THE FUTURE OF WORK IN HEALTHCARE

Guidance for reinventing the way you work in healthcare

Escalating healthcare demands are changing the way organizations operate, urging them to uncover faster and more effective ways to collaborate, access critical information, and administer care.

Healthcare teams now face mounting pressure to treat novel infectious diseases and deliver personalized care to a rising number of patients. These patients require more doctor visits, complex treatments, and medications as well as the use of specialized equipment and personal devices which produce troves of medical data.

Mobile work forces are on the rise and quickly exceeding the capabilities of traditional infrastructure. Outdated technologies lack the performance, agility, flexibility, and security necessary to support remote patients and healthcare teams. This is a major obstacle for organizations that rely on secure data access to unlock medical insight and fuel scientific discoveries. Healthcare organizations must create a new type of environment to reinvent the way they work.

The best practices outlined will act as guiding principles to address key challenges, create a transformation plan, select the right solutions, and support the organization through the process. This will enable secure, fast, resilient applications everywhere, expanding the reach of today's healthcare teams and providing patients with safer, more immediate care, when and how they need it.

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GUIDING PRINCIPLE 1

UNDERSTAND WHERE YOU ARE AND WHERE YOU ARE GOING

BUSINESS CHALLENGE

Assessing the changes and requirements needed to reinvent how healthcare organizations work is critical to address today's and tomorrow's challenges.

Reinventing how healthcare organizations work, collaborate, and administer care requires a clear understanding of where you are today and where you need to go.

- **Understand how changes in the work environment can benefit your organization and people:** Remote and mobile work capabilities can provide benefits to both employers and employees. Employees benefit by working from where they want to be without the need to be located in a specific location. Employers benefit by creating a more flexible, agile environment that is productive and centralized.

- **Evaluate how your workflows can improve outcomes from different perspectives:** Mapping workflows from three perspectives including caregivers, patients, and IT will identify the unique workloads, resources, and support needed to improve medical outcomes and enhance clinical and patient experiences.

- **Determine how to transform your infrastructure technology:** Performing an assessment is key for strategic business — IT alignment, operational process adequacy, systems and software configuration, and compliance mandates. Assessments of your IT environments are essential to your operational and financial success. HPE Pointnext Services can provide deep technical knowledge and innovation to support healthcare organizations as they transition.

CHECKLIST

✓ Conduct a comprehensive assessment of your workplace strategy to gain a clear understanding of where you are, where you need to go, and what your options are

✓ Perform a full business risk assessment to model the impact of workplace disruption—known or unforeseen—on business performance

✓ Assess the skills and culture of your organization; ensure your technology strategy supports the culture and people profile you want going forward

EXPECTED RESULTS

- Clearly defined goals for accelerating transformation and achieving a successful new workplace model
- Productivity enablement for your employees regardless of location
- Alignment of transformation and desired culture
- Contingency plans in the event of escalating demand

GUIDING PRINCIPLE 2

DEVELOP A PLAN TO ACCELERATE TRANSFORMATION

BUSINESS CHALLENGE

Healthcare demands have accelerated the need to transform the workplace. Determining how on-site and remote facilities will be structured and used is key to success.

The expansion of healthcare coupled with explosive data volumes is driving the need for transformation. With greater demand comes greater costs and consumption of IT and resources. Outdated technologies lack the ability to provide secure access to applications and data from a variety of remote desktops and devices for streamlining collaboration between numerous locations — from physicians' offices, hospitals, and emergency rooms to hospice, research centers, and patients. The changes needed can be significant as well as how they are managed. Modernizing healthcare from the ground up for simplifying and enhancing operations while reducing costs should be considered.

- **Facility optimization:** Apply a transformational approach to your on-site facilities and remote locations. Review your use cases, workflows, and resources needed to meet and achieve critical requirements and desired outcomes such as collaboration, productivity, heightened experience along with lowering management and support costs.

- **As-a-service models:** This approach offers the flexibility of cloud with the control, security, and reliability found in on-premises data centers. It allows organizations to pay for IT resources and capacity as they use it and when they need it. This leads to a reduction or even elimination of IT capital expenses and operations costs. IT resources can be expanded quickly based on needs, and IT operations are simplified. You have control over your costs, enhanced security, and increased visibility with flexible and consolidated analytics.

