

Intuitive, Rugged Technology. Streamlined Care.

How one of the Mid-Ohio Valley's most community-centric hospitals leveraged next-generation Lenovo Health technology to improve enterprise-wide care

Where to Go

Memorial Health System Mission.....	2
An Intuitive Technology Upgrade Across the Healthcare Enterprise.....	3
Hospital Thrives with Reliable, Powerful Technology.....	5



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Memorial Health System Mission

The mission of Memorial Health System is to bring a full continuum of health services, provided with excellence, to the communities within the region.

The vision of Memorial Health System is to be an unparalleled service leader and the region's preferred provider of health services.

This innovative health system is dedicated to meeting the healthcare challenges of today while preparing for the future needs of the communities it serves, 24 hours a day, seven days a week, 365 days a year.

Memorial Health System is committed to deploying cutting-edge technology and diagnostic tools to enable its accredited, certified expert physicians, nurses, technicians and support staff to provide high-quality, compassionate, patient-centered care. This esteemed institution is ultimately focused on delivering the highest level of education, training, care and community support, all to create a healthcare setting where quality of life and service excellence positively impact patients, families, staff and the community as a whole.

Memorial Health System Fast Facts

Memorial Health System is a not-for-profit health system where service excellence and clinical quality create the region's best experience for patients and their families, physicians and the community.

Located in the Mid-Ohio Valley and comprises a network of two hospitals and outpatient service sites with 3,000 employees. It is the county's largest employer.

Provides care with some of the most advanced technology and treatment options available in healthcare today.



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An Intuitive Technology Upgrade Across the Healthcare Enterprise

When CIO David Watson joined Memorial Health System a few years ago, he knew he wanted the hospital to exceed its reputation for providing cutting-edge care — and he knew technology would play a key role. Field support manager Jerry Weaver and technical analyst Randy Shears are on the health system's IT front lines and have seen firsthand the impact (good and bad) that technology can have on the quality of patient care. So, in the spring of 2017, while updating their EMR system, the Memorial team seized upon the opportunity to embark on an enterprise-wide refresh geared toward standardizing cutting-edge technology.

Until that point, Memorial Health System had primarily used another vendor's technology. However, the team wasn't happy with the quality or functionality of the technology, which had become outdated and unreliable. Shears explains, "We were having issues with overall quality, as well as experiencing a lot of dead-on-arrival devices." Weaver adds, "Getting a new device and having to immediately send it back impacts budget, impacts operations and ultimately impacts care."

Determined to raise the bar on quality, Memorial sought to find technology with features that would more intuitively mesh with a healthcare workflow, such as touchscreen and convertible form factors, and be more reliable overall. After evaluating products from a number of technology providers, the hospital chose to invest in Lenovo Health devices, which stood out as more innovative and better suited for a hospital setting. The Memorial team worked closely with Lenovo Health healthcare account executive Michael Mesaros and senior healthcare inside sales rep Ginger Robertson to evaluate their technology options.

For years, Memorial Health System had been getting requests from clinicians for convertible devices, so that was one of the deciding factors. According to Shears, "We had experimented with convertible devices like the Surface Pro, but discovered they're better suited for a home or small office versus an enterprise environment. We needed something portable, flexible and designed to be durable in our demanding environment." The X1 Yoga perfectly fit that bill.

The Benefits of Partnering with Lenovo Health

Expertise. While other vendors move away from healthcare, Lenovo Health embraces it by providing technology specifically designed to overcome the unique challenges of this environment.

Security. This is priority #1 in healthcare. From biometrics to fingerprint readers and dual-factor authentication, having the means to stay a step ahead of data, network and device protection is a full-time responsibility. Lenovo Health can support providers by recommending the latest security protocols and helping ensure that technology is compatible with existing systems.

Latest technology. Standardizing on devices with a partner like Lenovo Health means having a conduit to the newest generation of every product, and someone who can work within your lifecycle management goals to ensure you always have the latest technology.

Simplified management. Lenovo Health's SCCM Software Center is a one-stop online tool that lets IT staff easily download the latest driver packets (and third-party applications) for new device models, making it possible to update thousands of machines in a short period of time.



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Another deciding factor was size. “Many of our hospital areas are limited in space. To be able to fit the power of a full-size computer in a compact area is a must,” explains Weaver. The Lenovo Health Tiny, which can mount practically anywhere — including the back of a monitor — provides cutting-edge computing while freeing up valuable desk space across the organization.

Finally, flexibility becomes a significant factor in determining which devices to embrace. As Watson shares, “Technology must be lightweight, intuitive and able to complement workflows to help improve the patient experience. It also must support the needs of users anywhere, which means being compatible with existing power supplies so there’s not a need to rewire for new outlets.” He continues, “It might seem like a small thing, but having doctors, nurses, office workers, or anyone able to work where, how and when they need — it’s actually the most important aspect of any technology.”

Innovative Technology — Clinician-Approved, Hospital Supported

Underscoring his last point, Watson and team made sure end users were involved in the selection process from the beginning. “We had demos sent to us prior to making any decisions, and made sure to give those devices to clinicians to try out. We solicited their feedback regarding what worked best for them and what best supported the 300+ applications we use,” states Weaver. “In addition,” he adds, “we made it a point to ‘reach across the aisle’ and make our end users’ experience with IT more collaborative to ensure we weren’t investing in devices that didn’t fit for end user workload and workflow.”

Once the technology was chosen, Memorial Health System began with an initial rollout of 150 devices in the spring of 2017. The implementation approach was twofold — beginning by first replacing outdated legacy equipment in high-impact, patient-critical areas, followed by replacing additional older technologies while at the same time fulfilling future-facing requests for new devices in new areas of the hospital, in new buildings within the system, and for new doctors as they were hired. The implementation is ongoing to date, with plans for new device rollouts throughout 2018.



