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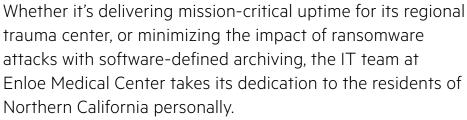
SAVING LIVES WITH PATIENT-CENTERED INNOVATION

Enloe Medical Center puts patients first through strategic partnerships

Whether it's delivering mission-critical uptime for its regional trauma center, or minimizing the impact of ransomware attacks with software-defined archiving, the IT team at Enloe Medical Center takes its dedication to the residents of Northern California personally.

"I live in this community. My children were born in this hospital," says Chris Webb, Director, Technology (Technical Infrastructure) for Enloe. "Every decision we make in IT takes into consideration how it will ultimately impact our patients."

Webb has first-hand experience with the unfortunate consequences of an IT failure in the hospital: "I brought my two-year-old son into the Emergency Department, and in the pre-screening room the first thing they do is print patient wristbands for us." But that day, the service wasn't working. The hospital staff were faced with additional work that directly impacted the treatment they could offer their patients. Webb recalls, "The situation slightly flustered the nurses because it took them out of their normal workflow and forced them into a downtime procedure of handwriting patient IDs."

Fortunately, producing the wristband labels was not directly life critical. But Enloe operates as a Level II trauma center, making any system downtime much more serious.

"An ambulance could arrive at any moment with a patient in cardiac arrest," Webb points out. "Doctors need systems like our cardiology application to be available so they can treat the patient. That's somebody's life at stake. IT is not here for the sake of IT—we're here for the sake of the patient."

Improving care, protecting data

In hopes of limiting future outages, hospital leadership began looking to improve resiliency and business continuity. First, Webb needed to improve the reliability of Enloe's virtual desktops, used by doctors and nurses multiple times daily. Virtual desktops enable

ENLOE
MEDICAL CENTER

INDUSTRY: HEALTHCARE

REGION: NORTHERN CALIFORNIA

VISION

Evolve care by freeing healthcare professionals to focus on patients instead of technology

STRATEGY

Engage innovation partners to leverage solutions that boost availability, proactivity, and data protection

OUTCOMES

- Enables successful system recovery after a ransomware attack
- Supports staff mobility and patient care with virtual "follow-me" desktops
- Boosts availability and performance of critical patient services

staff to view patient information, including files from the medical archive system, which houses CT or MRI scans, X-rays, and other radiology and cardiology images.

"Our medical archive system is key in delivering the highest level of patient-centered care. It stores patient-relevant data for anyone who has been treated at Enloe and stores the data for at least 20 years," Webb explains. "It's absolutely critical for diagnosing and treating those patients."

With operational support from HPE Pointnext Services and strategic input from partner Dasher Technologies, A Converge Company, Webb and his team moved the medical archive and backups for other applications, such as electronic medical records (EMR) onto a modern data platform built on HPE Apollo systems with iTernity software.

And it was a good thing they did. "When we got hit with ransomware, we had access to our EMR restored within 48–72 hours. None of that would have been possible without the help from our HPE Pointnext Services team and the pool of talent and resources we have from Dasher," Webb says. "They really saved our bacon."

Enloe now has a storage platform that not only supports the hospital's growing data requirements but also assures business continuity and allows staff to focus on their patients instead of technology. "The storage platform is critical to our virtual follow-me desktops. Those virtual desktops are continuously available and perform much better now. They allow our nurses and doctors to badge in and out of their desktops as they move from patient to patient, whether it's to access patient charts or order procedures and meds, without disruption to their normal workflow."

Small changes have a big impact on patient care

Keeping Enloe's digital platforms current with firmware and security updates directly impacts the operations of the hospital and the standard of care they can deliver. Webb explains, "We had a situation where every time a nurse or doctor badged out of their virtual desktop session, they got a blank screen when trying to get back in. Thousands of desktops were affected. It turned out to be a firmware revision that had not

been performed, and it was having a direct negative impact on our ability to provide patient care."

Webb relies on his HPE Pointnext Services team to track the status of all Enloe's devices and platforms, and perform any necessary updates when they are due. "The many different infrastructure components we run comprise our private cloud, which the entire hospital depends on to serve patients in our community. If we don't apply firmware and security patches regularly, we could start to see system issues that expose the business to potential risks. Without the extra service from HPE, I don't think we'd be doing firmware updates as regularly as we are now."

Digital experience accelerates technical support

For Webb, the HPE Pointnext Complete Care service team has become an extension of his own team. "Whatever I might need, whether its support for a technical issue or developing a technology road map, they engage the right resources to just get it done."

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Webb's team also has another resource available to them for support—the HPE Support Center, an automated customer engagement platform. Enloe was one of the first pilot customers for this new IT support experience from HPE Pointnext Services and Enloe systems engineer Gerry Bravo was among the first to try it out.

"The HPE digital experience is modern and intuitive to use," Bravo reports. "The new case management system and knowledge suggestions on the customer engagement platform are going to help us get to a resolution faster. We are excited about this platform and we look forward to the new capabilities coming in future releases."

Extra support allows for greater focus on innovation

Webb takes full advantage of the dedicated strategic and operational support available to him from HPE Pointnext Services. Webb remarks, "Meeting monthly with our HPE account support team, we've been able to plan critical system upgrades and overhauls

over the next one to three years based on the hospital's business priorities. This helps us manage our budget more efficiently, which is especially important as a non-profit."

Webb's team also benefits from the flexibility of HPE Training Credits. The team uses the credits as needed to help build the skills required to get the most out of their digital platforms. Having a well-trained staff combined with the expertise provided by the HPE Pointnext Services account support team now provides Webb and his team more time to focus on strategic planning and projects that help Enloe advance its mission of patient-centered care. "Because we're no longer spending time trying to figure out what firmware updates we need, we can be more innovative for the business," Webb says. "We now have the time to think proactively instead of constantly reacting."

Transforming what's possible

For example, Webb's team was able to research and implement a new voice

system for the hospital to improve communications and lower costs. They were also able to work with the business on a large strategic acquisition of another company that brings more advanced imaging capabilities to the hospital and its patients. Webb explains, "The radiologists wanted a specific application, so we had to understand the requirements and fine-tune our infrastructure to support the application. This acquisition was a major business decision and our ability to focus our resources was crucial to launching the new services on time."

Webb continues, "We have a great leadership team that stays in tune with what's needed in the community to keep people healthy. Our goal is to support the hospital's strategic initiatives in every way possible. Having the right products is essential, but more important are the people that stand behind those products. I feel as though our team from HPE Pointnext Services actually works for Enloe—they truly care and are engaged to help us make whatever project we're working on a success."

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