nexthink

5 Healthcare IT Trends in Action

How 5 Health Systems Flipped the Script on Their IT Strategies to Provide Better Service at a Lower Cost

Introduction

If you work in healthcare IT, you're no stranger to stress. You've got a suite of systems in place to monitor infrastructure, systems, and compliance, and yet, **two out of every three issues aren't reported**, leaving your teams blind to the full technology picture. Without comprehensive data, you only fix the issues that cause the most noise, or constantly chase down elusive root causes. And at the end of the day, your medical staff and your IT teams are frustrated.

At the same time, you're experiencing constant pressure to provide a better experience; as well as pressure to reduce costs, eliminate issues, and mitigate risk. Do you have all the data you need to meet these challenges head on? Are you ready to optimize your approach and offer a technology experience to medical staff that enhances the quality of care?

We combined knowledge from our healthcare industry experts, research from some of the finest analysts in the field, and stories from our very own healthcare customers to help you understand what trends are driving the evolution of healthcare IT right now, and what strategies you can implement to meet these challenges head on.

Table of Contents

Employee Retention Remains a Central Focus

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According to the NSI National RN Staffing Report, the average cost of turnover for a bedside RN is $40,038. Each percent change in RN turnover costs or saves the average hospital $270,800 per year. Add to that staffing shortages and a dwindling talent pool, and it's no surprise that hospitals and health systems are focused on employee retention.

This creates both a mandate and an opportunity for healthcare IT.

Doctors and nurses must rely on technology to get through their day. And with long hours and frustrated patients, the slightest technical disruption can lead to rising stress for medical staff and lower quality care for patients.

If IT can find and eliminate technology issues before they are reported, and/or accelerate the time to resolution, they can significantly reduce daily stress for medical staff, giving them more reasons to stay.

600+
HOURS SAVED

💬 CUSTOMER STORY

Large US Health System Saves 600 Productivity Hours for Doctors & Nurses

THE PROBLEM

This health system was facing a serious technical issue with their printing process. Each time the printer failed to print, the doctor or nurse requesting the printing job had to embark on the same tedious and painful process:

1. Because clinicians didn't have admin rights, IT would remote control into the device.
2. All applications on the device were shut down, often over 20 applications.
3. Only then could the print spooler be restarted.
4. The clinician relaunched every single critical application.

This entire process took over 20 minutes of time from doctors and nurses, and the service desk saw hundreds of these tickets at a time.

Clearly, this issue represented a significant frustration for their staff.

THE APPROACH

To fix the issue, they integrated end-to-end visibility data into their L1 service desk checklist. Then, they were able to automate a print spooler remediation that could run in the background, eliminating the need for the tedious process of remote control and device restarts.

✅ THE RESULT

Over one year, the service desk team calculated that this automation was able to **save over 600 hours** of doctor and nurse time. This represented a major reduction in stressful interruptions, and created a better environment for positive patient interactions.

Telehealth Usage Still Above Pre-Pandemic Levels

Telehealth use exploded during the pandemic and remains high with continued support from Medicare.

Research from Cigna shows 58% of Americans say they are comfortable with virtual consultations replacing in-person visits, especially if virtual visits are more convenient (47%), decrease the patient's costs (44%), allow for free virtual follow-ups (37%), or enable long-distance care when the patient is away from home (35%).

For IT, this creates increased pressure to provide a seamless technology experience. An application crash or other issue disrupts the entire patient encounter.

Monitoring application performance can tell you how the software is performing generally, but it doesn't give you the complete picture. End-to-end visibility across the entire IT landscape is vital for IT teams to provide a frictionless telehealth experience for medical staff and patients.

90%
CRASH REDUCTION
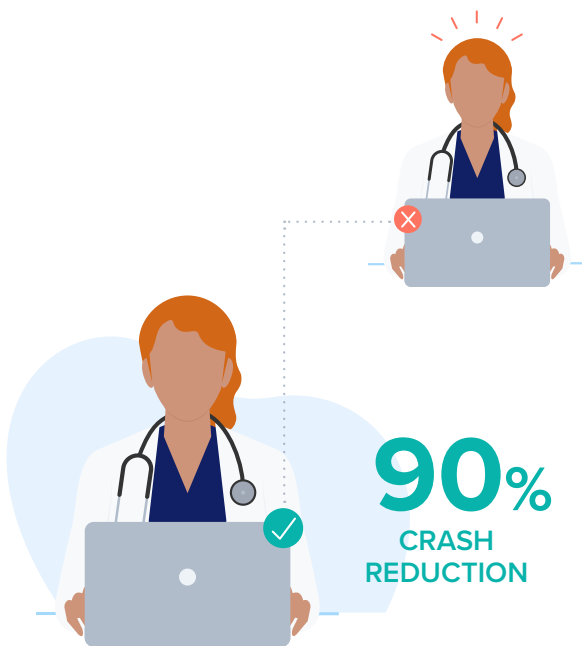
💬 CUSTOMER STORY

Large Health System Finally Identifies Root Cause of athenaNet Issue & Reduces Critical Application Crashes by 90%

