Case study

Oshawa Clinic

HP EliteDesk 800 Mini PC improves quality of care and cost of ownership

Industry
Healthcare

Objective
Secure and powerful PCs that meet a wide variety of medical clinic uses in space-constrained locations

Approach
Strategic investment in versatile, small form PCs for operating and exam rooms, and administrative locations

IT matters
- Achieve lower cost resulting from efficient design and standardized solution
- Simplify deployment and administration, improve versatility
- Enhance security through SureStart and data protection functionality

Business matters
- Increase quality of care; faster access to medical records
- Enhance staff productivity through high-performance, small form PCs
- Improve ergonomics, decrease footprint, and attain compact design
- Reduce environmental impact due to product longevity and sustainable design

"We've found the EliteDesk 800 Minis to be easy to deploy and administer. It's now a standard PC solution that streamlines our workflow and saves us considerable time and money."

– Keith White, Chief Operating Officer and Chief Information Officer, Oshawa Clinic

Serving 500,000 residents in Durham Region, Ontario, the Oshawa Clinic ranks as Canada's largest multi-disciplined healthcare provider. Advanced technologies, including HP desktops and monitors, as well as streamlined operations, drive its high quality of care, but new demands required higher performing and efficient PCs. With space constraints and limited IT resources, Oshawa Clinic deployed the compact EliteDesk 800 G1 Mini PC to increase staff productivity and improve the patient experience.

Through 65 years of strategic investment across eastern Toronto, the Oshawa Clinic now stands as one of the most recognized and distinguished medical practices. Serving half a million patients with 375 employees, the clinic maintains its success by continually incorporating the latest process and technology advancements. In fact, it recently received first place in the prestigious e-Connect challenge for Canadian providers with the best service request systems.

To sustain its leadership, the clinic is committed to innovative technology and streamlined operations. With this approach, Oshawa Clinic provides its patients a high quality of care and its staff a rewarding environment. "Standardization can be a game changer," says Keith White, chief operating officer and chief information officer. "Strategic use of systems saves physicians' time and decreases the pressure on support teams."

Faced with growth in business and demands on its staff, the Oshawa Clinic sought additional high performance desktops reflecting an efficient design. New PCs would have to interface with increasingly sophisticated industry hardware and software, and integrate with other providers' systems. Furthermore, the new computing systems had to meet data protection and patient privacy needs.

"We require secure and powerful PCs that meet a wide variety of uses in operating and exam rooms," says White, a change management champion. "Space is very limited, so a small footprint is essential."

The clinic had over 700 PCs deployed, including HP Z200 series workstations. However, the health provider was now ready for a new generation of economical and ergonomic systems that would improve medical care and productivity.

Exceptional performance and design

To make this move amidst rapid industry changes, Keith White turned to HP to identify systems that could meet his day-to-day requirements but also address longer term needs. "For the last six years, HP has worked hard to understand our challenges and the problems we need to solve," says White. "We have a great relationship with the healthcare team and value their recommendations."

When HP introduced the EliteDesk 800 G1 Mini PC to White, he knew he'd found a strategic solution for current and future needs. "The compact unit immediately saves space with its smart placement behind the monitor instead of on the floor where someone might trip over it," says White. The IT team was also impressed with the solution's reduced noise and ease of management.

The Oshawa Clinic has now deployed 150 HP EliteDesk 800 G1s behind EliteDisplay 222 monitors in operating rooms, exam rooms, and administrative locations. The small form factor units run TELUS Health EMR software and are used for patient encounters to retrieve records and scans, log new medical reports, educate patients, and generate prescription and e-requests for additional services.

Keith White found the mini PCs to be ergonomic and attractive. "Some users couldn't get their monitor low enough when placed on a larger workstation. The new systems are much less intrusive and free up premium space on the desktop."

Lower cost, improved care

The Oshawa Clinic has already realized strong benefits from the EliteDesk 800 G1 Mini PC. "The performance is great for our 135 physicians and the entire staff," says White. "Their speed gives me the flexibility to deploy across all locations and specialties as a standard solution with a consistent experience." The clinic installs each unit with HP solid-state drives that are "five times faster than our standard drives and half the size."

The Oshawa Clinic has also cut costs with the HP solution. Its IT team finds the EliteDesk 800 Mini easy to deploy and manage. The smaller units make setup more efficient, and additional RAM can be installed in seconds.

"We're saving a lot of time by having a single solution that meets many needs," says White. "My team can develop better expertise on this versatile machine."

One unforeseen benefit is the PC's reduced noise and heat. The compact design also provides a more professional appearance for patients and staff. "Often people walk into the room and don't know it's there," says White. "One doctor even visited another provider's brand new clinic and commented on their wall-mounted PCs in unwieldy configurations

Customer at a glance

Application
High quality and efficient healthcare services across a wide variety of medical specialties

Hardware
• HP EliteDesk 800 G1 Desktop Mini PCs
• HP EliteDisplay 222 monitors
• HP LaserJet Enterprise M506 printers

Software
• TELUS Health EMR
• Electronic access to outside labs and hospitals
• e-Prescription and electronic service requests

with wires hanging off the units. He didn't realize how clean and well managed our systems are compared to the other clinic."

The Oshawa Clinic is also pleased with HP products' energy efficiency and related cost savings, as well as their sustainable build. "We're conscious of the impact of products on our environment and think about their disposal at the end of life," says White. "We like that HP reuses and recycles its products and sends less material to landfills."

In addition to HP's environmental and green initiatives, the clinic has found the products to have excellent security and robust protection of sensitive patient records. "We sleep better at night knowing HP has innovative security features, such as HP Sure Start, that prevent attacks and BIOS corruption."

"We pride ourselves on strategic use of technology that solves current and future needs. HP has been able to consistently address our requirements with high quality and reliable healthcare solutions."

– Keith White, Chief Operating Officer and Chief Information Officer, Oshawa Clinic

Partnering for long-term success

The Oshawa Clinic also has deployed HP printers and found them to have comparable high quality and reliability. And, it is experimenting with HP's DICOM calibrated displays specifically designed for healthcare environments.

"HP solutions have been so solid and we've had the PCs deployed much longer than we ever anticipated," says White. "Some products are so disposable these days, but we know that HP designs systems that are going to last." The EliteDesk 800 Mini PC also has proven to be compatible with the many other technologies deployed at the provider's diverse locations.

Keith White and his team have come to rely on HP's advice throughout their seven-year relationship. "I use their expertise and established contacts to make my life easier. We're all striving to do so much more nowadays with much less time. We wouldn't be as successful in our jobs and deliver such a high quality of care without the help of HP."

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