

Virtual Desktop Infrastructure Lessons Learned for a Successful Deployment

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About Annette Ballard

- CIO at Murray-Calloway County Hospital, in Murray, Kentucky.
- Worked with the MEDITECH environment since 2001
 - Hardin Memorial Hospital in Elizabethtown, KY
 - Vitalize Consulting/Jacobus Consulting
- Certified Professional in Health Information and Management Systems (CPHIMS)
- Certified HIPAA Privacy and Security Expert (CHPSE).



Murray-Calloway County Hospital

- Western Kentucky (County Population 37K)
- County/Community Owned Facility – Acute Care Hospital, Long-term Care Facility, 9 Physician Practices, Home Health and Cancer Care Center
- 140 In-Patient beds and 250 Skilled Nursing Beds
- 86,000+ patient visits per year
- 1000 Employees



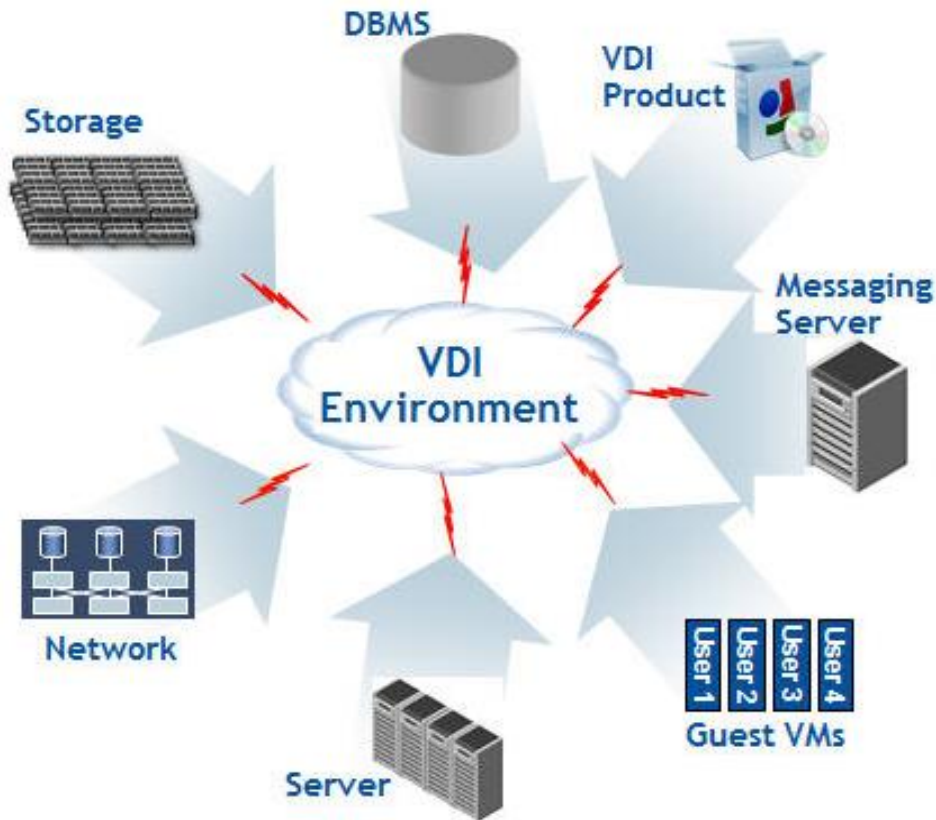
Murray Calloway-County Technology

- Completed Meaningful Use Stage 1 – Year 1 Payment Sept 2012 and Year 2 Payment Sept 2013
- Begin Stage 2 July 1, 2014
- WHY did we choose Cloud ?
 - Security & Risk Assessment - Revealed LOTS of GAPS ...
 - Meditech 5.66 (Stage 2 Certified) required a significant hardware upgrade price tag approx. 1M\$
 - The question became “Upgrade MCCH Infrastructure” or “Implement Cloud Solution”
- Implementation Experience?
 - The concept for the “community” and the “facility” was significant employees feared they would lose their jobs, and the community was concerned about the “whole” world was going to see their patient records



