

## Enhancing compliance and care with highly available IT

Green Clinic ensures nurses and physicians can access patient information quickly while streamlining systems deployment and management.



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*Jason Thomas, CIO and IT Director  
Green Clinic*

### CUSTOMER PROFILE



|                  |  |
|------------------|--|
| <b>Company</b>   | Green Clinic Health System                                     |
| <b>Industry</b>  | Healthcare   |
| <b>Country</b>   | United States  |
| <b>Employees</b> | 450  |
| <b>Website</b>   | <a href="http://www.green-clinic.com">www.green-clinic.com</a> |

### BUSINESS NEED

After Green Clinic refreshed its desktop infrastructure to support its new electronic medical records (EMR) system, it needed a way to effectively manage the new machines and keep them secure.

### SOLUTION

The clinic chose KACE™ systems management and deployment appliances to support the desktop upgrade and EMR projects.

### BENEFITS

- Enhances patient care by enabling doctors and nurses to access electronic medical records anytime, on any device
- Reduces costs by automating device deployment and updates, slashing initial EMR deployment costs alone by \$20,000
- Saves IT 20 hours a week on desktop management, freeing time to enhance patient-facing services
- Enables nurses to work more efficiently so they no longer have to stay late at the clinic

### SOLUTIONS AT A GLANCE

- Endpoint Systems Management

Healthcare providers across the United States are harnessing the latest information and communications technologies to enhance patient care. Green Clinic, which has been providing medical services for families in Louisiana since 1948, is no exception. Nearly 60 physicians provide a full range of ancillary health services for patients, from diagnostic radiology and cardiac imaging to combined cardio-pulmonary function testing.

#### **RAGETAECENAS NON TEMPUS NIBH DONEC SED POSUERE**

To deliver the best patient care, Green Clinic deployed a state-of-the-art electronic medical records (EMR) system that provides fast access to centralized, up-to-the-minute patient information. However, the organization's aging desktops lacked the required processing power and memory to support the new EMR system. Jason Thomas, CIO and IT director at Green Clinic, says: "Our old desktops broke down constantly, and nurses had to stay late to type up patient notes. This affected doctors' productivity and the patient experience by proxy. Our IT team traveled extensively to fix broken PCs at the clinic and our eight satellite sites, which was a huge drain on time and resources."

Based on a recommendation from the EMR system vendor, Green Clinic procured new desktops and laptops for its clinic and satellite locations. These had the right technical specifications to support the new clinical EMR application, but deployment proved to be a challenge. "The EMR system supplier delivered 155 laptops; however, they were all configured with the wrong version of the application," says Thomas. "They pointed to the wrong server and didn't have any of the other clinical apps we needed. They were just unusable."

#### **EASY DEPLOYMENT AND MANAGEMENT OF EMR SYSTEM ENHANCES PATIENT CARE AND INCREASES PRODUCTIVITY**

To get the new machines up and running with the EMR system, Green Clinic took advantage of the KACE Systems

Deployment Appliance (KACE SDA). "We were able to quickly build a Windows 7 image with all the right drivers and software, and reconfigure the laptops and desktops exactly how we needed them," says Thomas. "KACE helped us speed up deployment of the EMR system, which helps doctors diagnose patients more accurately and enhances the overall quality of patient care."

The EMR system and other clinical applications run much faster thanks to the KACE SDA, maximizing the productivity of clinical staff. "We regularly push out fresh installs of Windows 7, which speeds up application performance for nurses and other end users," says Thomas. "Our apps perform better with the [KACE SDA], which means that nurses get their work done faster, and late nights at the clinic are a thing of the past."

#### **CLINIC SLASHES EMR SYSTEM DEPLOYMENT COSTS BY \$20,000**

By automating the deployment of the new desktops and laptops with the KACE SDA, Green Clinic has saved about \$20,000. "Without the [KACE SDA], it would have taken us up to six hours to set up just one machine with the right operating system,

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#### **PRODUCTS & SERVICES**

##### **SOFTWARE**

KACE Systems  
Management Appliance

KACE Systems  
Deployment Appliance

the EMR application and the other clinical applications we need,” says Thomas. “However, the KACE SDA enabled us to image and deploy all 155 laptops in just one day, saving 80 hours of overtime, or the equivalent of \$20,000 in one hit.”