THE PROBLEM

One large health system customer was having problems with their EHR system: athenaNet. The application was slow, and the IT team received an overwhelming number of tickets from both doctors and nurses, indicating that this application failure was impacting quality of care. Yet the EUC and Network teams reported nothing wrong in their systems.

For seven months, the team could not resolve the issue nor identify the root cause.

THE APPROACH

Then, they implemented a Digital Employee Experience (DEX) solution. The tool quickly showed that too much traffic was flowing through a single proxy server. To solve this, the team undertook significant architectural updates to the proxy servers, which ultimately resolved not only the athenaNet issue, but many other application issues as well.

The application team immediately pushed a file configuration to the affected device. Faulty connections were immediately corrected and application performance improved greatly — making life easier for doctors and patients alike.

Coming off of the back of their success with the athenaNet issue, this same health system decided to utilize custom dashboards to proactively monitor their top 10 mission critical applications. Among the identified applications were McKesson, MedHost, Office, Caradigm SSO, McAfee, and Dragon Dictation.

✅ THE RESULT

The IT Team identified the common root causes for application crashes on these applications and created automations to resolve the issue. Within one year, they'd **reduced critical application crashes by 90%**.

Automation Enables New Efficiencies

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One practice that has been on the rise for several years and shows no sign of slowing is automation. According to Gartner research, through the year 2024, enhancements in analytics and automatic remediation capabilities will refocus 30% of IT operations efforts, from support to continuous engineering.

Automation has tremendous potential within health-care IT, especially for compliance.

In an increasingly complex digital healthcare environment, the need to monitor and proactively resolve compliance issues at scale is essential. And while other tools may cover most security and compliance concerns, data privacy and HIPAA compliance can be more difficult to track without the ability to monitor and remediate activity on all endpoints.

The right end-to-end visibility tools with intelligent automations can monitor your environment for common vulnerabilities, helping to mitigate risk and improve experience.

💬 CUSTOMER STORY

Large Southern Healthcare Institution Reinforces HIPAA Compliance

THE PROBLEM

HIPAA is top of mind for all healthcare institutions. But without visibility into endpoint performance, a device or application could be out of compliance without IT's awareness. If these vulnerabilities were to appear during an audit, it could cost millions.

This institution knew that a breach of their data privacy could result in catastrophic fines and damage to their reputation. With that in mind, they wanted to take a proactive approach to risk mitigation to ensure their excellent track record of compliance went unchanged.

THE APPROACH

As a first step, the hospital implemented a DEX platform that could provide detailed telemetry data from every endpoint in their ecosystem. Then they configured several HIPAA compliance monitoring and remote actions to ensure HIPAA compliance, including monitoring for devices with password complexity disabled, users with admin rights on devices, devices not rebooted in 30 days, or devices without screen saver security. Their DEX platform was configured to monitor noncompliance and push remote fixes to bring devices or applications back into compliance swiftly, without negatively impacting the experience of medical staff using the device.

8000
HOURS SAVED

✅ THE RESULT

Over the course of one year, they executed over 50k automated remediations, resulting in a **savings of around 8000 human hours**, and risk mitigation in millions of dollars.

Purse Strings Continue to Tighten

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Doing more with less is not a new concept to the healthcare industry. As Healthcare Finance reports, recruiting costs are up 20%, supply chain issues and inflation add pressure, and revenue streams are less predictable as people delay less critical care. With all these factors at play, it's no surprise that hospitals are feeling the need to reduce costs.

How can IT teams improve resiliency and contribute to cost reduction efforts?

IT is often seen as a cost-center. But that doesn't need to be the case. If you flip the script on your traditional approaches to asset management and factor in employee usage as well as cost, IT can find innovative ways to become a center for cost-reduction. With a tool in place that allows you to combine detailed endpoint telemetry with employee sentiment and usage data, your IT department can make intelligent strategic decisions that reduce costs without impacting staff productivity or efficiency.

