OVERVIEW
Waterbury Hospital, a mid-sized community and teaching hospital serving Waterbury, Connecticut, and the surrounding areas, is a growing facility currently licensed for 357 beds. The hospital cares for approximately 15,000 inpatients each year, treats more than 160,000 people in their outpatient medical clinics and handles more than 58,000 Emergency Department visits. In addition, the hospital’s Behavioral Health Center, one of the largest in the region, logs more than 27,000 outpatient visits per year, while Waterbury Hospital’s One-Day Surgery department serves approximately 6,000 Waterbury area residents annually, including adults and children.

With this high-volume of activity, it is essential for Waterbury Hospital staff to conduct daily activities efficiently. However, staff and IT uncovered many workflow challenges that impacted clinician productivity. To address those issues, Waterbury Hospital implemented RES ONE™ Workspace to provide a fast, secure and easy-to-manage environment that streamlines day-to-day IT tasks and operations. The implementation enhanced clinician productivity by improving upon the current desktop environment at Waterbury Hospital.

SITUATION
To accomplish Waterbury Hospital’s mission of providing compassionate, high-quality health care services through a family of professionals and facilities, the organization primarily needed to address significant hurdles that were impacting the work of the nursing staff. To provide optimal patient care, the nurses rely heavily on access to a combination of applications running on PCs, Citrix® XenApp™ and hosted off-site. While analyzing the current state of its IT environment, Waterbury Hospital and their system integration partner, Lanstatus, uncovered interoperability challenges between Internet Explorer 8 settings and an event reporting system used by nurses that was remotely-hosted. These challenges caused significant delays for the nursing staff, resulting in more time spent navigating technical issues and less time spent treating patients.

Additionally, the IT department uncovered a number of productivity issues resulting from logon scripts executing very slowly. As a result, it was critical for Waterbury Hospital IT staff to enhance clinician’s logon capabilities to be more productive.

Finally, in addition to ongoing technical challenges, Waterbury Hospital was also in the process of deploying plain paper prescription printing to increase doctor productivity. However, Waterbury’s IT department needed to enable doctors to print a prescription on the correct printer. To effectively address challenges within the current IT infrastructure, Waterbury Hospital needed to implement a centrally-managed solution to improve the overall user experience.

“Patients are, and always will be, the number one priority for Waterbury Hospital. To this end, we always work to make clinicians more productive and operations simpler. RES ONE Workspace was the most comprehensive and easiest to use solution we could find. We have a lot more value to derive from this tool. The selection of RES ONE Workspace is helping us keep our commitment to our patients and our clinicians.”

– George Adamo, Network Engineer at Waterbury Hospital

SOLUTION
Waterbury Hospital implemented RES ONE Workspace to streamline workflow and improve overall clinician productivity. Working seamlessly with Citrix® XenApp™, RES ONE Workspace accelerated clinicians’ access to their applications and eliminated old logon scripts that caused significant delays for clinicians.

In addition, the IT department used RES ONE Workspace to control printers, making the printing process for prescriptions more convenient for doctors. This was critical to ensure compliance associated with printing prescriptions on the correct type of paper.
“A dynamic desktop environment provides clinicians with on-the-go access that is a necessity in a fast-paced work environment and has a direct impact on patient care,” said George Adamo. “With RES ONE Workspace, our IT department now has a solution to manage and control user workspaces across the entire enterprise and in the process, we have eliminated many of the challenges that staff faced. Without the implementation of RES into our current IT landscape, our staff would still face many of the obstacles that impeded their workflow.”

RES ONE Workspace allows users to increase productivity by addressing needs like faster access to the files they need and increasing login speed while streamlining the prescription printing process. This ensures optimized access to applications, patient data and personalized settings that are context aware, based on a user’s role, location and system requirements.

RES separates the desktop from the operating system, centralizing the management, creation and dynamic composition of user workspaces for each and every staff member. It also provides users with a unified desktop, masking changes from the user so they have the same experience every time they log on, regardless of their location. Adamo and his IT team can now provide nurses and the rest of Waterbury Hospital’s staff with the applications, data, printing and personalized settings that they need to operate at an efficient pace.

BENEFIT
Through the implementation of RES ONE Workspace, Waterbury Hospital has addressed complex workflow challenges by improving interoperability challenges, slow login script execution and technical challenges with prescription printing. Today, the organization’s more than 2,000 employees are able to focus on their core mission, taking care of patients.

Additional benefits of RES ONE Workspace for Waterbury Hospital clinicians include:
- Fast access to clinical applications and content to meet challenging workflow operations
- Ability to login anywhere and at any time with access to their personalized desktop and user-settings
- Reduction in time spent logging into the Citrix XenApp environment

Additional benefits of RES ONE Workspace for Waterbury Hospital’s IT team include:
- A central workspace management console for administration
- Ability to assign permissions and access to data staff should not have access to inside or outside of the hospital
- Application and workspace usage reporting
- Seamless integration of locally running and virtualized applications
- Elimination of complex login scripts

FUTURE PLANS
With many productivity challenges addressed in Waterbury Hospital’s IT environment, Adamo and his colleagues have now spearheaded an initiative to migrate current workstations to Windows 7.

This upgrade will further enhance productivity for hospital staff while also providing an optimal user experience that will ultimately impact patient care.

Adamo notes that RES will provide critical support for these hybrid model plans, as its solutions will allow for seamless migration to Windows 7 that will not interrupt the clinician IT experience.

“The sheer volume of patient care that we provide at Waterbury Hospital makes it critical that all IT systems are functioning at a high level to increase productivity and, as a result, provide optimal patient care,” said George Adamo. “By implementing RES ONE Workspace, we have recognized real true benefits and have experienced great value from providing our staff with a faster and more reliable work experience that caters to each user’s specific requirements and settings, while also helping the hospital operate more efficiently.”

ABOUT RES
RES creates, automates and secures digital workspaces to improve the experience and productivity of the workforce while lowering IT costs. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios, across physical, virtual and cloud environments. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. For more information, visit www.res.com, contact your preferred RES partner, or follow updates on Twitter @ressoftware.