The clinic has also dramatically reduced the time it takes to rebuild machines that crash due to viruses or operating system issues, which delivers additional cost savings and further improves user productivity. “It used to take hours to rebuild PCs that got corrupted or infected by viruses,” says Thomas. “Now, with the KACE Systems Deployment Appliance, we can simply wipe the computer, reimage it, and get it back up and running in less than an hour.”

### **DOCTORS ACCESS ELECTRONIC RECORDS FROM THE CLINIC, FROM HOME OR ON THE MOVE**

Green Clinic built a Dell virtual desktop infrastructure (VDI) running VMware View software to give physicians and administrators access to electronic medical records from any location, on any internet-connected device.

The VDI is built on virtualized Dell servers, with Dell storage arrays. Staff members access virtualized desktops using a combination of Dell Wyse thin-client devices, Dell laptops, and their personal tablet PCs and smartphones. “With the Dell VDI, clinical staff is no longer tied to fixed workstations,” says Thomas. “They can now work productively anywhere and provide a better service experience for our patients.”

As an added benefit, the KACE Systems Deployment Appliance makes it quick and simple to create images for new devices coming onto the network. “If a doctor brings a new device to work, we quickly create a new image for it in KACE,” says Thomas. “As a result, our doctors are never restricted in their choice of technologies.”

### **CLINICAL STAFF GETS FAST ACCESS TO THE LATEST TECHNOLOGY**

The IT team can also quickly update physical and virtualized desktops with new software releases and provide new software

to end users on request. “The KACE Systems Management Appliance (KACE SMA) makes it fast and easy to update desktops, laptops, virtualized desktops and servers with the latest software,” says Thomas. “For example, we can monitor nurses’ systems and if they need new software, such as an app for our fax server, we can push it out to them in as little as five minutes. Finally, we are supporting end users as people, not tickets.”

### **IT TEAM SAVES 20 HOURS A WEEK ON DESKTOP MANAGEMENT**

IT staff members now spend far less time traveling to fix workstations, which gives them more time for strategic IT projects that add value for clinical staff and patients. “We have done a lot of scripting in the KACE SMA, which automatically pushes out all the software and updates that end users need and wipes all the bad or unnecessary apps from their machines,” says Thomas. “We’ve automated most of the routine management tasks we previously did by hand, which is saving us about 20 hours each week in administrative time and travel.”

Remote support is far simpler as well, thanks to integration between KACE and another solution Green Clinic uses, Bomgar Remote Support. “We have significantly improved the way we support people because we can now see all the details about any machine through KACE and then launch a support session directly from KACE utilizing the Bomgar support appliance,” explains Thomas. “We can begin helping people at remote sites within seconds instead of driving half an hour out there. The only time we go out to our remote sites is when a machine is completely dead. As a result, we have been able to reduce travel costs while improving service to our users.”

The time saved has enabled the IT team to be more proactive in supporting Green Clinic’s core mission. “IT now sits down with physicians to understand their needs and then works on building applications and systems that work best for them, instead of just trying to support what we have,” notes Thomas. “The KACE appliances have given

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us the time we need to function as business partners in the organization, rather than just a service organization.”

### **TRANSFORMING IT FROM A COST CENTER INTO A REVENUE GENERATOR**

With the KACE solutions streamlining device deployment and management, Green Clinic’s IT department has already been able to become an integral part of the clinical team, collaborating to improve patient care. But the IT team plans to go further and use its experience and expertise to help other healthcare organizations, thereby generating revenue for Green Clinic.

“The next step is for us to try to become more of a managed services provider, not just within our own organization but for other healthcare organizations around us,” explains Thomas. “There are so many things we’ve been able to automate

and streamline, and we are trying to package those services to support other organizations. We have moved from cost center to business enabler, and now we want to use our investments to become a profit center for the organization.”

### **ABOUT QUEST®**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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