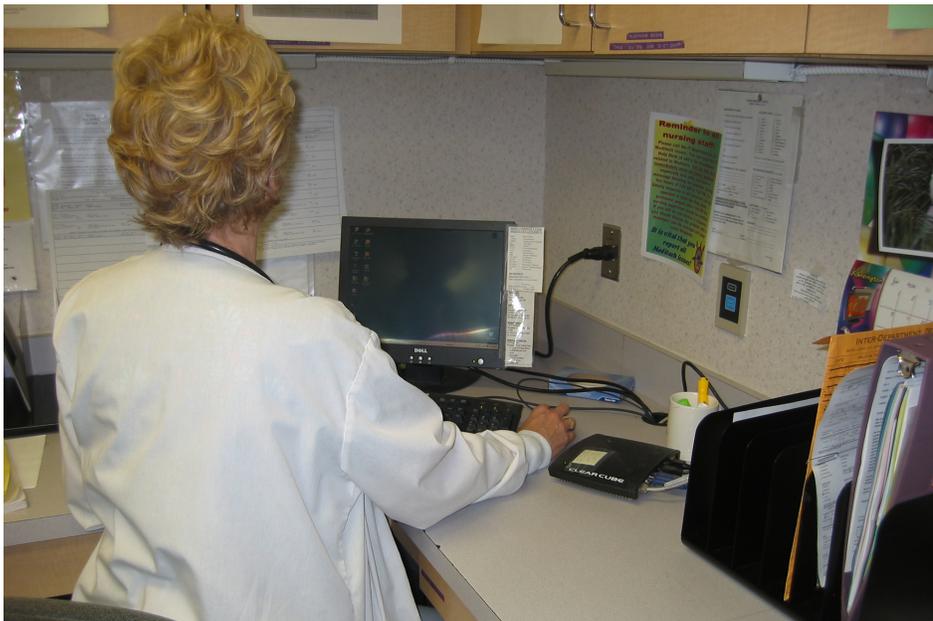


Civista Medical Center

ClearCube PC Blades Used to Support New Hospital Information System



Olivia Perkins, RN from 1 North (Post Surgical Unit) (IMG 1067) with ClearCube User Port

Although the medical center had previously utilized traditional box PCs, the IT staff wanted to deploy a system that would allow remote asset management. “The hospital is a 24/7 operation, but my IT staff is only on site for twelve hours,” says Minghella. “Any time there was an IT emergency after hours, someone would have to rush up to the hospital to fix it.”

Another reason the medical center did not want to purchase additional box PCs was due to the machines’ large space requirements. “Our building infrastructure is over thirty years old, so we don’t have a lot of desk or counter space,” says Minghella. “The computers usually end up sharing space with other clinical devices.”

OVERVIEW

► The Challenge

Outfit a 24/7, space-limited hospital with additional user access devices in order to accommodate the increased functionality of a new hospital information system and in-house business office

► The Solution

Replace box PCs in the nurses’ stations, lab and radiology departments, emergency room and business office with the ClearCube solution

► The Benefit

A small-footprint, remotely manageable IT system that increases computing speed and decreases user downtime and space requirements

Civista Health is a regional, not-for-profit, integrated health system serving southern Maryland. Belonging to this system is Civista Medical Center, an acute care hospital with 117 beds and over 800 employees. The medical center offers emergency care, intensive and coronary care, respiratory care, surgical services, rehabilitation services, a birthing center, vascular and interventional services, as well as radiology, laboratory, and outpatient infusion services.

The Challenge

After installing a new hospital information system and bringing its business office in-house, Civista Medical Center had an urgent need to install more user access devices. “The new system added increased functionality for many areas of the hospital, and we didn’t have enough access devices to accommodate all the users,” says Linda Minghella, Director of IT.

“The ClearCube solution is a great product for healthcare. It’s thin, it’s fast, and the staff loves it.”

**— Linda Minghella,
Director of IT
Civista Medical Center**

The Solution

After considering its computing system options, Civista Medical Center chose to deploy the ClearCube solution in its nurses’ stations, lab and radiology departments, emergency room and business office. “We’re always on the look-out for new technology, and we were intrigued by the ClearCube concept,” says Minghella. “Once the opportunity arose to install new devices in the hospital, we thought the solution would be a good fit.”

The ClearCube solution removes the PC from the user work area, condenses it into an Intel®-based PC Blade form-factor, and rack-mounts it in a centralized data center. All that remains at the user's work area are the peripherals (monitor, keyboard, mouse) and a small connection device called a ClearCube User Port that supports cable, fiber or Ethernet connectivity. Each PC Blade can support up to four end users and can be remotely managed utilizing the ClearCube Management Suite (CMS), a powerful suite of software management tools.

"We considered a Citrix environment, but we didn't want to risk the downtime," says Minghella. "If we brought in a Citrix solution and it went down, forty users would lose their workstations. But if something should ever happen to the ClearCube solution, only four users would be affected. Plus we could quickly reallocate those four users to another Blade."

The Benefit

The first benefit Civista realized from the ClearCube solution was an improvement in asset management and maintenance. Whereas previously the hospital's IT staff would have to physically enter the user's work area to perform PC maintenance and repairs, the ClearCube solution now enables the technicians to manage the deployment remotely. If a failure should

ever occur, an IT administrator can reallocate the affected doctors or nurses to a spare PC Blade within minutes. "I'd say the top problem the solution has helped solve is downtime," says Minghella. "The turnaround for switching users is great."

Utilizing the web browser-based CMS, IT personnel can even manage the deployment from home. "My team likes the functionality that lets them plug into the system remotely and switch a user over to a spare Blade without going to the hospital in the middle of the night. It's also a big help with overtime costs," says Minghella.

In addition to providing the hospital with 99.9% availability, the ClearCube solution now enables the IT staff to install software, upgrade BIOS and re-image the PC Blades without ever entering the ER, labs, etc. Even if the administrators have to physically touch every PC Blade for memory upgrades or hard drive replacements, they can do so directly in the data center without disrupting medical procedures or displacing medical personnel.

Civista has also noticed an increase in the system's speed. "The users love how fast it is," says Minghella. "Our data center communicates with gigabit throughput, and we're only sending out screen shots. This makes the system very fast, which in a clinical setting is crucial."

An additional benefit of the new ClearCube deployment is more desk space. Since all the PC Blades are housed in a remote data center, doctors and nurses no longer have to struggle with cluttered work areas. "The flat panel monitor and ClearCube User Port are perfect for the space we have. Now the medical staff has plenty of room to work," says Minghella.

Civista Medical Center is looking at expanding its current deployment and possibly even integrating the ClearCube solution with its mobile carts. "We currently have laptops on the carts, but we'd like to use the ClearCube solution when it comes time to replace them," says Minghella. "We definitely want to add on to what we currently have."



Kelly Revis, Technical Support Specialist (IMG 1066) in the centralized data center