

# Simplified Clinical Workstations

Lessons from a Large HA Implementation  
Wednesday June 3

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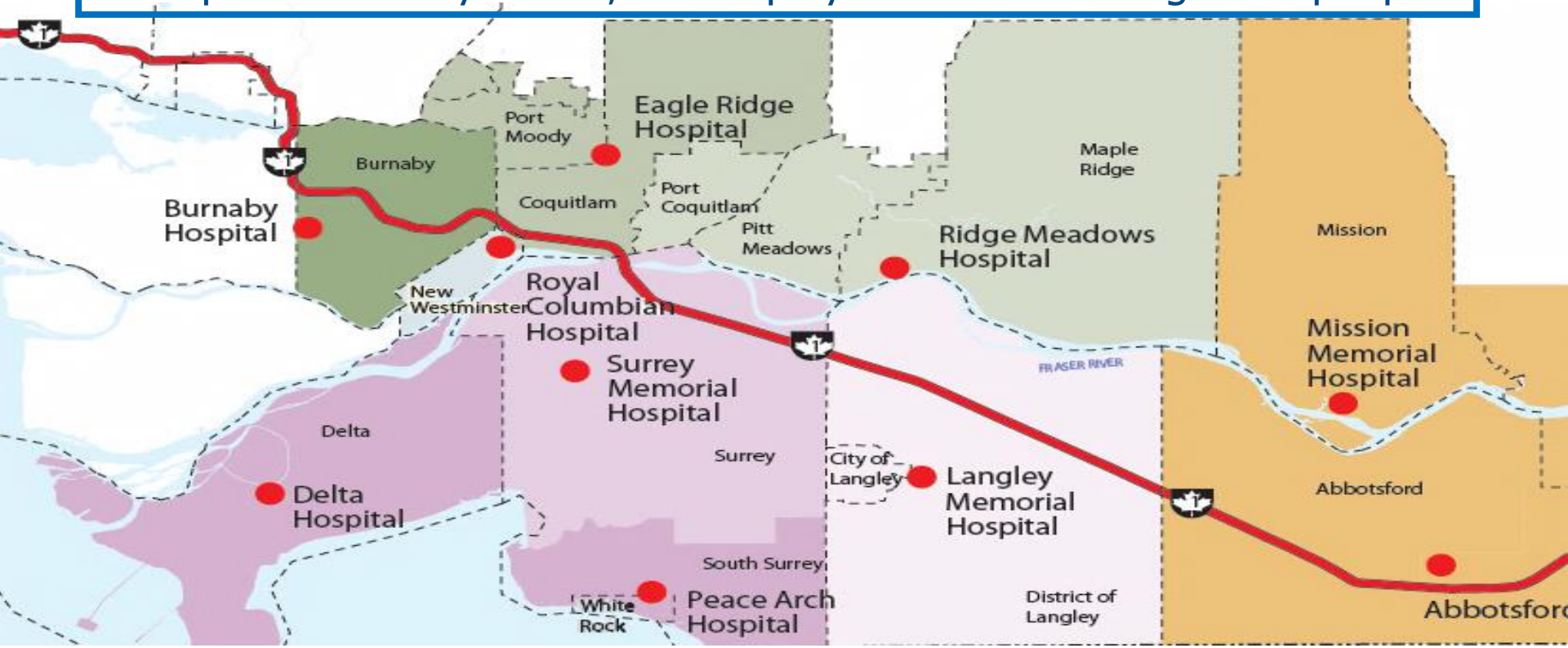


# Fraser Health Authority

12 Hospitals  
1 Outpatient Facility

\$3.3b Operating Budget  
22,000 Employees

7,760 beds  
Serving 1.7m people



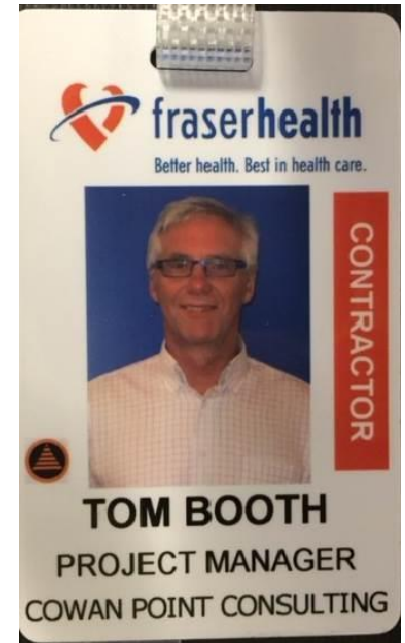
# Business Objectives

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- Facilitate movement towards Electronic Medical Records
  - Facilitate workstations in patient rooms
  - Reduce generic UserIDs and practices of 'borrowing' logged in PC sessions
  - Reduce security and privacy risks from PC sessions that are left open
- Reduce desktop operating costs

# Thin Clients and Smart Cards

- Leveraged opportunity from \$500m Surrey Memorial Hospital Redevelopment
- Implemented 500 HP thin clients
- Microsoft RDS servers
- 4000 new Gemalto/HID PhotoID cards



# Key Challenges

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- Overcome IT preferences to make it about the technology
- Help users adapt to the change
  - Smart cards and thin clients are a big change
  - Significant additional change from the new building
- Meet fixed timeline of P3 construction project

# Key Results

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- Delivered a positive user experience
  - Users connect to a roaming session with 4 digit PIN
  - Access time reduced to less than 5 seconds
  - Sessions automatically close when card is removed
- New workflows that are more patient centric
- Potential for 40% reduction in support costs

# Lessons Learned

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- Extensive user engagement is key
  - Regular onsite visits during development and implementation
  - Focus on committed physicians and management as a conduit to other users
- Monthly health check report increased confidence
- Thin clients have significant impact on support

# Questions?