

VDI and Clinical Workflows

Integrating Virtualized Desktops into the Choreographed Dance of Healthcare



The successful transition from personal computers (PCs) to a Virtualized Desktop Infrastructure (VDI) within a healthcare setting requires a collaborative focus on how People, Processes, Information, and Technology intersect and interact within the Model of Care. Without this understanding, VDI technology can quickly become the monument that is perceived as disrupting the choreographed delivery of patient care, and hence, not fully adopted within clinical workflows, or pulled out in the threat of jeopardizing patient care. But, when deployed in partnership with key clinical and operation stakeholders, VDI can truly transform clinical care.

When marketing the concept of VDI to clinical and operational stakeholders it is imperative to define the value through the voice of your customers. While the technology is important, the message must focus beyond the technology and more on how it is going to benefit the end-users in doing their jobs and delivering patient care. True transformation requires stakeholders to be engaged and have a vested ownership in redesigning workflows to accommodate the change, and where possible, IT a willingness to make systematic changes to support workflows.

At Nectar, we believe that to be successful in achieving full adoption and interoperability of VDI into workflows, **you must first recognize the relationship between the technology and the human factor**. We don't redesign humans, we assess the relationship between humans, the technology, and the systems with which they interact. We focus on improving efficiency, ease of practice, productivity, and satisfaction with the goal of optimizing the technology within workflows while enabling improved clinical outcomes.

We believe that technology can transform healthcare but **going Beyond the Technology can transform a life**.

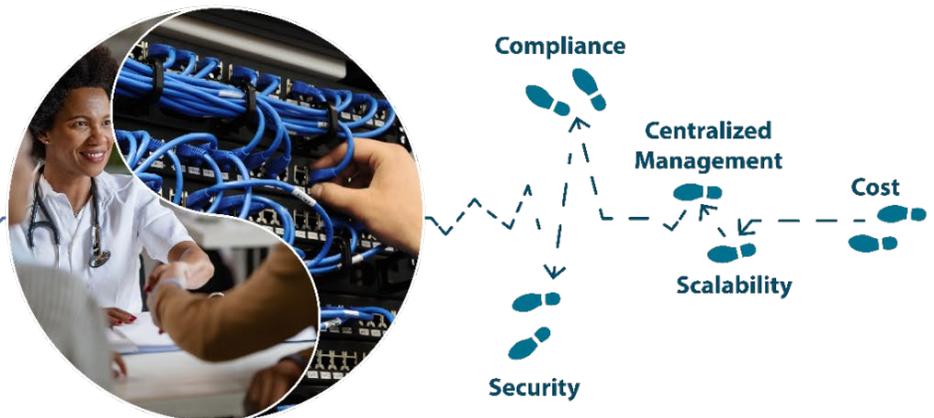
The Opportunity



People and Process



Technology and Information



An Integrated Approach for Organizing People, Process, Information and Technology

As members of the Pixel Health ecosystem, Nectar and VertitechIT have partnered to develop an integrated and symbiotic approach for organizing a strategic roadmap to the development, deployment, and adoption of VDI within a healthcare system.

While VertitechIT focuses on IT infrastructure, architecture, and system-wide interoperability required for the integration of the technology, Nectar is working in parallel to evaluate, engage and collaborate with the people, workflows and user requirements necessary to make the technology successful.

Within healthcare, we must recognize that no matter how fabulous the technology, if the care teams perceive the technology as a "tripping hazard" within their workflows, they will create work-arounds, impeding full adoption. Those detours are costly and render the perception that the technology is obtrusive or broken. With one integrated approach from Nectar and VertitechIT, we improve efficiency, creativity, productivity, outcomes, and job satisfaction, with the goal of optimizing the technology within workflows.

Six Principles for Integrating Technology into the Model of Care

Beyond the Technology Management (BTM) is an approach evolved and trademarked from being a part of the planning and deployment of technology initiatives in dozens of hospitals and hundreds of clinics. The six principles within BTM are the foundation for facilitating the engagement, assessment, and evaluation of current state workflows in preparation for future state technology, supporting interoperability of all elements of healthcare, prioritizing clinical workflow and health outcomes for patients.

