

กรณีศึกษา

# Kindred Healthcare, Inc.

HP thin clients เสริมสร้างประสิทธิภาพในการดูแลด้วยคุณภาพขั้นสูง



## รูปแบบอุตสาหกรรม

อุตสาหกรรมการดูแลสุขภาพ

## จุดมุ่งหมาย

สนับสนุนธุรกิจด้วยช่องทางที่หลากหลาย โดยให้บริการดูแลผู้ป่วยอย่างมีประสิทธิภาพในสภาพแวดล้อมที่มีข้อกำหนดและความท้าทายด้านการเบิกจ่ายค่าชดเชยทางการแพทย์

## วิธีการ

ใช้ HP thin clients ในห้องผู้ป่วยมีคอมพิวเตอร์ตั้งโต๊ะสำหรับแผนกบริการดูแลสุขภาพผู้ป่วยที่บ้านและมีเน็ตเวิร์กสำหรับผู้ป่วย

## ด้านเทคโนโลยี

- มีระบบมาตรฐานการจัดการในบริษัทต่างๆ
- เพิ่มพูนความปลอดภัยของฐานข้อมูลโดยมีระบบบริหารจัดการแบบรวมศูนย์
- ส่งมอบระบบการจัดการที่มีความปลอดภัยสูงสามารถขยายตัวได้ในสายงานธุรกิจต่างๆ

## ด้านธุรกิจ

- ดำรงมาตรฐานการดูแลผู้ป่วยอย่างมีประสิทธิภาพในการเบิกจ่ายค่าชดเชยทางการแพทย์จะลดลง
- ลดต้นทุนโดยการบริหารจัดการอย่างคล่องตัวผ่านเทคโนโลยีสารสนเทศ
- ปฏิบัติตามกฎหมายของรัฐต่างๆ



**“The flexibility of HP thin clients lets us standardize across usage scenarios. A single model front-ends our clinical records system in patient rooms and also equips home health division desktops.”**

– Todd Colliver, manager of client systems, Kindred Healthcare



Kindred Healthcare, Inc. is the largest diversified provider of post-acute care services in the United States. The company currently provides healthcare services in 2,169 locations, including 116 transitional care hospitals; six inpatient rehabilitation hospitals; 204 nursing centers; 24 sub-acute units; 101 Kindred at Home hospice, home health and non-medical home care locations; 103 inpatient rehabilitation units (hospital-based); and a contract rehabilitation services business, RehabCare, which served 1,615 non-affiliated facilities. Based in Louisville, Ky., Kindred employs some 76,000 workers in 46 states, and earns annual revenues of approximately \$6 billion. Kindred ranked as one of *Fortune* magazine’s Most Admired Healthcare Companies for five years in a row.



## HP recommends Windows.



## HP thin clients deliver scalable, secure solutions

take one out, plug in another and the user instantly gets the same level of service they had previously,” Colliver says. Another advantage is security. With no data resident on the device, even if one is stolen no patient or company data is compromised. Kindred uses HP Device Manager software to inventory its thin clients remotely, push out multi-screen configurations and upgrade agent access to the clinical records system or Citrix.

## HP mt40 Mobile Client connects families

Kindred’s 204 nursing and rehabilitation centers are where patients receive intensive transitional care, specialized dementia and Alzheimer’s care, or hospice and palliative care. Kindred wanted to give these patients and their families a way to stay connected, to communicate via Skype, Facebook, email or other online resources. So the company created collections of thin client notebooks available for checkout in each of its nursing and rehabilitation centers. Kindred started with five thin clients per center, but users soon asked for more. As in the clinical records system and home health office scenarios, the solution is easy to scale. The devices when powered down return to their original state, retaining no user data.

The thin client model Kindred chose for its nursing and rehabilitation center patient notebooks is the HP mt40 Mobile Client. Featuring Intel® Celeron technology, along with robust Flash and RAM, the devices deliver the performance needed for viewing digital graphics and media. Kindred liked that

it offers an optional webcam, making it simple for patients to teleconference with friends and family. Windows® Embedded Standard (WES) gives users a familiar interface.

“We have a great relationship with both Microsoft and HP,” Colliver says. “We have confidence in the technology, and users can interact in the Windows® environment just like the normal interface they’re used to. The patient notebooks have proved to be a highly successful value-add for patients. Now it’s easy for them to communicate face-to-face with friends and family members even at remote distances.”

## HP PCs and printers support efficiency

In addition to the HP thin clients, Kindred relies on HP solutions ranging from desktop and mobile PCs to printers and servers. The HP Compaq 6300 Pro Business PC is the organization’s workhorse standard. “They go out on everybody’s desk who gets a PC—in our corporate support center, all business offices, hospitals, nursing homes, and there’s one in every home health office for tasks that must be done locally, not virtually,” Colliver says. Workers who need mobile solutions receive HP EliteBook 8470p Notebook PCs, chosen for their high performance and business rugged design. On its Computer on Wheels mobile carts, Kindred uses HP EliteBook 8770w Mobile Workstations. The company chose these for their durability, large 17.3-inch diagonal screens, and extended battery option that enables nurses to use the devices up to 11.5 hours<sup>1</sup> without recharging. “When putting

## HP recommends Windows.

mobile workstations on carts, we have to think about how long they will stay running, because it's not practical for the nurse to have to plug it in every time they wheel from one room to the next," Colliver says. "The HP EliteBook 8770w Mobile Workstation runs across multiple shifts before it is recharged. But nurses can also plug them in if needed, so it's the best of both worlds."

Kindred also has currently deployed 10,398 HP LaserJet printers throughout the enterprise. "HP has been great about working with us to ensure we put the right device in the right

location," Colliver says. "We have small-office devices, workgroup devices, color mono—all matched to need."

With its breadth and depth of solutions and consultative approach, HP supports Kindred's commitment to patient care, Colliver adds. "The HP folks come in, spend time to learn about us, and keep us abreast of technology developments. Our challenge every day in healthcare is to innovate. Our reimbursements may drop but our quality will not. HP is more than a vendor; it's a key ally in enabling us to innovate for quality."

## Customer at a glance

### Application

Exam room clinic record system; home health division virtual desktops; patient notebooks

### Hardware

- HP t610 Flexible Thin Client
- HP mt40 Mobile Client
- HP Compaq 6300 Pro Business PC
- HP EliteBook 8470p Notebook PC
- HP EliteBook 8770w Mobile Workstation
- HP servers
- HP LaserJet printers

### Software

- HP Device Manager

### HP services

- HP Care Packs

**Sign up for updates**  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



Share with colleagues



Rate this document

© Copyright 2013 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

<sup>1</sup> Battery life will vary depending on various factors including product model, configuration, loaded applications, features, use, wireless functionality, and power management settings. The maximum capacity of the battery will naturally decrease with time and usage. See [www.bapco.com](http://www.bapco.com) for addition details.

All other trademarks are the property of their respective owners.

Intel® is a trademark of Intel Corporation in the U.S. and other countries.

4AA4-6827ENW, May 2013

