



## **Extending care beyond hospital walls:**

**How the IT helpdesk can enable mobility and better patient care**

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# LogMeIn® Today's Panel



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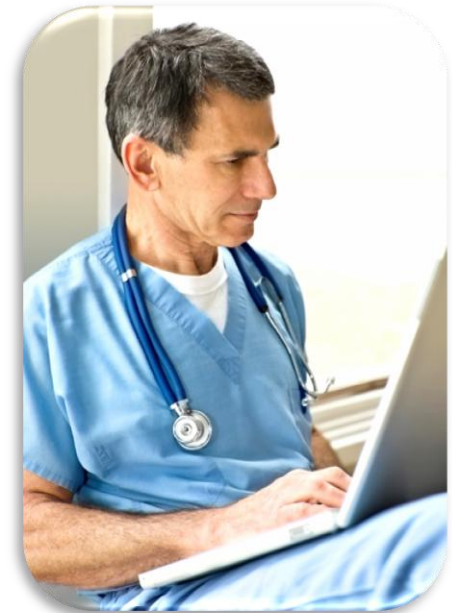
# LogMeIn® Agenda

- Market Overview
- Palm Valley Health Care Background
- Palm Valley Employee Support Challenges
- The Value of Remote Support
- LogMeIn Remote Support Solutions
- Getting Results with LogMeIn
- Q&A



# LogMeIn<sup>®</sup> Market Overview

- Growth of the “Digital Hospital”\*
- More than 50 percent of all U.S. physicians own PDAs\*\*
- Goal of an EHR for every American by 2014\*\*\*
- Uses: Access to patient data and applications anywhere. Access to information sent from patient rooms, laboratories, pharmacies, and physician offices.
- Opportunity for Helpdesk to enable a more mobile and responsive healthcare staff



\*PriceWaterhouseCoopers 2005 Digital Hospital Report, “Reactive to Adaptive: Transforming Hospitals with Digital Technology”

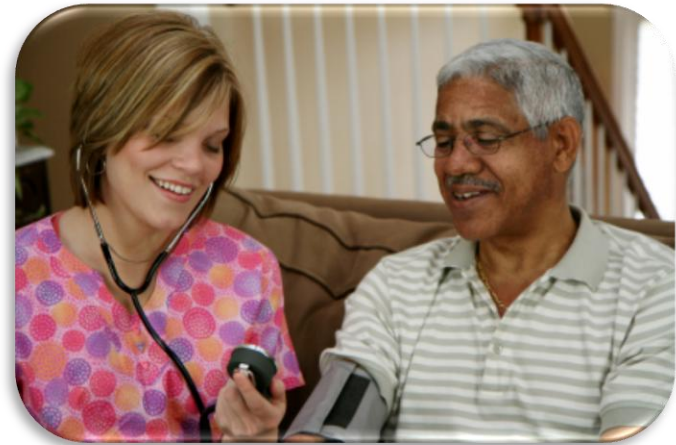
<http://www.pwc.com/extweb/pwcpublishations.nsf/docid/19EAF335B97F3918525727200269E76>

\*\*Fierce Health IT, January 30, 2009, <http://www.fiercehealthit.com/story/case-study-texas-doctors-get-patient-data-mobile/2009-01-20>

\*\*\*American Recovery and Reinvestment Act, [www.recovery.gov](http://www.recovery.gov)

# LogMeIn® Palm Valley Health Care

- Headquartered in Edinburg, Texas with five branches in the Rio Grande valley (South Texas)
- Provides range of nursing services in the home to help keep their patients out of hospitals and nursing homes
- Early technology adopter:
  - Corporate commitment to paperless medical records and billing workflow
  - One of first in South Texas to implement Point of Care/Electronic Medical Records system
  - All nurses equipped with mobile devices (Windows Mobile pocket PCs)





# Palm Valley's Support Challenges

- Provide 24/7 support to nurses working in patient homes
- 200 mobile devices (Windows Mobile)
- Nurse-owned computers at home
- Help non-technical nurses focus on patient care rather than on the enabling technology
- Ensure real-time synch-up of patient vital signs and other key data for record keeping, scheduling and billing
- Support administrative staff's desktops across branches
- Increase IT staff productivity and efficiency
- Adhere to HIPAA regulations



