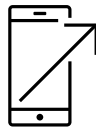




Promotes an employee-first culture, which improves care while providing work-life balance



Drives growth by supporting an increasingly remote workforce



Reduces login times by 138 percent, allowing more time with patients

St. John's Health Prioritizes Patient Care with Digital Workspace Solutions

Nestled at the base of the Grand Tetons near Yellowstone National Park, St. John's Health serves a diverse and dynamic patient population—not only the area's 27,000 residents, but 5 million visitors from around the world every year. As it handles everything from births to broken bones to palliative care, the hospital faces the challenge of delivering world-class patient care with small-town resources.

St. John's Health has risen to the challenge, adopting VMware Workspace ONE to put employees first—helping physicians, nurses and other staff spend more time working with patients and less time worrying about technology. Allowing staff to access critical applications and information from anywhere, the VMware solution helps the hospital improve patient outcomes while supporting a healthy work-life balance for caregivers.

Allowing caregivers to spend more time with patients

St. John's Health works hard to keep patients comfortable during their stay and discharge them as soon as possible. Physicians and nurses are central to this effort. The more efficiently they work, the more time they can spend bedside, resulting in a better patient experience.

In the past, however, legacy technology was disjointed and negatively affected the employee and patient experience. Nurses had to log in to as many as four legacy systems, and there were no workstations in patient rooms to update charts. Physicians and other caregivers lacked a single point of remote access entry to all applications.



Located in Jackson, Wyoming, St. John's Health is a regional medical system serving Teton County and surrounding counties with a team of 150 healthcare providers and 750 total staff. The facility admits approximately 1,900 patients, delivers 450 babies, performs 2,750 surgeries and handles 8,500 emergencies every year.

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“Technology shouldn’t be a barrier to care,” says Lance Spranger, CIO at St. John’s Health. “We needed to provide secure and convenient access to key systems, whether our employees are in the hospital itself or working remotely. By making sure our employees can work effectively and recharge on their days off, we can ultimately improve patient care.”

Remote access to applications is also crucial as the organization grows. With a limited pool of workers in Teton County to fill administrative roles such as billing, St. John’s Health increasingly hires remote staff from across the country. It needed a virtual desktop infrastructure (VDI) solution with the flexibility to support a diverse, geographically distributed workforce and the security to protect sensitive information.

Putting employees first with anytime, anywhere access to key healthcare systems

As St. John’s Health looked for a technology solution, the combination of Workspace ONE and VMware Horizon stood out as the clear winner. Spranger explains, “VMware Workspace ONE offers a one-stop secure gateway, allowing us to deliver applications remotely, on any device. This technology is crucial to our mission as a healthcare organization—helping us drive growth and truly enable our employees.”

Employees now have a single portal that allows them to access applications they need to do their jobs—everything from the Cerner electronic health record (EHR) system and medical imaging to scheduling, accounting and email. Physicians and nurses can move seamlessly from workstation to workstation as they visit patients across the hospital, logging on in seconds.

For users outside the facility, Workspace ONE uses two-factor authentication to prevent unauthorized access. That means providers can access all needed clinical information and coordinate care from tablets and laptops, taking advantage of more flexibility and free time.

Horizon makes it simple for the IT team to manage and deliver virtual desktops and applications remotely. Using VMware Dynamic Environment Manager™ and VMware App Volumes™, the IT team can create a single desktop image tailored to job functions, with predefined environmental settings and security policies. That makes a big difference for IT.

“If we have an urgent Microsoft Office update, for example, we no longer have to visit each workstation and potentially interrupt staff members as they’re working,” says Dan Bowen, systems engineer at St. John’s Health. “Using Horizon, we simply update the base image and roll it out, with no downtime.”

Providing world-class patient care with small-town resources

By adopting Workspace ONE with Horizon, St. John’s Health set the stage for an increasingly dynamic and remote workforce—one primed to deliver an excellent patient experience in a small resort-town setting.

“The majority of people that come to St. John’s Health are from metropolitan areas, whether that be San Francisco, New York, Phoenix or Dallas, and they expect the same level of care here that they receive at home,” says Spranger. “We can provide the same services as big-city hospitals, even at our size, because of the capabilities we have using VMware Workspace ONE.”

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LANCE SPRANGER
CIO, ST. JOHN’S HEALTH

Behind the scenes, the solution makes it easy for the IT team to support a diverse, always-on workforce. By centralizing endpoint management, Workspace ONE reduces the amount of time IT spends on software updates, patches, access control and security. It also streamlines the process of bringing remote employees on board, allowing the organization to grow smoothly.

The team continues to make improvements thanks to a valuable partnership with a VMware technical account manager (TAM). The TAM helped define the St. John’s Health strategic roadmap, taking the time to understand the organizational vision, mission and values, and pairing that with deep technological expertise to produce the best results possible.

"We would not be where we are today without the technical account manager services," Spranger says. "Our TAM recently helped reduce our VDI login times by 138 percent, allowing our staff to access patient data more quickly and focus on quality of care."



For physicians and nurses, less time dealing with technology means more time for patients while on duty—and more opportunity for rest and relaxation while off duty. That allows staff members to take full advantage of the outdoor activities that originally attracted them to the area.

"Working for the only hospital in the area, physicians have to be available whenever patients need us, even on our days off," says Dr. Marty Trot, ear, nose and throat (ENT) doctor and medical director at St. John's Health. "Because I can access charts on my tablet or laptop, I can manage patient care issues while enjoying time with my family, rather than having to drive to the hospital every time someone needs my input."

The VMware solution also helps improve coordination of care and communication with complex medical cases. With central records, providers can see the full picture in a patient's journey and have greater confidence in treating them effectively.

Looking ahead

As St. John's Health looks to the future, Workspace ONE and Horizon are slated to play an important role. The organization has migrated to Microsoft Windows 10 and completely decoupled applications from the operating system, using App Volumes to publish, manage and update them. And when the IT team adopts Microsoft Office 365, the VMware solution should make the transition quick and seamless.

In addition, St. John's Health has plans to integrate Workspace ONE with its VMware vSphere® environment and add VMware NSX® to virtualize its network. The move will form an important part of the hospital's security strategy as it grows.



Resort-town @stjohnshealth puts employees first with #VMware, so they can deliver world-class patient care to 27,000 residents and 5 million visitors every year.