# Brodstone Memorial Hospital Case Study

## The IP Pathways Advantage

As part of a "client first" approach, IP Pathways' invests a lot of energy in providing a strategy to implement a solution to meet our customers' needs. At IP Pathways, it's not just training, project planning, and implementation that are important, but also supporting the customer after deployment.

> " Experience is everything. We felt comfortable working with IP Pathways because of their proven track record when it comes to successful deployments of Imprivata and VMware View. "
>
> Tim Hiatt, Director of Network Administration
> Brodstone Memorial Hospital

## Brodstone IT Challenge

Brodstone Memorial Hospital is a small nonprofit critical access hospital located in Superior, Nebraska—a community with a population of 2,000. The hospital has continued to grow and prosper and provides healthcare services to South Central Nebraska and North Central Kansas.

Steady growth, led Brodstone Memorial Hospital to search for a method to enhance the rollout of their Electronic Health Record solution. Their existing system was lacking portability and scalability. They wanted to access records at a patient's bedside or in the exam room, and they were aiming to reduce login times. They were also looking to improve overall patient safety and care.

## Technology

- NetApp Storage
- VMware View
- VMware vSphere
- Imprivata OneSign Single Sign-On
- Dell Zero Clients

## Quick Facts

**Company:**
Brodstone Memorial Hospital

**Focus:**
Nonprofit Acute Care Hospital

**Location:** Superior, Nebraska

**Number of Facilities:** 5

**Integration:**
VMware, vSphere, VMware View for VDI, Single Sign-On

**Areas using IP Pathways Systems:**
ER, Pharmacy, all areas of Patient Care, and all areas within the clinics, including exam rooms

## Solution

Brodstone partnered with IP Pathways and utilized VMware for both server and desktop virtualization, which allowed them to simplify the process required for a successful EHR adoption. Tim Hiatt, Director of Network Administration at Brodstone Memorial Hospital, stated, "The VDI solution implemented by IP Pathways has made the day-to-day administration of hundreds of desktops in our facility more manageable for our limited staff."

The project's initial phase involved server virtualization utilizing VMware vSphere, NetApp storage, and Cisco switching. This was followed by a desktop virtualization strategy using VMware View, and a single sign-on initiative using Imprivata to enhance workflows for patient care providers.

Adding Imprivata's tap-and-go functionality has dramatically cut down on login times, enabling our providers to increase patient volume safely and effectively," stated Hiatt. This improved the adoption rate and proficiency of staff in managing patient data and interactions with the EHR.

Our virtualization solution also allowed for greater levels of data encapsulation. This was key in promoting a disaster recovery initiative that was attestable in nature. Because of the stringent requirements of HIPAA HITECH, disaster recovery and continuity of patient records was imperative. VMware and NetApp allowed for the replication and recovery of all critical systems.

"The solution is only as good as the engineers who deploy it. IP Pathways' expertise and knowledge surrounding VDI has made all the difference at our facility, compared to those who have had less-than-successful experiences tackling desktop virtualization," Hiatt stated.

## Results
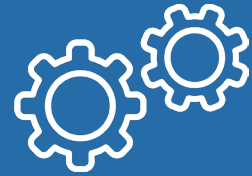
### Simplified Management

Adding a VDI solution simplified the day-to-day administration of hundreds of desktops in our facility.

### Reduced Login Times

Leveraging Imprivata's tap-and-go technology, providers were able to access their desktop with the touch of a badge. They could also securely and quickly disconnect sessions.