

The HIMSS logo consists of the letters 'HIMSS' in a white, sans-serif font. The letter 'i' is lowercase and has a dot above it. The letters 'H', 'M', 'S', and 'S' are uppercase.

Central & Southern Ohio *Chapter*

A horizontal banner image with a blue background. It features a cyclist in a blue and red jersey and a yellow helmet on the left. In the center, there is a bridge at night with lights reflecting on water. On the right, there is a classical building with a dome and columns. The text 'transforming healthcare through IT™' is written in white at the bottom right of the banner.

transforming healthcare through IT™

# End User Devices Selection, Configuration, and Management

*By Andrew Fournier*  
*Help Desk Supervisor*  
*MedCentral Health System*

# Background Information



# Introduction

# MedCentral Health System



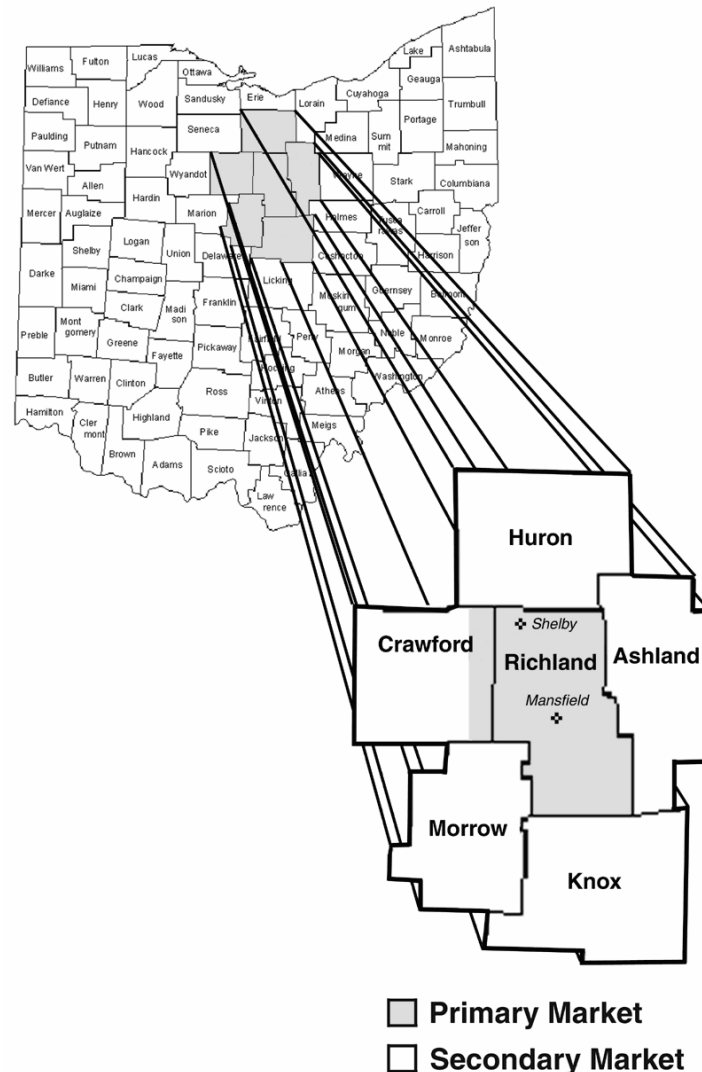
- Largest medical community between Cleveland and Columbus
  - 2,652 employees
  - 351 beds
  - 250 physicians
- 2 Hospitals, College of Nursing, Health & Fitness Center, PainCare clinic, Home Health Care & Hospice, 3 outreach labs, urgent care center



# MedCentral Health System



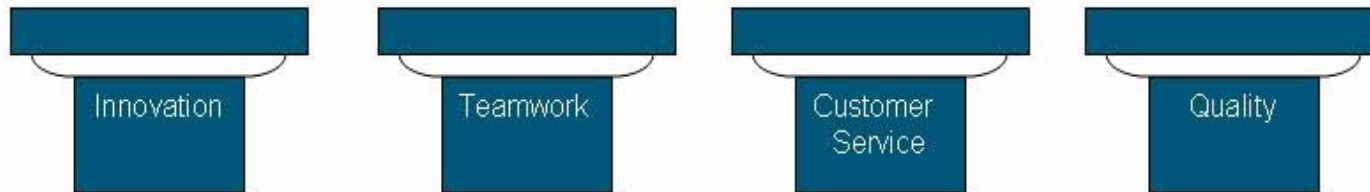
- MCHS' service area covers a wide geographic area of north central Ohio, including Richland, Crawford Ashland, Huron, Morrow and Knox counties.
- The markets are subdivided into Primary, Secondary Markets, as defined below:
  - Primary: Richland County and portions of Crawford County
  - Secondary: Ashland, Huron, Morrow and Knox counties





## MedCentral Brand Pillars

Positioning: Expert Care Close to Home



We continually strive to develop and work with the latest processes available in every department.

We work together to provide our patients the best, most reliable care possible.

We are committed to the individual needs of every patient.

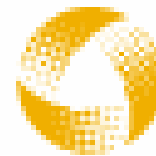
We want to be known for excellence in all that we do.



