



## Leading Regional Hospital Improves Healthcare with Faster Access to Patient Data

### Overview

**Country or Region:** United States  
**Industry:** Healthcare-Hospitals

### Customer Profile

Located in Valencia, California, Henry Mayo Newhall Hospital is a leading regional hospital and trauma center.

### Business Situation

Henry Mayo Newhall Hospital wanted to speed adoption of its electronic medical record (EMR) system by simplifying access to data through multiple devices.

### Solution

The hospital implemented a HealthCast single-sign-on system based on Microsoft technology that connects mobile devices as well as thin clients running Windows Embedded with back-end infrastructure.

### Benefits

- Enables data access from multiple devices including tablets, smartphones, and thin clients
- Cuts login time by 95 percent—from two minutes to six seconds—which provides more time for patient care
- Improves manageability including reducing password-related support calls by 70 percent and device imaging time by 83 percent

*"We're seeing an increase in the use of mobile devices. With an intelligent system anchored by Microsoft technology, people can use multiple types of devices and still have the same user experience and quick, secure access to patient information."*

*Paul Jriyasetapong, Project Manager, Henry Mayo Newhall Hospital*

Henry Mayo Newhall Hospital, a leading regional healthcare provider, wanted to speed adoption of its electronic medical record (EMR) system by providing better access to data through multiple devices. The hospital implemented an intelligent single-sign-on system from HealthCast based on Microsoft technology that connects mobile devices as well as thin clients running Windows Embedded with back-end infrastructure powered by Windows Server, Microsoft SQL Server, and Active Directory Domain Services. With the solution's single-sign-on capability, clinicians can automatically log in to multiple applications without entering passwords, which cuts sign-in time for users from about two minutes to six seconds. By improving access to data and usability, doctors have more time available for patients. The hospital's IT processes have become easier to manage, and with the HealthCast single-sign-on solution, password retrieval help-desk calls have dropped by 70 percent.

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*Adnan Hamid, Director of Information Services at Henry Mayo Newhall Hospital*

## Situation

Located in Valencia, California, Henry Mayo Newhall Hospital is a 238-bed community hospital and trauma center that offers a wide range of services, including neurosurgery, pulmonology, and geriatrics. On the Hospitals and Health Network list for the 2013 Most Wired Hospitals, Henry Mayo has a reputation for adopting technology to improve patient care and access to information.

In 2006, Henry Mayo decided to implement MEDITECH, an electronic medical record (EMR) platform that integrates its own modules. In addition, the hospital wanted to improve access to other clinical and communication applications such as picture archiving and communication systems (PACS), radiology speech recognition software, physician web portal, and email. However, doctors and other healthcare staff faced the challenge of entering a separate set of credentials for each application and made frequent help-desk calls to retrieve

forgotten passwords. Physicians also wanted to use their own mobile devices to access applications and data from any location—whether inside the hospital or on the go.

“Access to patient information was a priority,” says Adnan Hamid, Director of Information Services at Henry Mayo Newhall Hospital. “We can build a great system, but if we can’t provide an easy path to data then we’re facing a barrier for adoption.”

Henry Mayo wanted a single-sign-on solution that would improve access to data and speed adoption of its EMR system.

## Solution

In 2009, Henry implemented a single-sign-on solution from Microsoft partner HealthCast that connects mobile devices as well as thin clients running the Windows Embedded operating system to a back-end infrastructure powered by the Windows Server operating system, Microsoft SQL Server software, and Active Directory Domain Services. The solution builds on existing server infrastructure and takes advantage of devices doctors were already using such as laptops, tablets, and smartphones.

A longtime user of Microsoft products, Henry Mayo believed that the platform would improve access to data by providing optimal connectivity with disparate systems along with better usability. In addition, the hospital was impressed with the HealthCast solution’s enhanced security features.

