Support **today's** patients with **tomorrow's** technology.

This piece from remote access experts, **TeamViewer**, makes the case for improving **patient care** while reducing IT spend.

INTRODUCTION

Healthcare. At $3.2 trillion in the U.S. alone, it's among the world's biggest economic sectors and probably the most complex[1]. Densely regulated, differing across countries, constantly changing, and full of deeply interdependent pathways and practices. Any one of which, if missed, can lead to a lawsuit as often as a missed appointment.

But for today's IT professional, that complexity can be an opportunity. Because the pace of technology is delivering tomorrow's technology into today's care facilities, for those hospitals able to make best use of it. And with HIPAA compliance now a stringent requirement, it takes smart spending to get the solutions capable of connecting clinicians with data without compromising patient privacy and security.

This piece explores how to spend smart — improving patient outcomes at lower cost. To start, let's use a metaphor — linking your IT processes with practices every clinical professional learns in Intro 101.

Over half of new hospital builds are budgeted at

$50 million
or more[2]

SUPPORT TODAY'S PATIENTS WITH TOMORROW'S TECHNOLOGY

VITAL AND ALIVE:
THE LIFE SIGNS OF IT

Ask any medical professional you work with about their early days in medical school, when they were learning the basics. They'll answer the first lessons involved vital signs: the most fundamental health metrics of the human body. Temperature, respiration, heart rate, blood pressure.

Medicine has changed a lot. So why are these basics, known 3,000 years ago, still relevant? It's because the range of normal values for each metric are as well known to any clinician as your Social Security number is to you. Just one of them deviating from normal is a basic signal that something's wrong.

It's a useful metaphor for how technology can add value without the costs going exponential. Technology, like the latest wave of remote access software, can think like a physician, by keeping tabs on the vital signs first.

And when you can avoid critical events, hospital days — and nights — go a lot more smoothly.

The Council for Affordable Quality Healthcare estimates the healthcare industry can save about $8.1 billion annually through additional conversions from manual to electronic transactions

Healthcare is soaring toward

$10,000

a year per head of population in the U.S.[3]

TEMPERATURE:
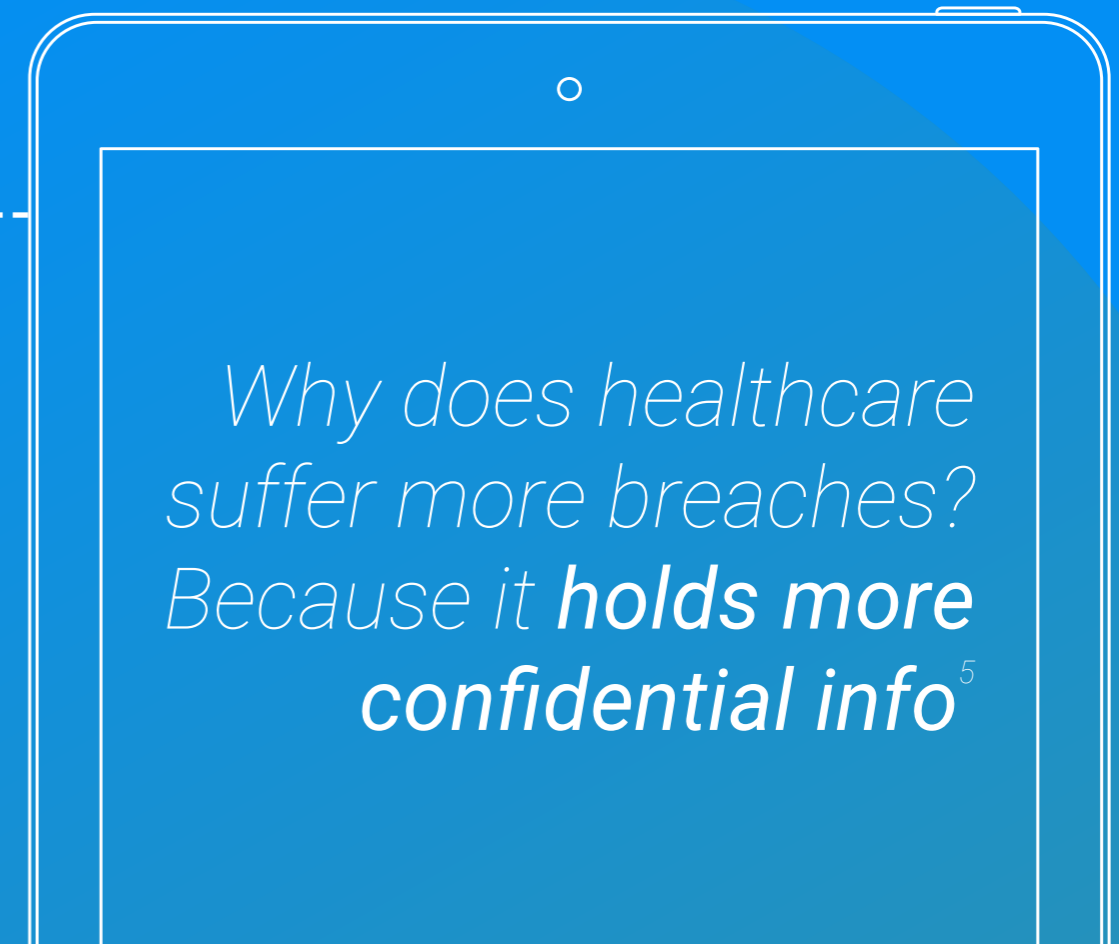## THE IT INFRASTRUCTURE'S EARLY WARNING SYSTEM

Everything's working. But is it running hot? When it is, you need to know about it fast. Because it's a lot easier to manage equipment before it overloads. And too many IT systems don't show any sign of failure until the failure happens.