- Three-year, \$30 million project centered around IT/IS
- Project scope included the replacement of the HIS, Laboratory, Radiology, and Pharmacy systems
- At the time, it was the largest project ever undertaken by the health system
- Required the refresh of 750 desktop PCs, deployment of over 150 wireless laptops and PCs on carts, and over 30 tablet PCs
- Went “live” with Patient Information, Lab, Rad, and Pharmacy systems in November of 2004
- Went “live” with Patient Registration and Patient Billing systems in Aug. 2006

1550 PCs

13 Remote Sites



altiris®

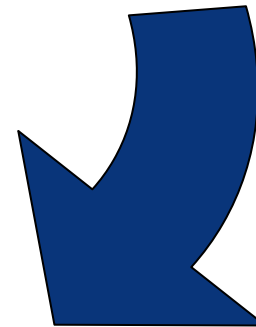
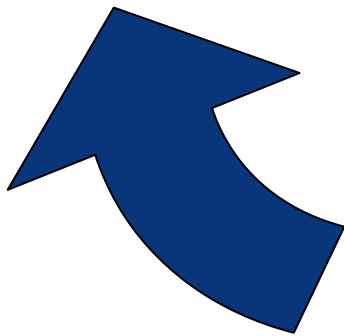
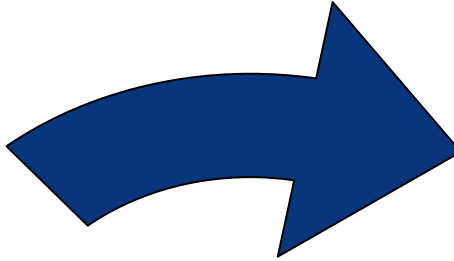
# Presentation Overview



**Selection**

**Configuration**

**Management**



## Why develop a selection process?

- To avoid unhappy customers (Customer Service Pillar)
- To provide the best quality device possible (Quality Pillar)
- To provide a device capable of handling the tasks required (Innovation Pillar)
- To integrate the device seamlessly into workflow (Teamwork Pillar)

## Physician Tablets

- Purchased 10 Tablet PCs for physicians to use during their rounds
- After 3 months they had stopped using them completely
- 3 main complaints: screen size, battery life, signing out process





## Broken Pillars

- Unhappy customers (Customer Service Pillar)
- Short battery life (Quality Pillar)
- Screen resolution too small for some applications (Innovation Pillar)
- Signing out process inhibited workflow (Teamwork Pillar)

## Know the Audience

- Different users will have different needs
- Identify expectations and requirements
- Get them involved



## Know the Environment

- Identify required functionality
- Identify regulatory or security requirements
- Identify potential “hazards”



## Know the Role of the Device

- Identify expectations
- Determine specifications
- Assess impact



## Know your staff

- Involve the staff responsible for support
- Identify support obstacles and correct them



## Know your processes

- Assess the impact on standard processes
- Determine if new processes will be required



## Know the Vendor

- Rely on past experience
- Remember the details



# Configuration Process



- What software does every device need to have on it?
  - Anti-Virus
  - Adobe Reader 7
  - Microsoft Office Viewers
  - Altiris Agent
  - XP SP2 and current critical updates
  
- What software does this device need to have on it?
  - Specific applications (i.e. Office)
  - Wireless utilities for laptops
  - Other specialized applications

**Load OS, Service Packs, and Updates**



**Load Required Software**



**QA Process**



**Take Base Image**

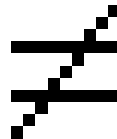
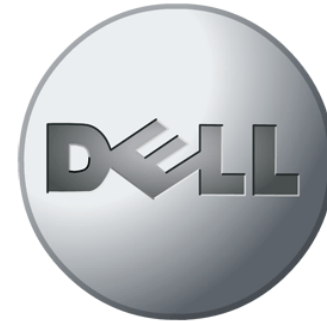


**Test Image**

# Configuration Process



- Images created on one hardware platform will not work on another.
- Images created on desktops will not work on laptops



## The Solution: A “Gold” Image

One image of a PC that can be deployed to multiple hardware platforms without causing a failure

- Changes can be made to 1 image and then captured
- Greatly reduces labor involved as well as human error



# Configuration Process

- What else does the device need to properly be used for its purpose?
  - Peripherals
  - Security measures
  - Other accessories





# How?

# Management Process



- In March of 2005, the purchase of a Client Management System was approved.
  
- In June 2005, Altiris' Client Management Suite went "live"
  
- Examples of ROI:
  - Reduced workstation deployment by 75% (4+ hours to 1)
  - Reduced Help Desk calls related to deployment of replacement workstations
  - Reduced the overhead of software installations
  - Saved over 160 hours in labor on mass deployments of software and updates

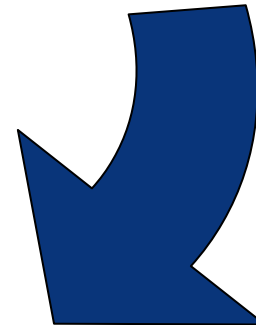
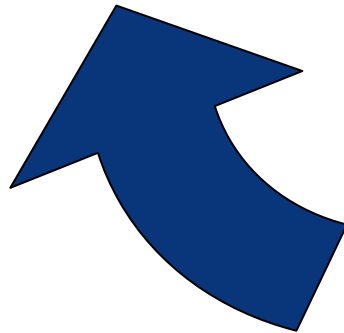
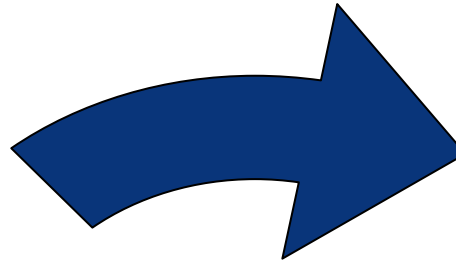
# The Big Picture



**Selection**

**Configuration**

**Management**



# Q&A