Instead of trying to remember different passwords and user names, doctors sign in once a day through the HealthCast eXactACCESS interface with an ID card that also doubles as a proximity badge. Then for





Secure access via mobile devices

*“Before, it could take two minutes to open all the applications. But with a HealthCast solution anchored by Microsoft technology, it takes approximately 15 seconds to log in when doctors start their shift, and then just 6 seconds for each session after that.”*

*Adnan Hamid, Director of IT Services, Henry Mayo Newhall Hospital*

the rest of the day, they can simply “tap” their badge at any thin client in the hospital to immediately gain access to the MEDITECH system and other integrated applications that the clinician is authorized to use. Clinicians can tap out to automatically secure the session and prevent unauthorized access to patient information. They can then go to any other client device in the hospital and tap in or securely tap over another clinician’s session to regain access to their same session.

And with single sign-on, doctors can securely connect to the MEDITECH system from virtually any device, including their own smartphones or tablets. They can review and change prescriptions or check patient records from any location as well. “The single-sign-on solution from HealthCast and Microsoft has really streamlined access to patient records,” says Dr. Lawrence Leiter at Henry Mayo Newhall Hospital. “I can just tap out of one device in a nursing unit and tap back into another within seconds. I don’t need to remember a lot of passwords, and I can access and update records from anywhere—including my office or home—with a smartphone or tablet.”

The solution is highly-scalable and flexible as well as accessible. Henry Mayo installed 175 thin clients throughout the hospital. The hospital can install and connect new devices quickly to the virtualized environment running on Windows Server, and integrating new, specialized applications is easy as well.

### Benefits

By using HealthCast and Microsoft technology to connect multiple devices with EMR information in a streamlined, centralized solution, Henry Mayo is gaining better access to data, enhancing patient

care, saving time, and improving IT manageability.

### Gains Better Access to Data with Improved Usability

Implementing an enhanced EMR system was an important step for Henry Mayo. However, before the hospital could take advantage of the system’s capabilities, it needed to improve usability. “The thin-client, single-sign-on solution from HealthCast and Microsoft has really set the stage for user adoption of our EMR system,” says Hamid. “By providing clinicians with a system that’s secure and accessible, we have deployed a workflow solution that enables clinicians to take better care of patients.”

The standardized desktop delivered in a virtual environment also improves flexibility. In addition to using the thin clients, doctors can log in using their own tablets or smartphones from locations both inside and outside the hospital. “We’re seeing an increase in the use of mobile devices,” says Paul Jriyasetapong, Project Manager at Henry Mayo Newhall Memorial Hospital. “With an intelligent system anchored by Microsoft technology, people can use multiple types of devices and still have the same user experience and quick, secure access to patient information.

Henry Mayo is currently integrating new clinical decision support tools with the solution, so that physicians will have more information available at their fingertips. “Clinicians want as much relevant information pushed to them as possible so that they can make the best decisions,” says Hamid. “By using HealthCast and Microsoft technology to simplify access to data, they won’t have to do a lot of research—the information will be presented to them when they need it.”

## For More Information

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For more information about HealthCast products and services, call (208) 327-8878 or visit the website at:

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For more information about Henry Mayo Newhall Hospital products and services, call (661) 253-8000 or visit the website at:

[www.henrymayo.com](http://www.henrymayo.com)

## Cuts Login Time from Two Minutes to Six Seconds

The improved workflow is obvious in the time it now takes to sign in to mission-critical clinical applications. "Before, it could take two minutes to open all the applications," says Hamid. "But with a HealthCast solution anchored by Microsoft technology, it takes approximately 15 seconds to log in when doctors start their shift, and then just 6 seconds for each session after that. As a result, they have more time available to spend with patients."

## Improves Manageability and Reduces Help-Desk Calls by 70 Percent

Henry Mayo is also improving manageability as well as maximizing its technology investment with a thin-client solution. For example, the hospital can install a standard image on a thin client within 20 minutes, when in the past it could take up to two hours to configure a PC. In addition, the Windows Embedded devices are replaced less frequently than conventional desktops and consume less energy as well.

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- HealthCast