Case study

New Community Stroke and Rehabilitation Center strengthens security with HP

HP printers, desktop PCs and notebooks support dynamic, digital workflow

Industry
Healthcare

Objective
Establish a secure and robust technology ecosystem for a healthcare system that supports the staff's primary focus of excellence in patient care delivery

Approach
Community Healthcare System expands HP PC and printing technology into its new Community Stroke and Rehabilitation Center to meet demanding healthcare needs for reliability, security and seamless electronic medical workflows

IT matters
• Maximizes IT budgets and improves support service through standardized HP printers and PCs

• Improves reliability of technology infrastructure

Business matters
• Creates platform for mobile working

• Strengthens security of critical and confidential medical, financial and personal data

• Supports long-term digital transformation of the organization

"As a CIO, I have a relationship with a single vendor that understands how passionate we are about patient care. HP understands the healthcare industry and is committed to solutions that deliver the best possible outcomes for our patients."

– Jesus Delgado, Vice President of IT Operations and Chief Information Officer, Community Healthcare System

Building security within reliable digital workflow for patient-centered healthcare

Community Healthcare System is a leading healthcare provider in Northwest Indiana. The business is driving a program of digital transformation aimed at tackling process efficiency, capturing data and enabling staff. All of this is geared towards improving patient care. By adopting HP printers, desktop PCs, notebooks and monitors, Community Healthcare System is strengthening the security of critical medical, financial and social security data – and creating a platform for patient-centered healthcare.

Challenge

Driving a program of digital transformation

Community Healthcare System is a not-for-profit healthcare provider in Northwest Indiana. It works across three main hospitals, Community Hospital in Munster, St. Catherine Hospital in East Chicago and St. Mary Medical Center in Hobart, along with several community organizations. Its new fourth hospital in Crown Point, Community Stroke and Rehabilitation Center, is a specialty center for stroke care and rehabilitation.

Community Healthcare System is the leader in healthcare delivery in the area, serving 65% of the region's population. As the area's demographics shift, management at Community Healthcare System recognized the business need and opportunity to modernize and enhance the IT infrastructure.

"We can see double-digit growth in the 60 to 79-year-old demographic," says Craig Bolda, Administrator, Community Stroke & Rehabilitation Center, "and the average age for rehab patients at our three hospitals is between 68 and 73."

In response the healthcare system is driving a program of digital transformation aimed at tackling process efficiency, capturing data and enabling staff. All of this is geared towards improving patient care.

"We want to create a well-integrated, digital workplace," says Jesus Delgado, Vice President of IT Operations and Chief Information Officer, Community Healthcare System. "We want our staff to be mobile and want the technology to be an enabler. Accessing, updating or sharing digital information must be simple, secure, and accessible from any device whether that's financial data or clinical records."

To create this integrated digital workplace, Delgado continues, Community Healthcare System wanted a comprehensive solution from a single vendor: "This would include all desktop and notebook PCs, printers and display monitors, with all the enhanced security features. Plus, we wanted the print management, software monitoring and support to make sure everything is being used to the maximum."

Approach

Security and reliability

Community Healthcare System has relied on HP products for more than 15 years. Delgado says it was natural to explore HP's role in the digital workplace.

"We want a technology partner that really understands the healthcare market," says Delgado. "There are intricacies around specific healthcare workflows. One of the major advantages of HP technology is that enhanced security features are embedded into its hardware and software."

"Some of the workflows we utilize are very sensitive," explains Stephen Bader, Information Technical Director, Strategic Planning & Systems Design. "It's extremely important for us to protect that data. HP technologies allow us to do that."

The HP technology solution includes the HP EliteDesk 800 Desktop Mini Series, the HP ProDesk 400 Series, and HP ZBook 15v as the standard notebook device. For the facility's print demands, the HP LaserJet Pro M402n, HP LaserJet Pro M402dne and HP LaserJet Pro M452dn model printers are deployed. In addition, the chief nursing officer at Community Stroke and Rehabilitation Center is piloting the HP Healthcare Edition Displays.

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The new hospital has selected the HP EliteDesk 800 Desktop Mini for its reliability, security and manageability. Delgado explains: "The security enhancements really appealed to our needs. These HP devices are equipped with hardware-enforced security features and layers of protection."

He describes the HP LaserJet 400 series printers as "workhorses" for all of the staff with reliability and driver compatibility as key strengths. "Ultimately, we want to be fully digital, but there are many things that still need to be printed."

A key benefit of the HP LaserJet printers is the versatility - they are tested to work with business and healthcare applications.

Bader explains: "We use HP LaserJet printers for after visit patient summaries and instructions at home. It's important to us that those prints are reliable and they're clear."

"Security and reliability are the key requirements we must have," Delgado explains. "Ultimately, it's HP's experience in the healthcare industry that was the deciding factor in our decision."

Benefits

Creating a deeper relationship

The engagement with HP empowers Community Healthcare System's digital transformation. It enables workplace mobility with the best possible user experience and ensures secure access to critical healthcare data. Delgado says it creates a platform on which to develop a coherent telemedicine strategy: "We recognize digital transformation is a journey. We want to deliver an exceptional patient experience anywhere our patients are: in our hospitals, our outpatient services, or via digital communication through telehealth. Patients want to access their healthcare details online, from any device, at any time. It's important that our staff function in a similar style."

Customer at a glance

Hardware
HP EliteDesk 800 Desktop Mini Series
HP ProDesk 400
HP ZBook 15v
HP LaserJet Pro M402n
HP LaserJet Pro M402dne
HP LaserJet Pro M452dn

Solutions
Epic software

The use of Z by HP ZBooks for staff mobility off-site is the best example of this. These high-performance devices allow clinical staff to access the data they need to work efficiently, without compromising security. "In healthcare, we hold a large amount of sensitive patient data, from clinical records to financials to social security details. It is reassuring to know that the technology works seamlessly and protects sensitive information from unauthorized access."

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Creating a deeper relationship with HP, Delgado continues, delivers operational advantages. Optimized technology means the organization is more efficient and it is utilizing its IT resources to the highest capacity.

"Working with a single vendor brings obvious cost and simplicity benefits, and it has a positive impact on support and user experience. We're more standardized with the product portfolio deployed and users are familiar and comfortable with the devices. If there is a service need, there is one number to call. And HP has a great partner community for local support.

Working with HP also helps bring certainty to the digital strategy at Community Healthcare System, Delgado explains: "HP continues to successfully deliver innovative technology for healthcare. As a CIO, I have a relationship with a single vendor-partner that understands how passionate we are about patient care," Delgado says. "HP understands the healthcare industry and is committed to solutions that deliver the best possible outcomes for our patients."

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