

# TURN YOUR C-SUITE INTO YOUR A-TEAM

## OPERATION RAPIDROI

### Situation:

IT complexity is impeding the delivery of high-quality healthcare and puts patient data at risk.

### Objective:

Help your health system improve quality of care delivery in the face of flat budgets, increased regulation and unrelenting security challenges.

## FOR HEALTHCARE IT

### Your Mission:

Improve quality care with an A-Team for healthcare IT. Deliver easier access to IT services at lower cost, while protecting security and compliance.

### Use rapid ROI technology that enables:

- ✓ Role-based, context-aware information access
- ✓ Bring-your-own-device (BYOD) mobile compatibility
- ✓ Clinician workflow automation
- ✓ Virtualized clinical workspaces
- ✓ Follow-me printing
- ✓ Self-service IT

Your Mission Partner:  
RES Software



Code Name: "The Architect"



## CMIO

### CHIEF MEDICAL INFORMATION OFFICER

- Doctor by training
- Designs systems to manage medical information
- Brings technology to the healthcare staff
- Advocates for the strategic importance of better healthcare IT

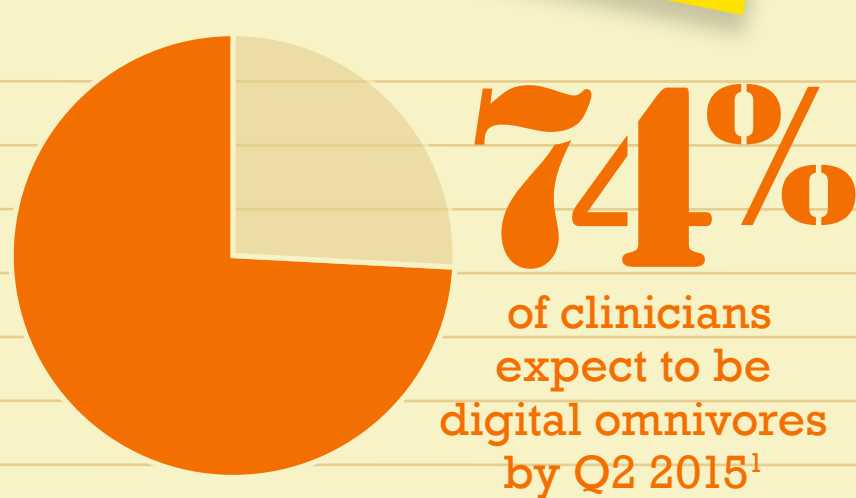
### RES Software helps with:

Context-aware information access that gives the right person the right information at the right time and place. Less time spent finding data or fixing IT-related issues means better patient/clinician engagement.

Managing the demands of a tech-savvy healthcare workforce

"Clinical Virtual Desktops featuring RES Workspace Manager provide a reliable and stable solution that gives hospital clinical staff the flexibility and productivity that is essential in the healthcare industry."

**Mary Buckley**, Vice President, Information Technology  
Chester County Hospital



(using PC, tablet, and mobile phone)

Code Name: "The Muscle"



## CISO

### CHIEF INFORMATION SECURITY OFFICER

- Control freak
- Manages access to patient health information & other information assets
- Need to balance security with performance
- BYOD keeps him up at night

### RES Software helps with:

Automated access based on roles, profiles and the context of the user, protecting IT systems from attack by internal or external hackers, viruses and malware.

Facing the security challenge

"Now that we've installed RES Workspace Manager we don't get viruses, and we can fix help desk requests without moving away from our computers. That's a beautiful thing."

**George Curtis**, Chief Information Officer  
Upson Regional Medical Center

Records breached in security incidents attributed to stolen and/or lost devices<sup>2</sup>

78%

Healthcare

15%

All industries

Code Name: "The Techie"



## CIO

### CHIEF INFORMATION OFFICER

- Understands the power and potential of IT
- Wields IT assets to improve the quality of patient care
- Drives efficiency with intelligent use of automation
- Vision constrained by budget realities

### RES Software helps:

IT cut costs on mundane tasks to fund innovation by affording fast, reliable and secure virtual workspace technology, along with self-service provisioning and support for workforce mobility.