Agenda

- Printing/Scanning within VDI
- Performance
- Third Party Applications
- MEDITECH within VDI
- Session Handling



- **VDI: Trading a Configuration Management Challenge for a Performance Challenge**
- **VDI performance must be as good or better than that of a physical PC**

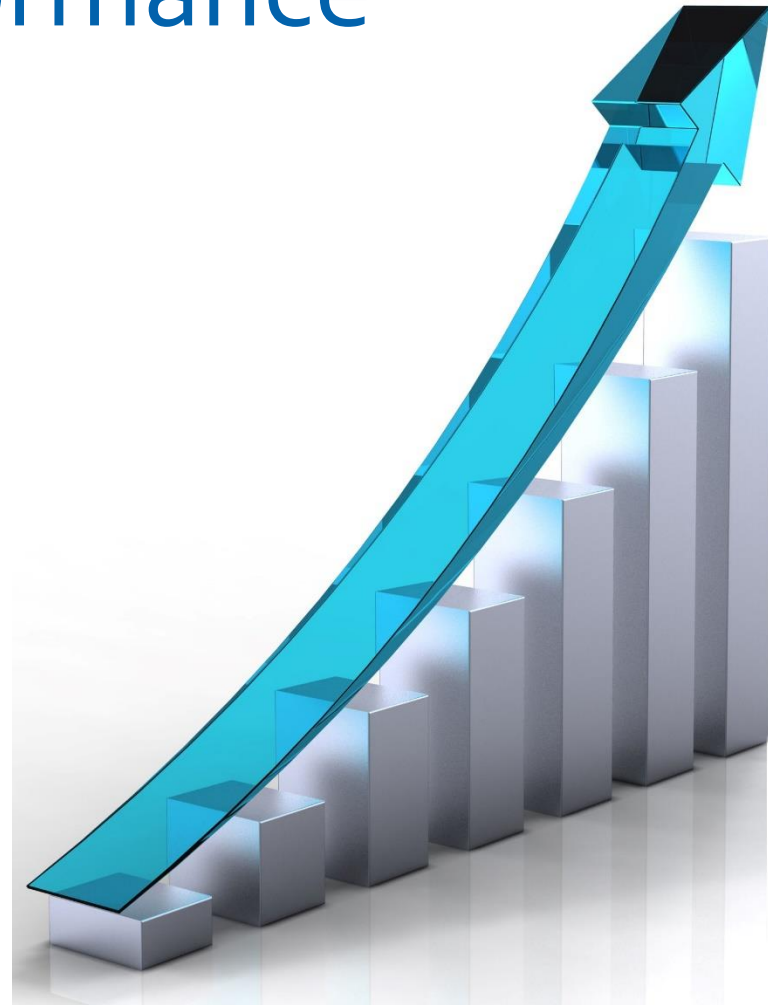
Printing/Scanning within VDI

- Printing Strategies
- Considerations for Scanning



Performance

- Active Directory
- GPOs
- Login Scripts



MEDITECH within VDI

- MEDITECH client updates
- Workflow

The screenshot displays the MEDITECH interface for a patient named 'Testpatient, Renew'. At the top, patient demographics are shown: DOB: 4/23/65 47 M, LP0000025783 / M000001480, Intensive Care Unit 1020-F ADM IN. Below this, a table lists 'Medication/IVs' with columns for No., Current Order, Pri, Date, Time, Status, Stop/Renew, My, and Link. Two orders are visible: 1. Morphine Sulfate (Morphine Sulfate) 15 MG PO q6h PRN, dated 04/27/12, 1030, Renew, with a stop/renew of 5/2/12 x 7 Days, 0 Hrs. 2. Levofloxacin/DSw 500 Mg (Levaquin/...), dated 5/2/12, 1000, New, with a stop/renew of *.

Below the medication list is an 'Order' table with columns for Order, Sch, Start, Stop, and Details. The table lists various doses and routes for 'TYLENOL', including 40 MG PO Q6H drops.susp, 80 MG PO Q4H tab.chew, 120 MG RC Q6H supp.rect, 160 MG PO Q4H solution, 325 MG PO Q6H tablet, 650 MG PO Q4H tablet, and 650 MG PO Q6H tablet (MILD 1-3). The 650 MG PO Q6H tablet (MILD 1-3) order is highlighted in green and has a start date of 5/2 0915.

