Guaranteeing Patient-Critical Electronic Health Record (EHR) Application Infrastructure Performance with VirtualWisdom4

Healthcare organizations rely on instant data access to make life-saving decisions. Patient record availability at all times is not just a regulatory requirement—it's critical to delivering quality care. Healthcare IT managers must maintain a highly available and high performance application infrastructure to run the clinical applications that support critical patient services.

Healthcare in Transition

Today's healthcare IT environment undergoes continual change resulting from the ongoing push towards virtualization, adoption of new technologies, explosive data growth and regulatory requirements. The transition from paper to digital patient documentation drastically increases the number of electronic health records (EHRs), driving the need for more efficient ways to store, manage and share them. While all this information is being created and stored, it must flow throughout the healthcare organization—and between stakeholders throughout multiple organizations—to ensure timely and quality care delivery. Healthcare applications are inherently data and I/O intensive. With limited visibility into storage area network (SAN) I/O performance, healthcare IT managers face significant challenges ensuring the performance and availability of clinical applications from leading providers including EPIC, Cerner, Siemens, GE and Mckesson. Whether retrieving critical patient data such as x-rays and scans, or collecting and integrating new data from traditional clinical sources such as diagnostic centers, labs, and pharmacy benefit management (PBM) organizations—a healthcare providers' ability to diagnose patients, deliver test results and prescribe treatment and medications is significantly impacted by poor EHR application response times caused by the supporting IT infrastructure.

WHY HEALTHCARE PROVIDERS CHOOSE VIRTUAL INSTRUMENTS

"Our IT team used to spend days—even weeks—trouble-shooting the root cause for outages which affected our users and made them uncomfortable with the availability of key applications. With VirtualWisdom in place we were able to be proactive and improve the performance and availability of our electronic health records applications and improve the service levels delivered to our care providers."

-Director, Infrastructure Management Group, National Healthcare Provider

- Proactively identify and address infrastructure problems before they impact clinical workflow.

- Eliminate the risk of unplanned outages and performance slow-downs when virtualizing patient-critical EHR systems.

- Improve healthcare application performance to ensure fast reliable access to medical records.

- Maintain, improve and prove SLA compliance, joint commission audits and HIPAA regulations.

- Optimize SAN, server and storage port utilization to avoid unnecessary purchases, and re-allocate 50% CapEx savings to fund strategic healthcare initiatives.

- Reduce trouble tickets by up to 80%, and re-allocate OpEx savings to patient care initiatives.

Proactively Monitor and Manage Healthcare Application Infrastructure

Comprehensive, real-time measurement of the entire application infrastructure enables healthcare IT performance teams to proactively manage their end-to-end systems, quickly identify root causes of issues, and detect emergent issues before they become problems that impact care delivery. This definitive level of visibility also helps teams optimize resource utilization and prevent unnecessary purchases. This in turn significantly reduces the amount of resources required to troubleshoot I/O problems and eliminate the risk associated with deploying clinical applications in virtualized environments.

Virtual Instruments' VirtualWisdom4 Infrastructure Performance Management (IPM) platform is the only real-time, end-to-end application infrastructure monitoring and optimization solution that helps improve application response times while reducing latency. This enables IT teams to drive the highest performance and availability at the optimal cost and lowest risk for their existing application infrastructures—helping to eliminate over-provisioning while at the same time eliminating risk. Through the definitive insights that VirtualWisdom4 delivers, teams are able to quickly and easily identify root causes for latency and bottlenecks, enhance clinical work flow, and ensure reliable and timely access to medical records for improved quality of care.

Comply with Healthcare Regulations

The VirtualWisdom4 IPM platform helps address the Health Insurance Portability and Accountability Act (HIPAA), Joint Commission, and European Union Data Directive requirements for business continuity. Visually intuitive dashboards and actionable analytics provide accurate details and definitive insights required by IT performance and service delivery teams—including summary reporting needed by management. These metrics and analytics also support regulatory compliance by validating adherence to external requirements as well as internal SLAs. VirtualWisdom's comprehensive real-time and historical reporting provide the management oversight needed to build strong foundations for service reliability.

Enable IT Efficiencies

A primary benefit of VirtualWisdom4 is the ability to proactively monitor the end-to-end application infrastructure in and unbiased manner. Teams can quickly and accurately troubleshoot technical issues, and minimize the number of help desk calls and trouble tickets by 80%. With fewer issues to deal with, IT performance teams can focus on their strategic initiatives and establish a highly reliable and HIPAA compliant application infrastructure. Operational expenditure (OpEx) savings can then be directed to patient care initiatives.

CapEx savings that VirtualWisdom4 monitoring capabilities enable, complement IT efficiencies and OpEx savings, which can both be re-allocated to clinical work flow enhancements that improve care provider services. By optimizing virtualization investments, IT performance teams are able to eliminate over-provisioning and reduce hardware costs by 50%. VirtualWisdom finds underutilized resources, enables load rebalancing, and alleviates the need to purchase servers, storage or switch ports that end up being underutilized.

Some healthcare organizations are considering cloud solutions as a way to lower IT costs and make critical data more accessible to patients and caregivers. The VirtualWisdom4 IPM platform can help accelerate and de-risk the move to private or hybrid cloud environments, enabling greater IT agility and predictable spend. Healthcare organizations looking at private cloud solutions will dramatically benefit from adding monitoring capabilities for tracking SLAs and meeting compliance requirements.

Improve Quality of Care

Many healthcare organizations are struggling to implement innovative technologies like EHR because of the high cost of deploying and maintaining highly virtualized and complex application infrastructures. This directly impacts quality of care and puts patient-critical systems at risk. VirtualWisdom4's ability to monitor, report, trend and diagnose performance and availability issues in a reliable and scalable way is essential for IT performance teams that need to guarantee reliability when it comes to clinical work flow and access to patient data in service of quality care delivery.

VIRTUAL INSTRUMENTS

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