



## Better Support for Quality Care at the VA in Southern Arizona



*“Eighty to 90 percent of utilization is access to electronic medical records for nurses, doctors, and pharmacists. The only thing they care about is pulling up the record to provide care. Network-based computing is a much better technology for what we do. We can send a thin client out and they can plug it in and be online.”*

**Donald Meehan**  
**Chief Information Officer**  
**Southern Arizona**  
**VA Health Care System**

### **Southern Arizona Veterans Administration Health Care System, Tucson, Arizona**

In southern Arizona, the Veterans Administration Health Care System keeps costs down and care levels high by providing physicians, nurses, and pharmacists with patient records at their fingertips. While many hospitals employ a large technical staff to maintain and secure desktop PCs for access to electronic records systems, the Southern Arizona VA Health Care System keeps technical support costs down with reliable, low-maintenance Wyse® Winterm™ thin clients.

Each hospital staff member has a unique log-in to connect to applications and data from any thin client throughout the system. Chief Information Officer Donald Meehan and his staff of 15 manage the network, servers, and data systems from the main hospital in Tucson, Arizona. They push out security patches and configuration changes as needed to local and remote thin clients in community-based outpatient clinics in Sierra Vista, Yuma, Casa Grande, Safford, and Green Valley.

### **Electronic Access to Confidential Data**

The Veterans Administration maintains a nationwide Computerized Patient Records System (CPRS) to facilitate treatment for veterans throughout the health care system. Regional health care systems like the Southern Arizona VA are responsible for complying with security and configuration requirements and providing system-wide access to confidential information to meet federal requirements such as HIPAA (the Health Insurance Portability and Accountability Act of 1996).

“Eighty to 90 percent of utilization is access to electronic medical records for nurses, doctors, and pharmacists,” said Meehan. “The only thing they care about is pulling up the record to provide care. This is a much better technology for what we do. We can send a thin client out and they can plug it in and be online.”

### Solution Architecture

- Wyse Products
  - Wyse® Winterm™ thin clients
  - Wyse™ Rapport® software
- User Applications
  - Microsoft® Office Suite and Internet Explorer, computerized patient record system, terminal emulation, bar code medication administration, clinical and financial applications
- Terminal Server OS
  - Citrix® MetaFrame XP™, Windows® 2000
- Network
  - 100MB to the desktop

PCs require hands-on support, regular replacement, and constant patches and upgrades. In busy hospitals, electronic record access must be kept private and confidential to comply with HIPAA. With a network-based computing system, Meehan transferred the processing power and confidential information from the desktop to centralized servers where it is more secure and more manageable.

### A Better Solution: Wyse Winterm Terminals and Rapport Management

Meehan chose Wyse Winterm thin clients in 1998 because they were the industry standard. He continues to purchase from Wyse because the devices remain the most durable and reliable on the market, and Wyse continues to develop performance and support enhancing software tools such as Wyse™ Rapport® device management software. Rapport software enables Meehan to remotely manage device configurations, implement security patches, and track inventory.

“We still have some of our original thin clients,” said Meehan. More than 60 percent of computing devices are now Wyse thin clients. After six years, they are phasing out DOS thin clients and replacing them with models that have embedded XP and 24-bit color. The new thin clients come in a variety of form factors, connection options, and ports to fit the needs of the health care system.

“When nurses in the in-patient clinic roll the medication cart up to a patient,” said Meehan, “there is a wireless thin client on the cart. They scan the patient’s wrist band; they scan the drug and it confirms. With thin clients, we get better performance.” The solid state device contains no moving parts to fail and only mouse clicks and images travel the network. They are less susceptible to worms and viruses.

### Quick and Secure Setup

Network-based computing combined with thin-client devices allow more centralized control over security. The technical team keeps security patches up-to-date on the servers to prevent disruption for users. Rapport software, which comes with all Winterm terminals, pushes the new configurations and updates out to all thin clients.

Meehan sets the thin clients to log-out after periods of inactivity. Because only screen views travel the network and computing occurs on servers, confidential information never leaves the secure database. When a session times out, the server is disconnected, preventing unauthorized access and adding more protection to meet HIPAA requirements.

In addition to the clinics in the hospital, Southern Arizona VA Health Care Services supports 5 clinics from Yuma to Sierra Vista, about 400 miles from Tucson. Meehan’s technical team set up the Wyse thin clients on site and manages them from Tucson. Shadowing enables remote trainers and technical support staff to view a user’s desktop and even take control to demonstrate an activity.

“We can shadow sessions and provide training remotely for new staff and new applications,” said Meehan. “The trainers get the team at the other end. They shadow a single session. They interact and communicate. The performance was incredible.”

**Expanding Service without Raising the Budget**

As the facility continues to grow and improve service to thousands of veterans in the southern Arizona community, Meehan and his staff keep pace without increasing technical support costs.

According to Meehan, “We’re opening a new ambulatory care addition. The staff will take the thin clients out of the box, plug them in to power, and plug them into network. We have DHCP running, and Rapport pushes the configuration to that machine. They turn them off and on again and have fully functioning thin clients.”

**Wyse Technology Inc.**

3471 North First Street  
San Jose, CA 95134-1801

**Wyse Sales:**

800 GET WYSE  
(800 438 9973)

**International Sales:**

Australia 61 (0) 2 9492 0180  
France 33 1 39 44 00 44  
Germany 49 (0) 89 4600990  
India 91 80 51528588  
Taiwan 886 3 577 9261  
UK 44 (0) 118 923 2740  
United States 408 473 1200

**Wyse Customer**

**Service Center:**  
800 800 WYSE  
(800 800 9973)

**Or send email to:**  
sales@wyse.com

**Visit our websites at:**

<http://www.wyse.com.au>  
<http://www.wyse.fr>  
<http://www.wyse.de>  
<http://www.wyse.com.tw>  
<http://www.wyse.co.uk>  
<http://www.wyse.com>

©2005 Wyse Technology Inc. All rights reserved. Wyse, WY, and WyseWorks are registered trademarks. The Wyse logo, Winterm logo, Winterm, Wyse Expedian, and Alcatraz are trademarks of Wyse Technology Inc. Rapport is a registered trademark of Rapport Technologies, Inc., a division of Wyse Technology Inc. Citrix, ICA, MetaFrame, and WinFrame are registered trademarks of Citrix Systems, Inc. Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation. Other product names mentioned herein are for identification purposes only and may be trademarks and/or registered trademarks of their respective companies. Specifications subject to change without notice. Some features require support by server operating system and protocol.