Vendors offering as-a-service solutions need extensive experience and wide-ranging capabilities to get it right. They must offer robust choices of technology; expertise in solutions; strong financing; global, enterprise-grade support; and advanced infrastructure management capabilities. HPE GreenLake is a market-leading IT-as-a-service offering that brings the cloud experience to your on-premises infrastructure. It can also apply to edge and network infrastructure. HPE GreenLake offers VDI-as-a-service, a pay-per-use model with security and control of on-premises IT.

CHECKLIST

✓ Prioritize potential initiatives to accelerate workplace transformation efforts

✓ Build business cases for capital expense projects that demonstrate why a project is needed and what the benefits of the project will be when it is finalized

✓ Use prioritization and business cases to inform funding trade-offs

EXPECTED RESULTS

- Optimizing on-site facilities results in more efficient operations and management which can free up budget for transformation efforts

- Deployment of as-a-service solutions lowers capital expenses and IT operations costs

- Pay-as-you-grow scalability delivers the resources you need when you need them

GUIDING PRINCIPLE 3

PROVIDE SEAMLESS ACCESS EVERYWHERE

BUSINESS CHALLENGE

Providing a cost-effective on-site and remote work environment that is safe and secure, leveraging virtual technologies to make faster and more informed healthcare decisions.

Expanding mobility has changed healthcare delivery. Medical teams increasingly want to leverage mobile technologies they use in their personal lives.

The challenge is to have seamless secure access to medical data, which is crucial to enable heightened clinical experiences and most important, to improve patient care.

Healthcare organizations know that accessibility can mean the difference between patients getting a quick diagnosis and receiving the correct treatment or becoming a statistic. To achieve better results, patients must have faster and more effective ways to reach caregivers, share critical health information, and receive the support they need and whenever and wherever it is required.

Virtual technologies are transforming the way healthcare works, removing the constraints of traditional infrastructure to support an increasingly mobile and remote workforce.

By implementing a virtual environment, caregivers can utilize applications and data to remotely streamline collaboration between disparate locations extending the reach of today's caregivers and maximizing their productivity.

Virtual desktop infrastructure (VDI) is the cornerstone of virtual environments. VDI offers secure and reliable access on remote devices, so caregivers can work within and between facilities. It transfers an image of the data to the remote device, bringing information to the fingertips of caregivers, while patients' personal health information (PHI) remains safely in the data center. Because caregivers aren't carrying confidential data on a device that could be lost or tampered with, they have peace of mind to operate and care for patients wherever they are. As a result, caregivers gain real-time insight into medical data, so critical decisions can be made instantly.

HPE offers a broad portfolio of technologies, expert services, and a rich partner ecosystem to help organizations meet escalating industry requirements for transforming healthcare.

CHECKLIST

✓ Build a platform for modern healthcare productivity needs

✓ Determine the viability of connectivity across user types

✓ Implement strong measures to protect IT infrastructure and safeguard confidentiality

EXPECTED RESULTS

- Boosted efficiency by providing secure quick access to applications and data where and when caregivers need it to enable well informed decisions about patient treatment

- Simplified collaboration for enabling clinical, administrative, and operational mobility for rapid communication

- Strengthened security, reducing risk by keeping patient healthcare information in the data center

- Cost savings by slashing device, management, and support costs

GUIDING PRINCIPLE 4

PUT PATIENT EXPERIENCE AT THE CENTER

BUSINESS CHALLENGE

Redefining the caregiver and patient experience to ensure the highest quality care, heightened productivity, lower costs, and improved business agility.

The right technologies will enable fast, resilient applications everywhere expanding the reach of today's healthcare teams and supporting patients with safer, more immediate care when and how they need it. Advancements in VDI are taking healthcare delivery to new heights by putting patients first.

The ideal solution is not based on the number of healthcare workers it can support, but on the types of healthcare workers. VDI enables productivity with seamless secure access for a diversity of workers and their unique workloads.

Understanding work roles is a critical step to defining the optimal work model. Work roles typically fall into categories such as:

- **Task workers –** Physicians, nurses, and staff with functions for office and specialized tasks such as telemedicine, database entry, market research, and client-server and browser-based applications

- **Knowledge workers –** Clinical, finance, customer service, and IT teams with specialized functions such as office automation, unified communications, remote learning, collaborative groups, and large-scale electronic health records (EHR)

- **Power users –** Medical and scientific researchers in management teams with graphic and data-intensive workloads

HPE and AMD are revolutionizing healthcare with the breakthrough VDI technologies that combined robust HPE servers built on industry-leading AMD CPUs to maximize productivity, drive operational efficiency, and help protect and mobilize a growing network of patients and healthcare teams.

