

How Healthcare Leverages Technology to Improve Clinician Experience



Healthcare organizations that use monitoring and troubleshooting software to address clinician experience issues have seen improvements in clinician satisfaction and IT performance. Here are some outcomes that other hospitals have seen by leveraging the right technology to manage their IT infrastructure.

"Using Goliath is like adding a full-time team of Citrix troubleshooting experts working 24/7/365 to prevent and resolve end-user experience issues."
George Spiers
Citrix CTP

How leveraging technology helps Healthcare IT teams improve user experience



Steps to Success



Anticipate

Monitoring your environment 24/7/365 to ensure your applications and infrastructure are available & operational, alerting you to warning signs of failure before your users are impacted.



Troubleshoot

End-to-end visibility into end-user behavior, connection point, infrastructure, hypervisor servers, and applications empowers IT pros to quickly identify where a problem is occurring and what the root cause is.



Document

With historical reports, analytics, and objective user experience metrics, IT pros can report on the true state of clinician experience, implement permanent fix actions, and foster data-driven conversations.



What to look for in a solution to resolve performance issues and improve clinician experience

Most healthcare organizations are operating with half the funding of enterprise organizations, trying to ensure their EHR is reliable, performing, and available while clinician satisfaction and patient care hangs in the balance. This makes it even more critical to choose a software solution that can take the burden off healthcare IT teams. Some important features to consider are:



1 Embedded Intelligence & Automation

You should choose a solution that does the work of collecting, correlating, and visualizing the status of your environment for you automatically. This lets you increase IT's efficiency without the need to increase headcount saving you time, money, and resources.

2

Deep and Broad Metrics

You need end-to-end visibility into all the elements that can impact clinician experience in order to accurately pinpoint root cause of issues. Otherwise, you could be wasting weeks of valuable time troubleshooting components unrelated to the issue.



3

Advanced Reporting & Analytics

After you've improved clinician experience and system performance, you need the proper reports to demonstrate results. Look for objective data that shows the status of clinician experience, benchmarked against industry best practices, and displayed in a way that is simple to understand.



4

Proactive Features

You can avoid issues altogether with software that alerts you when applications are not available or when performance thresholds are exceeded. Better yet, choose a solution that includes remediation actions to solve problems without you needing to lift a finger.



5

Purpose-Built Healthcare Modules

Healthcare IT requires complete visibility into all the elements that can impact clinician experience, including EHR performance. Without software built specifically for your EHR, you cannot troubleshoot root cause of issues with accuracy.