Seeking value in virtual workspaces

"While our IT team is very happy with RES Software and its ease of use, our users see the true benefit. They have a workspace that works, without interruption. And in the end, that leads to better patient care."

**Viktor Wehser**, Chief Information Officer  
Klinikum Neubrandenburg



Code Name: "The Adult"



## CCO/CPO

### CHIEF COMPLIANCE/PRIVACY OFFICER

- Risk-averse by profession
- Has memorized the regs
- Likes automated solutions that track and ensure compliance
- Knows the compliance pitfalls of mergers and acquisitions

### RES Software helps with:

Context-aware functionality that supports follow-me printing and other automated controls to enforce information access policies across people, roles and locations.

Seeing room for improvement

"Because we are able to manage what a user is able to access based on a variety of context factors and audit their sessions, we've realized many compliance benefits."

**Mary Buckley**, Vice President, Information Technology  
Chester County Hospital



Code Name: "The People Person"



## COS/HR

### CHIEF OF STAFF FOR HUMAN RESOURCES

- Knows everybody
- Responsible for employee onboarding and offboarding
- Manages a rapidly growing workforce that's always in flux
- Plays a big role in ensuring employee satisfaction

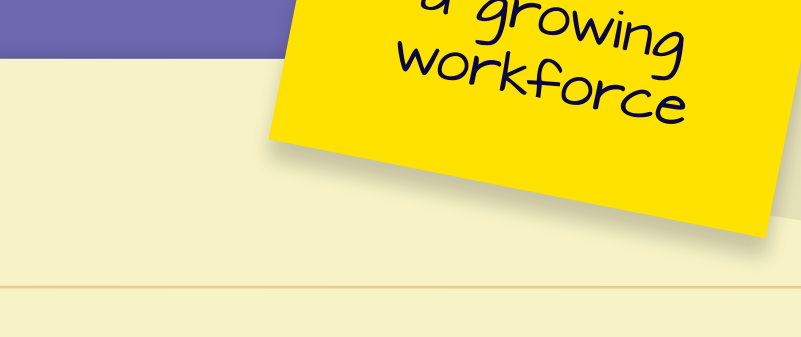
### RES Software helps with:

Technology that automates employee onboarding and offboarding, speeds login times, and controls access to patient data based on profile and role.

Meeting the needs of a growing workforce

"Throughout the hospital, clinicians are thrilled that they can log in to their workstations in only 15 seconds. Before we installed RES Workspace Manager it took two and a half minutes, which is critical time when patient care is on the line. When RES was deployed, you could hear the nurses cheering up and down the hall."

**George Curtis**, Chief Information Officer  
Upson Regional Medical Center



### RES SOFTWARE HELPS YOUR HEALTHCARE IT A-TEAM TO:

- ✓ Drive healthcare quality
- ✓ Optimize IT costs
- ✓ Ensure security and compliance
- ✓ Improve patient/clinician engagement
- ✓ Optimize use of facilities
- ✓ Streamline the discharge process, cut wait times and reduce length of stay

Visit us online at [www.ressoftware.com/healthcare](http://www.ressoftware.com/healthcare)  
Contact us at [www.ressoftware.com/contact](http://www.ressoftware.com/contact)



<sup>1</sup> [http://www.epocrates.com/oldsite/2014/MobileTrendsReport/MT14\\_WP\\_03.pdf](http://www.epocrates.com/oldsite/2014/MobileTrendsReport/MT14_WP_03.pdf)

<sup>2</sup> Forrester Research, Brief: Stolen And Lost Devices Are Putting Personal Healthcare Information At Risk, Chris Sherman and Heidi Shey, September 4, 2014.

<sup>3</sup> Imprivata 2014 Desktop Virtualization Trends in Healthcare Report, <http://pages.imprivata.com/rs/imprivata/images/Imprivata-2014-Desktop-Virtualization-Trends-in-Healthcare-Report.pdf>