

## Case study

# Baptist Health

## HP t620 Thin Clients provide fast and reliable foundation for smooth EHR transition



### Industry

Healthcare

### Objective

Fast, reliable acute and ambulatory care systems for seamless workflows and improved quality of care

### Approach

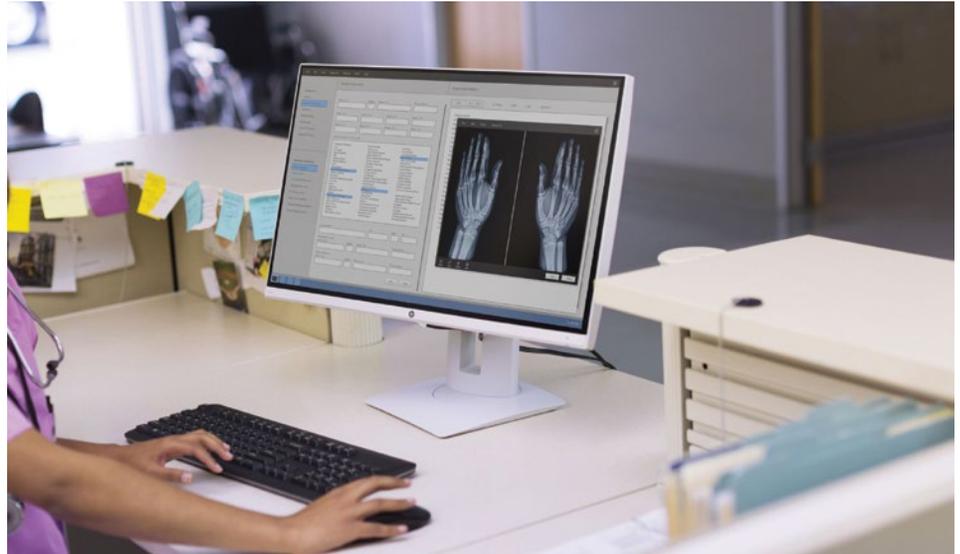
Strategic replacement of desktop PCs with HP Thin Clients as the foundation for an EHR upgrade across seven hospitals and over 300 points of care

### IT matters

- Fast, efficient performance to meet physician needs and improve workflow efficiency through patient context aware configurations and minimal software footprint
- Increased reliability with fewer failures and rapid issue resolution
- Enhanced longevity with four+ year expected lifespan
- Lower cost of ownership from ease of management and reliability

### Business matters

- Improved patient experience from increased focus on the patient versus the technology
- Higher productivity and faster badge-to-screen log in; 15 seconds versus two minutes
- Increased focus on health technology and innovation from lower cost of PC ownership
- Easier IT integration of hospital acquisitions through fast deployment of thin clients



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—Shane Rodabaugh, Executive Director of IT Infrastructure, Baptist Health

Baptist Health—consisting of eight hospitals and adding a ninth—has more than 2,700 licensed beds and 300 points of care, including outpatient facilities, that offer Urgent Care, Express Care, occupational medicine, physical therapy, and diagnostics. Home care also is available in 39 Kentucky counties, as well as six counties in Illinois and six counties in southern Indiana. With a growing physician network of more than 3,000 employed and affiliated physicians, the need for a fully integrated EHR solution positioned the organization to replace their previous EHR. Amidst healthcare quality and productivity concerns, IT deployed 4,000 HP t620 Series Thin Clients in hospitals and clinics. Speed, reliability, and manageability of the HP Thin Clients enabled the Baptist IT team to ensure a smooth EHR transition and improved clinician experiences.





**The HP t620 Series Thin Client provides smooth integration and workflow, speed, reliability, and longevity—which benefit the clinician, patient, and IT.**

Since 1924, Baptist Health has provided advanced medical care and quality treatment to the Kentucky and Southern Indiana regions. With over 300 locations, including eight hospitals and 2,700 licensed beds, the health provider has experienced tremendous growth and recently exceeded \$2B in annual revenue. To sustain patient outcomes and top-quality research, the 3,000 physicians with Baptist Health maintain a foundation of technology and innovation.

In 2014, Baptist Health began its transition to improved electronic medical records (EMR). Along with substantial systems investment, this move brought a vast disruption to clinicians' workflow, from paper notes and charts to keyboards and monitors.