The interface includes a right-hand sidebar with a 'Record List' and various 'Special Panels' such as Vital Signs, Medications, Order History, Laboratory, Microbiology, Blood Bank, Pathology, Imaging, Other Reports, Care Trends, Care Activity, History, Summary, Encounters, Referrals, Discharge, Orders, Document, Reconcile Meds, and Sign. At the bottom, there are navigation buttons like 'Select All', 'Save', 'View', 'Review', 'Cancel', and 'Save'.

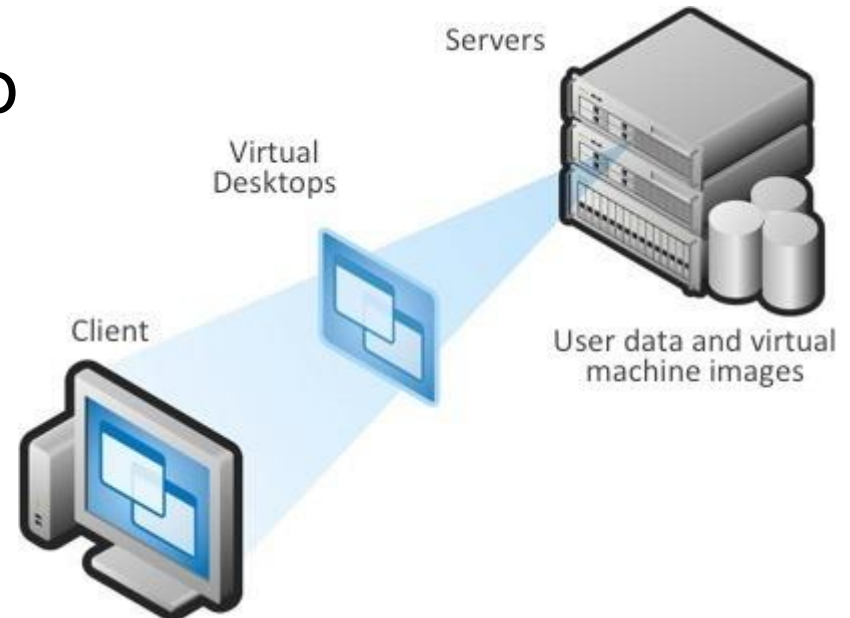
Third Party Applications

- No clear cut rules
- Like snow flakes
 - No two customers are the same
 - No two applications are the same



Session Handling

- What's the best way to handle user sessions?
- Should users have multiple sessions?



Thank You!

Open Discussion

Other MUSE Sessions by PPI

1093 - Cloud-Based Disaster Recovery - Improving Cost and Performance

Presenters: Mark Middleton and Audrey Parks

Organization: Park Place International; Salinas Valley Memorial Healthcare System, Salinas, California

Scheduled: Wednesday May 28 at 3:30 pm

1100 - MEDITECH Technical Systems Update 2014

Presenters: Jim Fitzgerald, Joseph Kelly, Mark Middleton, Rob Bruno, Leo Maguire, and Samuel Mata

Organization: Park Place International

Scheduled: Thursday May 29 at 8:30 am

1099 - Revisiting Network and Security Architecture in the Virtual Era

Presenters: Jim Fitzgerald and Jay Bazzinotti

Organization: Park Place International

Scheduled: Thursday May 29 at 2:30 pm

1095 - Build a Reliable Infrastructure for Patient Care

Presenters: Matt Donahue and Michael Martz

Organization: Park Place International; Meadville Medical Center, Meadville, Pennsylvania

Scheduled: Friday May 30 at 9:30 am

Additional Resources

- PPI Blog “Sustaining Healthcare IT”
 - <http://parkplaceintl.com/blog/>
- MEDITECH connect
 - <http://meditechconnect.com/group/park-place-international>
- Contact us
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