

Case study

CentraCare Health

HP EliteBook x360 improves patient care and boosts staff productivity



Industry

Healthcare

Objective

Single mobile device to meet demanding corporate and clinical staff needs

Approach

Adoption of HP EliteBook x360 in corporate and medical settings to enhance patient care and staff productivity

IT matters

- Single solution to meet diverse and demanding user needs
- Reduced cost of management
- Strong versatility, reliability, and performance

Business matters

- Improved patient care through streamlined clinical workflows
- Enhanced productivity for increasingly mobile business teams
- Secure access to medical information, safe capture of patient data



“At bedside locations for emergency room patient registration, the x360 has really paid dividends. The clinicians love the design and its ability to provide better patient engagement.”

– David Kryzer, Director of Information Technology, CentraCare Health



CentraCare Health is the healthcare provider to Central Minnesota’s 700,000 residents. Its business and medical staff require high-performance technology to improve productivity and patient care. With a surge in mobile PC demand, CentraCare turned to HP, its trusted provider, for innovative solutions. After strong positive feedback from pilot users, the team deployed the versatile and powerful HP EliteBook x360 in business and clinical settings.

As the leading care provider in the region, CentraCare Health provides top-quality medical services to the area's residents. Across six hospitals, 21 clinics, and a dozen other facilities, its 10,100 employees attend to half a million patient visits per year.

One important component to continuing success is its collaboration between healthcare and IT staff, strengthened by prudent systems investments. In fact, its flagship St. Cloud location was recently named one of the nation's most wired and digitally connected hospitals.

With growth across all areas of business, CentraCare's administrative staff has experienced an increasing need for mobility. "In the last 18 months, we've seen a spike in demand for laptops and tablets from our corporate teams," says David Kryzer, director of information technology. "This group is always on the go, from building to building, and home to office." The corporate staff expects high performance mobile PCs with secure access to critical information.

"We really like the products HP is coming out with. With the choice of laptop or tablet mode, the EliteBook x360 meets the best of both worlds. And it reduces the number of makes and models we need to manage."

— David Kryzer, Director of Information Technology, CentraCare Health

In hospitals and clinics, medical providers are likewise looking for flexibility, performance, and security from their PCs to deliver higher quality of care. With an increasing focus on patient engagement, CentraCare is challenged to streamline clinical workflows and improve community health. "Mobile PCs can also drive efficiency and quality of care in hospitals and clinics, but not without a rugged and reliable form factor," says Kryzer.

Furthermore, with increasing regulations and cybersecurity threats across the industry, CentraCare's IT team cannot sacrifice data protection and privacy. Without compromise, clinicians require 24x7 secure access to

medical information as well as the safe capture and recording of patient data.

Meet demanding user needs

As a longtime HP partner, CentraCare turned to its trusted advisor to identify new computing solutions that meet business and clinicians' demands. "A component of our partnership with HP is their recommendation of innovative products and showing us where they're going with new technology," says Kryzer.

After using the HP EliteBook 800 Series notebooks for many years, CentraCare was immediately interested in HP's latest mobile solution, the HP EliteBook x360, a durable and high performance convertible with a versatile design, strong security, and extended battery power.

Kryzer and his staff first deployed the EliteBook x360 to business users across a variety of departments. The most demanding users were chosen to scrutinize the new solution and provide critical feedback to the IT staff while evaluating the new PC.

Additionally, CentraCare adopted the secure, mobile solution in all of its emergency rooms for increased patient engagement and quality of care during bedside registration. In this scenario, patient information is quickly captured using electronic medical records software running on the EliteBook x360. Signatures are collected on the same device, in tablet mode, using the HP Active Pen or touch screen. And the improved process allows more focus on critical medical procedures.

High performance, cost effective

While CentraCare previously offered a wide variety of notebooks and tablets, the EliteBook x360 is now meeting all corporate users' needs. "Mobile device requests are based on unique personal preference," says Kryzer. "Some want a small footprint, some want a large screen, and others want a tablet versus a laptop. It's hard to meet everyone's needs."

CentraCare, however, is quickly finding the EliteBook x360's flexible form factor, as well as high performance and durability, allow a single model as the standard offering to all business staff. "This reduces the physical number of

Customer at a glance

Application

Top-quality healthcare services across a wide variety of medical specialties

Hardware

- HP EliteBook 800 Series
- HP EliteBook x360
- HP EliteOne 800 Healthcare Edition All-in-One
- HP Thin Client

Software

- Critical business applications
- Electronic Medical Records (EMR) software
- Patient registration and management

makes and models our group has to support,” says Kryzer. “This saves us time and money.”

Use of the EliteBook x360 in emergency rooms for mobile registrations is likewise lowering costs for CentraCare as well as improving patient care. “At bedside locations, it’s really paying dividends. And the clinicians love it,” says Kryzer. Prior to the new solution, CentraCare needed a separate signature pad at the reception desk which added capital expense and support costs. Now, patients receive a more personal and engaging experience that translates to better quality of care.

In corporate locations, decisive feedback on flexibility and performance confirms Kryzer’s choice. In one case, a demanding business user was carrying two mobile devices, a PC and a tablet, between numerous locations. After receiving the EliteBook x360, he switched over to a single solution. “He was really impressed with the versatility and made a point to tell me ‘I just can’t believe how flexible it is’ and that ‘it’s the best laptop I’ve ever had,’” says Kryzer.

Partnering for long-term success

Across all departments, CentraCare is realizing long-term success and manageability from HP solutions. “HP has done a very good job making high performing and reliable products,” says Kryzer. “They stand up to heavy use by clinicians and corporate users but still last longer.”

In patient care facilities, the EliteBook x360 supplements existing EliteBook 800 Series notebooks as well as HP Thin Clients.

Additionally, HP recently introduced CentraCare to the EliteOne 800 Healthcare Edition All-in-One, a new streamlined point-of-care PC designed for hospital and clinical professionals as well as improved patient

engagement. Ideal for patient rooms, nurses’ stations, and public areas, the flexible solution delivers robust performance and security features along with a 23.8 inch diagonal glass screen that is cleanable with commonly used germicidal wipes and sanitizing agents.¹

“We’re surprised at the strong performance and compact design of the EliteOne 800. It’s very important that it’s compatible with our use of germicides, and can withstand repeated cleaning over its lifetime.”

– David Kryzer, Director of Information Technology, CentraCare Health

“The EliteOne 800 is a very fast all-in-one and we love the design. It’s a great product for space-constrained exam rooms and clinics where other solutions aren’t sufficient,” says Kryzer. “Its compact design can eliminate systems with separate monitors, CPUs, and excessive cabling.”

Due to its strong partnership with HP, CentraCare is on a path to provide better patient engagement and quality of care at a lower cost. “Extremely important to us is the company that we’re doing business with. Do they stand behind their products? Are they continuously innovating and bringing us new solutions that meet our needs? This is where HP has done an outstanding job and that’s absolutely the reason we continue to do business with them,” Kryzer concludes.

Learn more at hp.com/go/healthcare

¹ See user guide for cleaning instructions and approved cleaners.

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