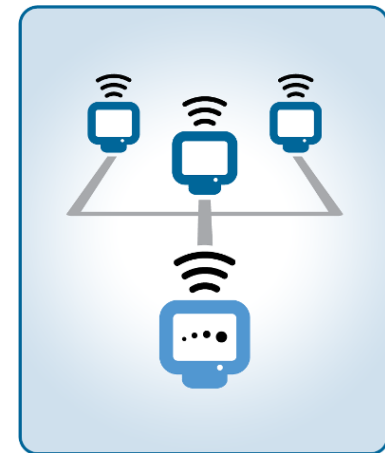
**“It has been our dream to remote into nurses’ devices.”**

*—Matt Lilly, Palm Valley Health Care*



# Value of Remote Support

- Enable nurses to spend more time with their patients rather than troubleshooting. The IT team can:
  - Resolve most software issues wherever users are
  - Reduce need to drive to local branch for support
- Improve nurses' understanding of application/device through “real-time” training
- Improve quality and speed of support calls by seeing exactly what the user is seeing and by controlling their devices remotely
- Increase support team efficiency and productivity through ability to handle multiple calls simultaneously



**“LogMeIn Rescue+Mobile has given us the freedom we need as a small IT department with a large remote user base.”**

*—Nathan Armstrong, Palm Valley Health Care*



# Remote Support Requirements

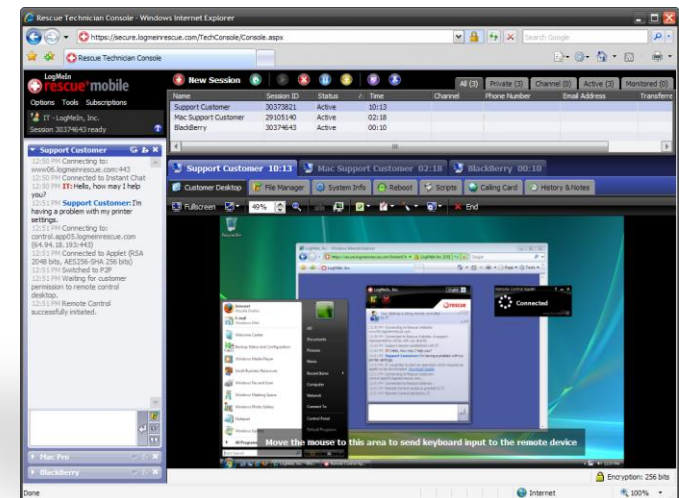
**Help improve employee productivity, cut costs & increase employee satisfaction**

- Multi-device support** ✓ Support for a range of devices: PCs, Macs and smartphones (BlackBerry, Windows Mobile, Symbian OS)
- On-demand** ✓ No pre-installed software required
- Fast connections** ✓ Secure, reliable, quick connection to remote devices, on or off the corporate network
- Security** ✓ Permission-based access and encrypted connections
- Compliance** ✓ Audit trails with chat logs and recorded sessions
- Scalability** ✓ Scaling without needing to maintain additional software or hardware



# LogMeIn® LogMeIn Rescue for Remote Support

- On-demand support for PCs and Macs
- Remote control, web chat, file management & system diagnostics
- Multiple connection methods for easy support requests
- Interactive features like collaboration, laser pointer and white board
- Add-on support for BlackBerry, Windows Mobile & Symbian OS
  - Simulation of remote devices
  - Remote connection via SMS message





## Getting Results with LogMeIn

Palm Valley Health Care reports it has:

- Enabled business model, helped improve patient experience and competitive edge
- Shortened call handle time due to direct remote access to troubled devices in the field
- Reduced call volume by 50% through improved user training capabilities
- Reduced nurses' driving time and gas costs – less need for nurses to travel to the office for issue resolution
- Increased user satisfaction due to friendly and efficient remote support service

**“Our nurses love Rescue+Mobile, they are “wowed” that we can remote into and take over their devices. They appreciate the time it saves them, time that they can now spend with their patients.**