HPE ProLiant AMD-based servers offer advanced security features and versatility, establishing a resilient platform for virtualized healthcare. Powered by the latest generation of AMD EPYC™ processors, these systems support a broad range of healthcare activities including daily tasks, like logging patient health histories or accessing EHRs to the most demanding imaging and diagnostic workloads. These powerful solutions support growth by enabling more virtual machines per server and can consolidate workloads onto fewer servers to reduce the cost of deployment. AMD Secure Encrypted Virtualization encrypts data even while in use across remote and mobile devices. AMD Infinity Guard delivers a leadership set of modern security features that help decrease potential attack surfaces as software is booted and executed, and processes critical data without requiring application changes.

CHECKLIST

✓ Understand what healthcare teams and the principal drivers of putting the patients first

✓ Document the critical work roles across your organization and build a plan to define the optimal work model

✓ Evaluate VDI technologies based on delivering higher levels of performance, security, cost efficiency, and flexibility for driving outcomes in clinical productivity, patient care, and business agility

EXPECTED RESULTS

- Empowered employees — A network of connected devices anywhere, anytime, any device.

- Increased caregiver and patient experience and satisfaction

- Ability to transition to evidence-based medicine and expansion of precision medicine

- Reduced IT costs through more efficient operations

GUIDING PRINCIPLE 5

DRIVE CULTURAL TRANSFORMATION

BUSINESS CHALLENGE

Choosing the right approach and support for initiating change to ensure a positive cultural transformation.

It's not merely about supporting your organization's culture. It's about this moment to accelerate your culture for moving your business forward. Organizations should identify changes that have already delivered positive results with the goal of expanding new ways of doing things. Leveraging momentum and improving outcomes are immediate steps to a potentially new organizational culture. The ultimate outcome is a shift to a new model that drives innovation and breakthrough performance, and sometimes even leading to new ways of doing business.

Evaluate recent changes in the culture of your organization—how people collaborate, share knowledge, and stay productive. This may be a great opportunity to listen to employee preferences. Be bold in reimagining how work can become more flexible while maintaining your focus on wellness and innovation.

In response to the demands of this new environment, we recommend that you determine how these changes will impact your staff and the resources they need to be productive and grow their skills. This may require a redesign of job roles and training in new tools and technologies.

Key areas to consider:

- **Culture and people:** Ensure that your organizational culture reflects your desired business outcomes. Communication is key. Explain the change and why the organization is making it and what is expected of people as they adjust to a new environment. Key leaders need to understand and promote the change, taking the message to their teams and peers. An effective communication program is a driving factor in employee motivation and positive change. People need to know where to find information on new technologies and processes, how to acquire the right skills, and how to get access to available resources.

- **IT organizational transformation:** Analyze the organization to determine how it should be restructured in the new operating model. Identify the skills and competencies that will be necessary in current and new organizational roles. Ensure that new technologies deliver value to the business. HR, operations, and IT departments should work together to build the foundation to reinvent the workplace. Success does not depend on just the technology foundation. It depends on how you maintain culture and performance using that foundation.

- **Knowledge and skills:** Make sure that all of the people involved have the right knowledge and skills at the right point in time. Perform a skills gap analysis to determine training requirements and build a training plan to meet your staff's needs. Enable them to be productive by providing new capabilities when they need them.

Do not be afraid to take bold approaches to drive a new way of working. The ability to collaborate, connect, and maintain a culture of innovation is crucial regardless of where your employees are physically. This bold vision will enable you to create a more inclusive, flexible, and modern way of working.

