagnoses plan of care and medication routine result in better outcomes and improved cost savings<sup>[2]</sup>. Increasingly, healthcare organizations are looking at how technology can improve this level of engagement from initial admittance in the hospital, through the patient stay and post-discharge in the home.

Mobile devices are a key aspect to this engagement, enabling access to applications to track key health indicators, such as blood pressure and blood glucose levels, as well as delivering educational material.

With VMware, your organization can provide mobile solutions that improve the patient experience and outcomes.

## Mobility solutions where they make a difference.

Enterprise Mobility Management enables secure delivery of content and applications to hospital-owned devices and kiosks to drive a clinical business purpose, including patient entertainment and education.

“We are deploying tablets to high risk pregnancy patients, with specialized apps, to track certain aspects of the pregnancy. They can even video conference with a doctor or nurse practitioner if need be.”

– Jim Shellhamer, IT Analyst and Mobile Device Administrator,  
Lehigh Valley Health Network



Engage and educate for improved patient outcomes.

Enhance the patient experience through personalized care, updates and education materials.

- Enable managed access to hospital owned devices for patients
- Deploy applications and content for patient engagement, entertainment and learning
- Deploy a kiosk device for self check in or patient entertainment

# The only solution from the datacenter to the point of care.

Healthcare organizations need to simplify clinical workflows enabling fast and secure access to patient information. The proliferation of mobile devices is offering new opportunities in care delivery models, mobilizing clinicians both within and outside of the hospital. Underpinning this ease of access is a mandated need for security.

VMware Workspace™ Suite enables healthcare organizations to truly mobilize healthcare, allowing staff to focus on treatment, not technology. Combining virtual desktops and applications, device mobility and content sharing, providers and patients can access the right information at the right time from any location, enabling the best possible care delivery and patient and provider experience.

## Optimize workflows for shared clinical workstations >

- Enable fast access to shared clinical workstations for care providers
- Decrease login time from minutes to seconds
- Follow-me desktop eliminates wait times for application launches following each login
- AlwaysOn Point of Care provides a secure platform validated with leading EHR and infrastructure vendors
- Support for “Tap, Turn, Treat” authentication and Single Sign-On

## Improve patient engagement through mobile devices >

- Distribute health apps used by patients in the hospital or at home
- Put patients at ease with distraction tools such as games and entertainment on devices
- Explain medical procedures to patients and provide continuing medical education materials on-demand
- Streamline patient check in through use of mobile kiosks

## Enable mobile clinical workflows >

- Enable BYO, hospital-owned and shared device programs
- Provide seamless access to clinical data across smartphones, tablets, laptops and rugged devices
- Provide secure managed access to Windows, web and mobile apps
- Enable secure content collaboration amongst clinicians
- Secure instant messaging between hospital staff

## Ensure security, compliance and management >

- Eliminate compliance breaches by securing PHI in the datacenter, not on the endpoint
- Secure and encrypt BYO and hospital-owned mobile to protect patient information and privacy
- Maximize data-loss prevention with security restrictions and access controls
- Automate device compliance and perform remote actions if a device is detected as noncompliant, including device wipe
- View device and user details with advanced reporting and logging capabilities in a single admin console



# Make the move to VMware.



IT has become an integral part of the patient-care contract. Your healthcare IT must enable always-on access to electronic medical records, drive new sources of revenue and plan for declining reimbursements. It must also comply with industry regulations while keeping data and protected health information secure.

VMware is the leading solution for accelerating the transition to secure, connected care and improving outcomes for your patients.