Outside healthcare — where a slow connection or stressed server might mean a slower app or waiting for a web page — it's less of a big deal. But when a team of medics need to know an intensive care patient's treatment plan — because a life is at stake — the information needs to be right there, right now.

That's one reason to look again at modern remote access software. Monitoring connected devices is part of its DNA. And a host of indicators can be set to red-flag unusual levels of activity, passively watching and waiting until a potential risk appears.

While blacklisting and whitelisting at all levels of access mean unauthorized activities and malicious ones — like denial-of-service (DoS) attacks — can't take up more resources than they deserve; access is limited to the people who need the information. With the bonus that such administrative policies comply with the tightest HIPAA practice.

When the light outside the room turns red and the crash carts roll, it's too late. Remote access monitoring can keep your infrastructure within safe levels, keeping vital resources humming smoothly.

In the seven largest data
breaches of 2015,
healthcare took the top three spots[4]

*Why does healthcare suffer more breaches? Because it **holds more confidential info**[5]*

RESPIRATION:
IS THE NETWORK BREATHING?

For a patient, a shortage of air needs immediate attention. Blocked passages, chronic conditions, damaged nerves — a thousand reasons could be driving it. Clearing the airways is also a challenge for the IT professional.

80%

of physicians use smartphones and medical apps[7]

IT's breath is in its support infrastructure: the ease of connecting to other devices to see what's wrong. Performance factors like frame rate and bandwidth are its metrics. But with the rise of bring your own device (BYOD) even in highly regulated environments like hospitals, one-size-fits-all doesn't work at all.

Can you successfully support the lead clinician's laptop over 4G as he examines data in an airport lounge? Can you reassign the nursing roster when the staffers rely on their Android phones?

When you're monitoring devices and applications in diverse environments, look for features that understand the mix of conditions and adjust accordingly. A phone on the go isn't a hardwired workstation. By understanding that, both can work effectively.

Remotely supported
MOBILE DEVICES
turn BYOD into an asset[6]

HEART RATE: TAKING THE EQUIPMENT'S PULSE

Finger on the pulse. In tune with the beat. When the English language needs to signify control over a dynamic situation, the metaphors are often related to heartbeat. And it's just as appropriate for IT specialists.

Every day, in every specialty, something changes. It might be a single equipment upgrade; it might be a new phone in a surgeon's pocket or an application at the nurse's station. But if you're to manage it without spending megabucks, every change needs to be taken into account without friction.

So to keep tabs on your network's pulse, look for management applications that take care of themselves. Silent rollout of new versions, regular updates happening automatically without your attention. It's not just an administrative convenience. Good security features monitor those changes, including

unauthorized ones, by including a signature of each device on the various blacklists and whitelists.

It means even a stolen ID is useless unless the device of its owner was stolen at the same moment; people and their devices need to be authorized before access is granted. Any attempt to do otherwise can be blocked in an instant. So maintaining a healthy heartbeat isn't just a management plus; it's an HIPAA compliance tool.

1,677 U.S. community hospitals, of a total 4,862, were in a network with others[8]

Red Cross Hospital offers clinicians

24-HOUR SUPPORT

with remote access[9]

BLOOD PRESSURE:
IS DATA FLOWING NORMALLY?

Something not evident to outsiders: the modern hospital isn't 100% modern. Equipment doesn't get upgraded the moment a new model is launched, tried-and-tested software tends to remain in use when the overriding priority is patient safety. The vascular system of your hospital is a mishmash of devices and applications deployed at different times.

What's great about today's remote access software is that it works with established technology as easily as this morning's tech sensation. Since it adds little overhead to each device, monitoring connected devices doesn't force upgrades there's no need for yet.

And most of the time those devices can connect directly peer-to-peer, again reducing network overhead.

The cost case? Existing infrastructure stays useful a lot longer.

CONCLUSION

All this is evidence for the larger role IT managers are playing in healthcare today.

You're no longer seen as a backroom dweller whose only job is to keep devices up and running; increasingly, you're part of the strategic plan, helping physicians deliver world-class patient care while keeping a lid on the costs of the technology that enables them. Because profit's only possible in the gap between the two.

The role of remote access is changing too. From a narrow focus on technical support, it's moving into everyone's professional life. It brings them the information they need, and protects patients against unauthorized intrusions.

The complexity and security concerns of today's clinical information infrastructure aren't hurdles to be overcome, but best practices to aspire to. The best remote access software can help you do it. **Why not take a look at what it can do for your hospital's vital signs?**

Are you ready to try Teamviewer?

⬇ **DOWNLOAD TEAMVIEWER**

TAKEAWAYS

Remote access software lets you check the vital signs first.

Remote access adds little overhead to today's medical network.

Remote access allows trouble-free rollouts and updates.

Combining user IDs and device IDs increases security across the board.

HIPAA compliance is far easier when it can be managed with policies and lists.

Remote access can make the most of existing infrastructure.

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