CHECKLIST

✓ Assess recent changes in the culture of your organization: how people collaborate, share knowledge, and stay productive

✓ Ensure that HR, operations, and IT departments work together to build the foundation for reinventing the workplace

✓ Invest in organizational development programs to shift the culture in order to support new ways of working

✓ Identify any skills gaps to define training requirements and build a training plan

EXPECTED RESULTS

• Buy-in from key leaders in the organization, who understand and embrace transformation and promote it within the organization

• Increased IT team productivity with new technology, tools, and processes

• Accelerated adoption and enhanced productivity as employees can acquire and an act on the skills they need, when they need them
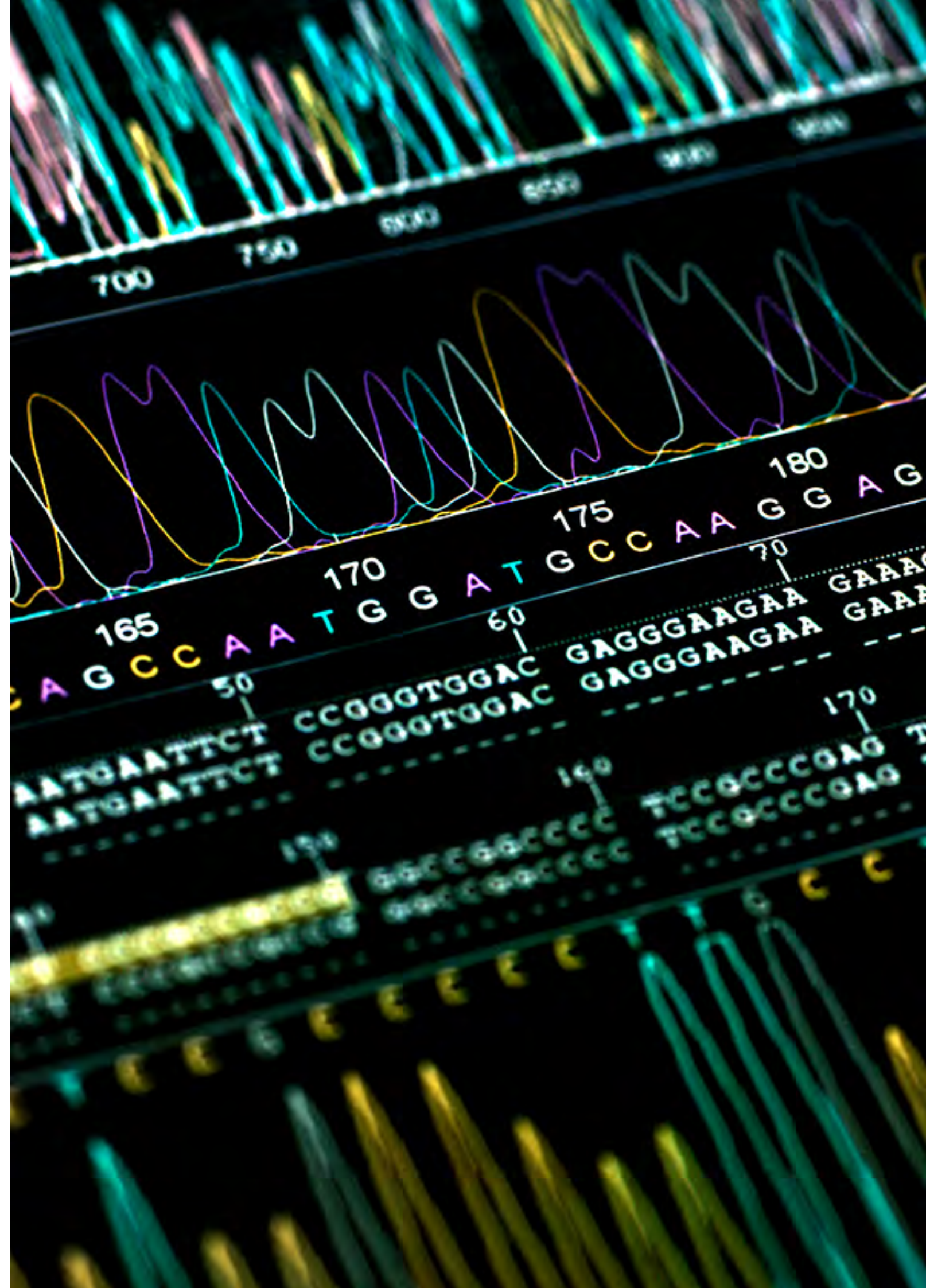
CONCLUSION

The new wave of healthcare is powered by virtualization. The latest virtual technologies are designed to modernize the healthcare operations from the ground up.

HPE and AMD are empowering organizations to capitalize on this trend, delivering the right technologies to harness the full power of medical data and caregiving. Organizations can build their ideal solutions with extreme compute power and the world's highest-performing CPUs. Now transformation that once took years can happen in a matter of months.

Let HPE reinvent the way you work in healthcare.

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