

Case study

Steward Health Care

EliteBook x360s boost physician efficiency and enhance IT administration



Industry

Healthcare

Objective

Flexible and mobile PCs to meet increased anywhere, anytime demands and improve quality of care

Approach

Rolling replacement of notebooks with fast and sleek EliteBook x360s in clinics, home care, and executive units

IT matters

- Versatile design to standardize x360 across diverse medical and administrative uses
- Efficient administration and high quality reduce support and increase efficiency
- End-to-end security lowers business risk and increases patient privacy
- Product longevity decreases total cost of ownership

Business matters

- Sleek design and versatility enable anywhere, anytime computing demands
- High performance and reliability support full range of eHealth applications
- Innovative touchscreen improves clinician productivity
- Durable form factor reduces repair time and support needs



“HP is a complete solutions provider, not just a device company. We’re confident the EliteBook x360 is the best mobile solution on the market to meet the demanding needs of our industry.”

– Richard Stanton, Director of Client Architecture, Steward Health Care Systems

Steward Health Care is the largest private hospital operator in the US with 37,000 employees and 36 hospitals across 10 states. Its clinicians require laptops to improve quality of care and efficiently treat 2 million patients a year. However, increased anywhere, anytime demands required more mobility, extending far beyond clinic walls. To meet these needs, Steward chose the HP EliteBook x360 for its ideal combination of size, performance, and reliability. Deployed across outpatient and home care units, these convertibles with touchscreens are improving workflow efficiency and lowering costs.





The HP EliteBook x360's performance, reliability, and sleek design help improve clinician workflow efficiency and lower costs.

With 37,000 employees across 10 dispersed states, Boston-based Steward Health Care is the largest private hospital operator in the US. Committed to quality care at an affordable cost, its 1,400 physicians prioritize innovation and agility to effectively treat 2 million patients a year. To successfully do this, the thriving medical provider leverages state-of-the-art technology at all points of care.

For many years, Steward's IT team issued laptops to physicians to improve productivity and patient care. Yet new demands on their time required even more mobility. From office to hospital, and campus into the community, work demands extend far beyond the clinic walls. Moreover, expanding eHealth solutions and industry requirements forced the mandate of anywhere, anytime computing.

To enable clinicians to be more productive, the IT team began a search for lighter, faster, and more flexible compute devices. With growth in touchscreen popularity amongst employees, the team considered Apple's iPad® and Microsoft's Surface Pro® as well as similar solutions from HP, its incumbent provider.

"With clinicians' entrepreneurial approach and commitment to care, they require mobility reaching far beyond clinic walls," says Mary Buonanno, SVP and chief technology officer, Steward Health Care Systems. "Unquestionably, they need compact, flexible devices for anywhere, anytime demands."

Enhanced productivity and patient outcomes

Steward clinicians used HP EliteBook Revolve convertibles for many years but their end-of-life forced a search for new mobile computing devices. Some staff preferred the familiarity of iPads while others favored the camera features offered by Surface Pro. Yet after extensive evaluations, Steward's Director of Client Architecture Richard Stanton decided that the HP EliteBook x360 offered the ideal combination of size, performance, and reliability.

"The EliteBook x360 is light, flexible, and performs great across our diverse medical divisions and eHealth applications," says Stanton. With ample screen size and intuitive navigation, clinicians find the x360 easily accommodates their complex workflows. As such, Steward has now widely deployed the HP device across outpatient clinics and mobile care units.

Like other healthcare providers, Steward's aging patients are driving growth of home care needs. Doubling in size over the last few years, the Home Care team now uses the EliteBook x360 with cellular service to efficiently access EHR solutions, enter patient notes, and issue e-prescriptions.

"The EliteBook x360 has been well received by our Home Care unit as many of their apps are now touch enabled," says Buonanno. "Some wanted iPads, but the x360's size, flexibility, and durability provide a superior solution with high satisfaction."

"Based on our early experience and end-user feedback, we expect the x360 to have great longevity and low support needs like previous high-quality HP solutions."

— Mary Buonanno, SVP, Chief Technology Officer, Steward Health Care Systems

At outpatient clinics, clinicians use EliteBook x360s in the office and on the move. Lighter than previous solutions, the new laptop boosts productivity in clinics, hospitals, homes, and everywhere in between. Able to tuck into bags and backpacks, it fits their lifestyle and workflow. Clinicians also find its keyboard and 360-degree transformation more appealing and adaptable than Surface Pro.

As of late 2017, the EliteBook x360 is the only replacement for older mobile devices, and the new standard at Steward Health Care across 10 states, 36 hospitals, and dozens of additional medical facilities.

Increased IT efficiency and lower costs

The EliteBook x360 has become so popular that numerous senior executives at Steward are now requesting these convertibles as well. In addition to their versatility and high performance, they find the units sleek and appealing. This broad acceptance across diverse medical divisions allows IT to standardize the HP offering within all its communities.

Customer at a glance

Application

Anywhere, anytime clinician needs that lead to better patient care and healthcare outcomes

Hardware

- HP EliteBook x360

Software

- Electronic health records
- Microsoft Office
- Citrix®

Already, Steward's IT team is impressed with the EliteBook x360's manageability and reliability to be consistent with existing high-quality HP systems.

"HP clients are consistently innovative, secure, and cost effective," says Buonanno. "Based on our early experience and end-user feedback, we expect the x360 to have great longevity and low support needs like previous high-quality HP solutions."

"HP has a strong dedication to the healthcare industry—to understand our unique needs and deliver solutions that meet our demands. And they have consistently delivered innovative, secure, and versatile mobile devices that are cost effective to run."

— Mary Buonanno, SVP, Chief Technology Officer, Steward Health Care Systems

Furthermore, Steward's IT group is impressed by advancements in HP's cybersecurity features across all product lines and in the EliteBook x360. The team also finds HP's SureView, an innovative integrated privacy screen, a strong benefit to its medical staff. "By working with healthcare providers and other security vendors, it's clear that HP cares deeply about patient privacy and our unique industry needs," says Stanton.

"HP is a complete solutions provider, not just a device company. We're confident the EliteBook x360 is the best mobile solution on the market to meet the demanding needs of our industry," adds Stanton.

The HP partnership and next steps

Within three months of its first deployment, the EliteBook x360 already has reached hundreds of clinicians and soon will extend to thousands of the medical provider's staff.

"HP has a strong dedication to the healthcare industry—to understand our unique needs and deliver solutions that meet our demands," says Buonanno. "And they have consistently delivered innovative, secure, and versatile mobile devices that are cost effective to run."

In fact, Buonanno was one of the original HP Healthcare Advisory Council members and helped guide HP's product development efforts to enhance care delivery. Along with Stanton and the rest of Steward's IT team, Buonanno appreciates HP's reactions to the community's developing needs, and designing unique products such as the EliteOne 800 Healthcare Edition All-in-One and Healthcare Edition Clinical Review Displays, many of which can be wiped with commonly used germicidal agents.¹

"HP has won our business because of their dedication to healthcare and high-quality products and support. They understand how we work and are committed to our success. And that's what makes them really enjoyable to work with," adds Buonanno.

Going forward, Steward plans to advance its EliteBook x360 deployment and pay close attention to HP's continuing release of purpose-built Healthcare Edition solutions.

Learn more at
hp.com/go/healthcare

¹ See cleaning instructions in the user guide.

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