X1 Yoga

Tiny-in-One 24

CIO David Watson Shares Top 3 Tips for a Successful Enterprise-Wide Upgrade



Focus on the patient. Make sure the technology is geared toward improving patient care and bettering the patient experience. If it isn’t, you’re not being effective as a care institution.

Involve users in the decision. Getting end users to embrace new technology is key. Allow them to have a voice and be agnostic in evaluating technology. Make sure end users are invested and understand what you’re doing and why to ensure a successful adoption and support process.

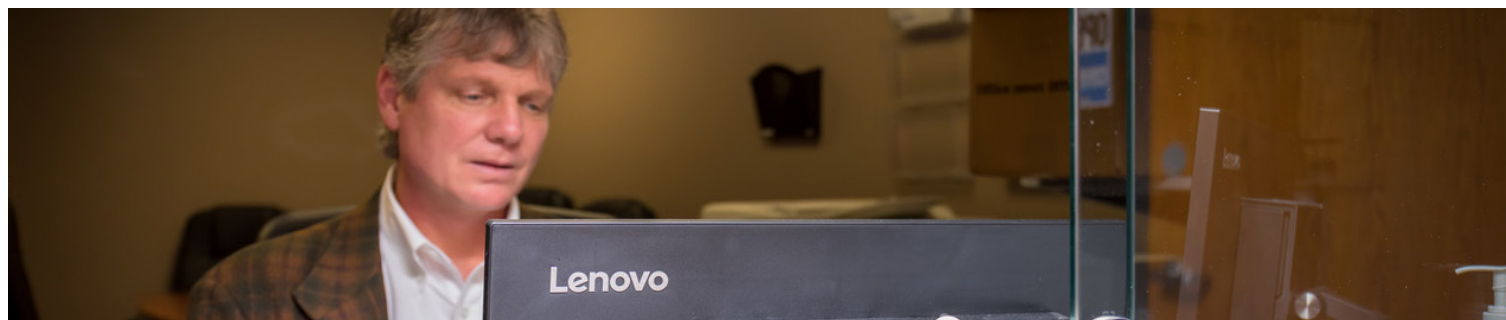
Be fiscally responsible. Don’t overlook the cost question. Evaluate whether the technology is both fiscally responsible (to ensure you can stay in the patient care business) and contributes to enhancing patient safety.



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Hospital Thrives with Reliable, Powerful Technology

It's been nearly a year since Memorial Health System began rolling out its new Lenovo Health devices, and the response has been overwhelmingly positive. From a user perspective, physicians love that the technology is lightweight, yet rugged enough to live up to the demands of healthcare. They also appreciate having a more reliable technology experience — one where they don't have to constantly shut down and restart, or call in to the help desk, which means they can see more patients and achieve a better care experience.

From an IT perspective, the response has been equally positive. The quality of Lenovo Health technology has had a positive impact on how efficiently the IT team is able to operate. According to Shears, "The new technology has certainly made our jobs easier in terms of deployment. Unlike our previous equipment, which failed on a regular basis, we've had only one device that arrived unable to use right out of the box. The value of having dependable equipment we can hit the ground running with is priceless."

Weaver adds, "In the end, if it helps improve workflow, if it helps better secure the data and the network, if it helps to make things more intuitive and ultimately helps improve the patient experience, then that's the kind of technology we want. And that's what we've got."

Memorial Health System has deployed a wide array of Lenovo products powered by Intel®:

M910 Tiny



ThinkPad® L470



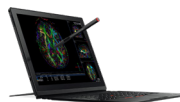
ThinkPad T470



ThinkPad X1 Yoga



ThinkPad X1 Tablet



ThinkPad X270



ThinkPad T470s



ThinkPad Yoga 370



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New Initiatives on Deck

Memorial Health System will soon implement an e-sign initiative designed to improve the patient experience from check-in through discharge. Leveraging the X1 Yoga, patients will be able to sign in electronically at check-in, and clinicians will be able to bring the devices to the patient's ER bedside and register them on the spot.

Not only will this make the patients' experience more comfortable, personal and convenient by providing a device they can use in the privacy of their rooms, it also will help shorten their overall stay by getting them out of the waiting room faster and hastening the discharge process. "This initiative is a win-win for patients and our doctors," says Watson. "Patients will get to experience care that's not overburdened by the hassle of paperwork, which means a better experience overall. And our doctors will be able to streamline care, translating to an ability to free up beds and treat more patients in the community in a shorter amount of time."

Lenovo Health — Connected Care Anywhere

As a single-source IT partner, Lenovo powers the delivery of healthcare transformation by helping providers to offer the best level of patient care, satisfaction and engagement across the care continuum. Our mobility, security and cloud solutions help you coordinate and customize care virtually anywhere.

The Value of Partnership: CDW Healthcare

Lenovo Health has a long history of partnering with CDW Healthcare to provide technology solutions for an array of healthcare organizations. This Memorial Health System case is no exception. CDW Healthcare executive account manager Jeff Shafer and senior account manager Jessica Sokolow, who have a standing relationship with Lenovo Health, reached out to Michael Mesaros regarding the Memorial Health System opportunity.

Knowing that the hospital wanted to move away from its current configuration and standardize on new technology to support improved workflows and EMR access across the organization, Jeff and Jessica requested products and pricing on the latest Lenovo Health devices. Achieving true collaboration, Lenovo Health and CDW Healthcare worked together to present Memorial Health System with cost-effective, cutting-edge technology options that fit perfectly with its healthcare mission.

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