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– Shane Rodabaugh, Executive Director of IT Infrastructure, Baptist Health

“The real challenge is moving to a fully electronic records system without impacting clinical productivity. Our job is to smooth physicians' workflow and streamline their access to important information,” says Shane Rodabaugh, executive director of IT infrastructure, Baptist Health. “We strive to improve clinical workflows and create an environment that enables the highest quality of care.”

Data-driven care for improved patient treatment is another major trend that Baptist Health is pursuing. Clinicians are constantly entering data into the EHR and those data points feed analytics platforms. A high-performing exam room desktop is a critical component of accurate inputs and leads to improved outcomes. “To get positive results, clinicians need a smooth PC experience at the point of data entry,” adds Rodabaugh.

## Good for the clinician

In 2015, clinical systems included an aging and sluggish fleet of desktop PCs. It was clear that these devices were ill-equipped for the upcoming EMR transition. Screen refresh wait times took clinicians' focus away from patients and impacted care. Baptist Health sought a high-performing PC environment to boost productivity. Advancements in VDI technologies and reduced cost drove IT to a thin client architecture solution that would enable a fast, consistent experience.

In early 2016, anticipating the major transition to Epic EHR, Baptist Health evaluated several thin client solutions. After careful consideration, Baptist Health chose the HP t620 Series Thin Clients for speed, reliability, and cost. Over 18 months, IT teams deployed 4,000 units in patient rooms and nurses' stations at hospitals and clinics. Clinicians quickly realized workflow improvements when their badge access (tap and go) improved from two minutes to 15 seconds. HealthCast's single sign-on added advanced security and improved workflows.

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## Good for the patient

Poorly designed bedside systems can impact patient outcomes. Frustrated by slow access to software, clinicians often declined to use exam room PCs and waited to batch-enter data at the end of a shift. Without real-time entry, examination data may not be fully digitized and patients might not receive the most comprehensive care.

Now, fast log-in HP Thin Clients in exam rooms immediately route users to the patient's medical record, which ensures safe and accurate data capture. Clinicians can better interact with patients while quickly entering information and maintaining a flow of high-quality interaction and care recommendations.

## Customer at a glance

### Application

Fast, reliable exam room—acute and ambulatory—and common area thin clients for seamless clinician workflow and improved patient care

### Hardware

- HP t620 Series Thin Clients
- HP Z24i 24-inch IPS Displays
- HealthCast single sign-on scanner
- Topaz E-Signature

### Software

- Epic Hyperspace client and Epic EMR
- Citrix XenApp and VMware ESXi

## Good for IT

Prior to the Epic EHR and thin client architecture transition, Baptist Health evaluated several thin client solutions. “The HP t620 Thin Clients delivered the highest performance and seamlessly integrated with our existing suite of HP hardware and services, and third-party software,” says Rodabaugh.

During initial installations, the IT team gained confidence seeing HP Thin Clients operate with Baptist Health’s security software and barcode scanners. Now, with over one year of thin client success, the IT team is experiencing easy maintenance and improved reliability. Failure rates are low and performance issues are quickly resolved by staff trained and certified on HP solutions.

“Moving to the HP t620 Thin Client was a great win for our team. Having HP Thin Clients for bedside documentation allowed for a smoother transition to our new EHR.”

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This new deployment extends Baptist Health’s successful 25-year relationship with HP that spans dozens of hardware and services solutions. HP has a proven track record with Baptist Health for hardware longevity and low failure rates that boost staff productivity and lower the cost of ownership.

“Moving to the HP t620 Thin Client was a great win for our team,” says Rodabaugh. “We’re feeling more confident of our decision every day as clinicians become increasingly comfortable with these acute and ambulatory systems. Having HP Thin Clients for bedside documentation allowed for a smoother transition to our new EHR.”

The HP Device Manager (HPDM) software was highly configurable and very robust in handling the complex legacy Citrix environment and the staged cutover to the EMR system efficiently and seamlessly to the end user. The HPDM architecture allowed for distributed deployment within the Baptist Health time frame to meet the business requirements for successful Go-Lives at each of the seven hospital facilities and over 300 remote clinics spread throughout the commonwealth.

Baptist Health is now planning the installation of thin clients in two recently acquired hospitals and considering additional use cases for the fast and reliable HP t620 Series Thin Clients.

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