RES software

Carolina Neurosurgery & Spine Associates

Helping a neurosurgery leader improve efficiency, compliance and security for better overall patient care.

Overview

Established in 1940, Carolina Neurosurgery & Spine Associates (CNSA) is one of oldest, largest and most respected neurosurgical practices in the United States. A leader in minimally invasive spine techniques, the practice attracts surgeons from around the world to train in advanced spinal techniques. To help keep the practice on the leading edge, CNSA depends on its IS group to do its part in driving innovation. Across all of CNSA's facilities — including headquarters in Charlotte NC and eight other remote locations — the IS group supports a constantly growing group of users. Most of these users are clinicians who roam within and between locations, using virtual workspaces and mobile technology to stay connected and deliver the highest level of patient care possible.

Situation

To deliver these virtualized workspaces, CNSA runs a Citrix environment that was augmented with a traditional desktop management solution to assist with basic management of endpoints, printers, icons, etc. This solution, however, fell short when it came to supporting a mobile environment. The practice also struggled to make the solution work effectively with Citrix and to achieve adequate levels of security. When the IS group started to see signals that support for this software was coming to end, it decided to switch to a new solution. It discovered that workspace management technology could work better with its Citrix environment, providing more flexibility, faster access and more granular control of policies for clinician access to sensitive data.

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> *Information Systems Manager, CNSA*

The final decision came down to RES and a competing workspace management offering. The competing offering, however, required three separate consoles to manage administrative tasks. This added a level of complexity that CNSA did not find attractive.

Ultimately, CNSA chose RES. "The RES solution was a single pane of glass, and was easy for my team to administer," says Ben Rogers, Information Systems Manager at CNSA. "This dramatically simplifies things and gives our IS staff the visibility it needs to manage our environment efficiently."

Rogers and his team also liked how well Citrix and RES integrate. "It seems like a tight fit," says Rogers, "one that enables our IS team to drive operational efficiencies and help the practice serve more clinicians more effectively."
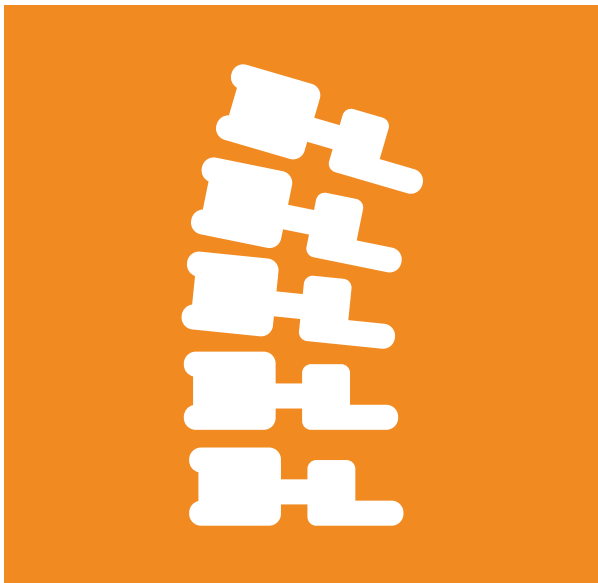
Solution

CNSA implemented the solution following a phased roll-out plan that started with remote locations and ended at headquarters. Today, RES is implemented on every device in the CNSA environment — fat and thin client alike.

Key advantages CNSA realized with RES:

- Greater clinician efficiency and improved engagement with patients through faster login and log-off times

- Reduced risk of non-compliance with follow-me printing that helps ensure patient records are sent to nearby printers

- Improved cybersecurity with whitelisting technology that controls which files can be executed, and helps prevent malware from infecting the network

- Smooth transition into a software-as-a-service future with the IT Store that will help enable self-service IT

Currently, RES augments Citrix in a number of key areas. For example, CNSA can now better support roaming clinicians with follow-me printing. Using an IP address and context-aware technology, the software senses the clinician's location and prints to the closest printer available. This helps maintain patient privacy by preventing incidents where patient records are printed to the wrong printer and left behind.

CNSA has also used RES to improve workspace performance. For example, RES has helped the hospital speed login and log-off times for clinicians signing into their workspaces. This enhances the workspace experience for clinicians by reducing sign-on and signoff frustration. It also saves time in clinical settings where the aim of physicians and nurses is to maximize patient engagement.

On the security front, CNSA also uses natively integrated application-based security from RES. Whitelisting technology, for example, is used to define the file types that are allowed to be execute while blocking everything else. This technology — which helps prevent the inadvertent execution of malicious code — has become an integral part of CNSA's cybersecurity initiative.

Benefits

With the implementation of RES under its belt, tangible benefits for CNSA have included improved efficiency, better patient engagement, reduced risk of non-compliance and better security. Faster login and log-off times, for example, mean that doctors spend more time focusing on patient needs. Follow-me printing saves the time that would be spent hunting down the right printer, while minimizing the risk of exposing patient data. And with whitelisting technology that controls whether or not viruses are introduced into the environment, CNSA has taken additional steps to protect itself and its patients from cyber attacks.

CNSA sees all of these advantages through the lens of quality patient care — the improvement of which is the practice's ongoing mission. "Our goal with RES was to empower our clinicians with quick, easy and secure access to information so they could deliver the finest possible patient care," says Rogers. "I think we've more than achieved our objectives."

Future Plans

Looking forward, CNSA expects to extract even more value from RES. Already, the IS team is in the process of moving all profile-related information that is currently in Citrix Profile Manager into the RES solution. This will help the practice maximize the advantages offered by the context-aware technology included with RES.

CNSA also sees tremendous future value in RES ONE Service Store — a self-service enterprise app store offering that allows IS to centrally manage applications and licenses. "We're moving toward the software-as-a-service model," says Rogers. "We're looking to RES ONE Service Store to play a key role in that transition, helping out with self-service provisioning, automated password resets, and much more."

All of this is helping to build a solid relationship between CNSA and RES. "We see RES more as a partner than a vendor," says Rogers. "They understand our business and, through the solutions they provide, they help us execute on our core mission of supporting our clinicians and continuously improving the quality of patient care."

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About RES Software

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