330k
SAVED PER YEAR

💬 CUSTOMER STORY

Hospital Network Saves $330k on Software Licenses

THE PROBLEM

This large hospital network in the United States owned 15k Java licenses, amounting to $500k total value. But when the call came to reduce spend, they needed to understand where they could cut costs without negatively impacting their staff productivity. They wanted to take a new approach, one that factored in employee usage data. Without usage data, they had no visibility into how necessary the licenses were.

THE APPROACH

They used their DEX platform to get a holistic view of telemetry data from every endpoint in their ecosystem that currently had the Java application installed. Then, they layered usage data onto this view, to understand which licenses were actually in use, and which were sitting dormant. Finally, they pushed out a popup notification that gave staff the opportunity to inform IT whether or not they needed the application.

Through this process, they were able to see that 11k licenses were not in use.

✅ **THE RESULT**

They were able to remove or reallocate licenses according to needs identified by employees and usage data. By doing this, they were able to **save $330k per year**.

White Glove VIP Support

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This is a trend that we're hearing from our customers at Nexthink: the demand for IT to provide white glove support to VIP users. These users are incredibly busy, and every distraction or disruption to their day costs the organization both time and money. And yet with resources already strapped, is there a way that IT departments can provide this extra level of support without additional staff?

By dedicating resources to proactive monitoring of these VIP user's devices and experiences, IT teams can play a significant role in eliminating downtime for executives. This in turn ensures technology doesn't get in the way of critical leadership decision making and business outcomes.
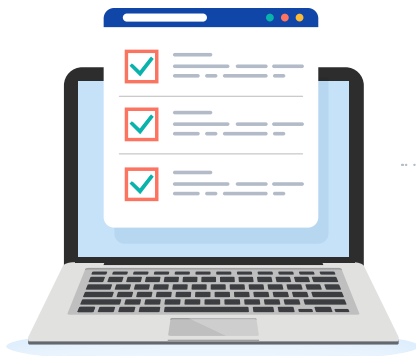
CUSTOMER STORY

Hospital Takes Personalized Approach to VIP Support

THE PROBLEM

This hospital understood the importance of providing white glove VIP support. And yet, lacking endpoint telemetry data, their IT team was blind to the day-to-day experience of these executives and their experience with technology. The IT team operated in a reactive state. They'd answer VIP tickets as swiftly as possible, but these issues still caused unacceptable disruptions for these VIP users. The IT team wanted to take a new, proactive approach to ensuring seamless VIP support.

THE APPROACH

This hospital made VIP support a priority in their DEX platform rollout. They tagged every VIP user within the environment and created a custom dashboard to proactively monitor the experience that these users had with technology throughout their day.

✓ THE RESULT

Over a short time period, their DEX platform raised hundreds of proactive tickets for these VIP users, identifying and resolving issues before the user even noticed an issue had occurred. This eliminated wasted time for these VIP users and raised the profile of IT for leadership.

Flip the Script to More Seamless, Personalized, and Cost-Efficient Healthcare IT

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We hope you've found these trends in action helpful, and that you're inspired to find new ways to tackle the hurdles that you and your organization are facing. IT departments truly can be the heroes of the day: reducing stress, improving compliance, and finding new and innovative ways to cut costs and improve efficiency. You just need to be ready to flip the script.

Reach out today to learn more about how Nexthink can help you provide a better digital experience, so that your medical staff can provide a better healthcare experience.

See Nexthink in Action. Request Demo.
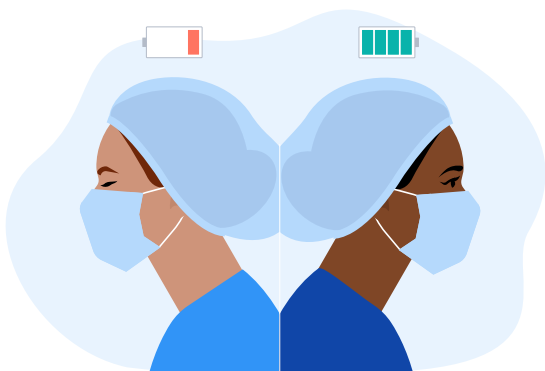
ABOUT NEXTHINK

Nexthink is the global leader in Digital Employee Experience management. The company's products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nexthink helps IT teams meet the needs of the modern digital workplace.

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Want to learn more about how Nexthink can help you improve employee experience?