*–Nathan Armstrong,  
Palm Valley Health Care*



# Tips for Successful Remote Support

- Provide real-time support for real-time devices and business processes
- Enable effortless & quick connection for support sessions
- Promote adoption (and user independence) with training and education
- Turn technology into an enabler not a hindrance

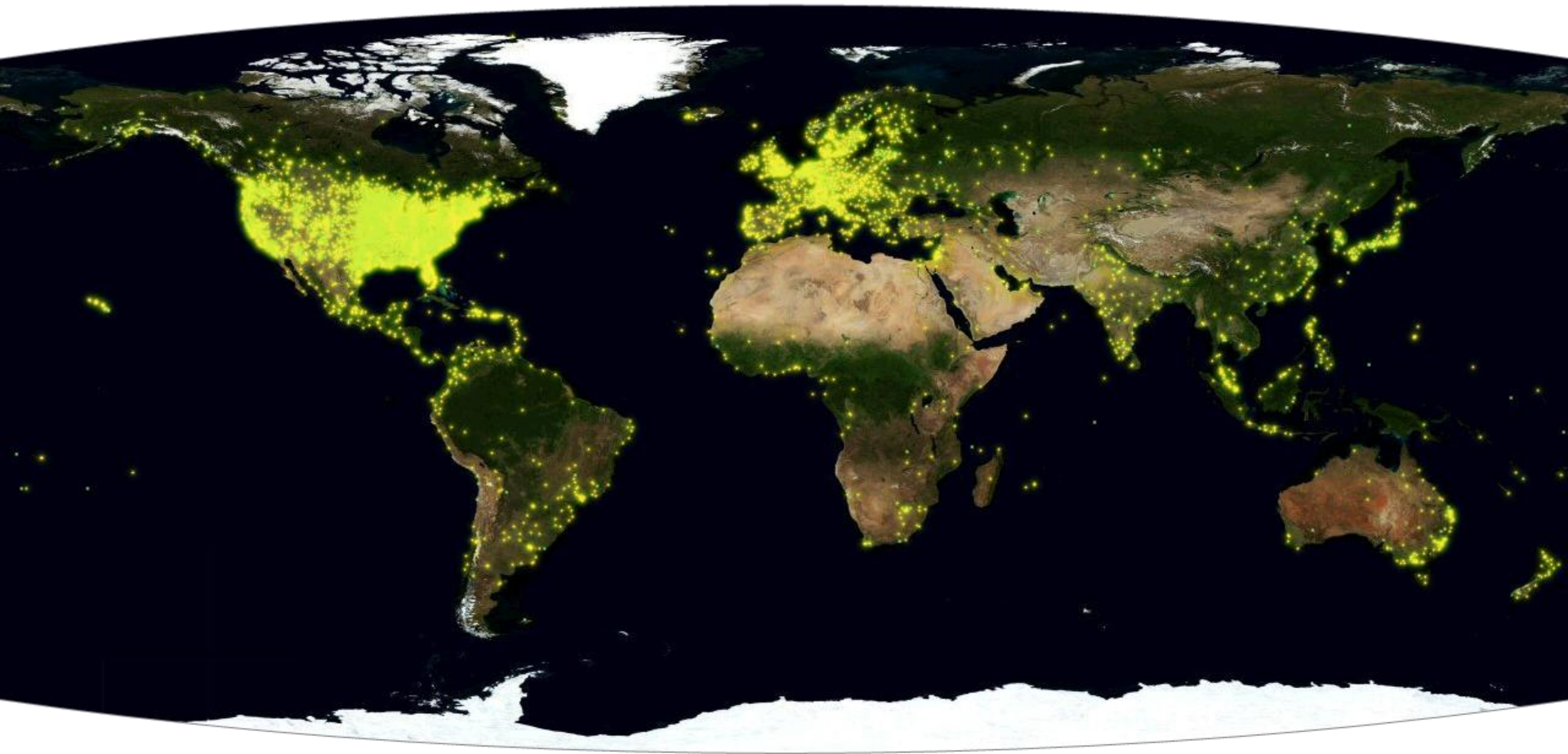
**“Our nurses don’t get strapped in technical difficulties, they have the freedom to continue to care for patients in the field where they belong.”**

*—Nathan Armstrong, Palm Valley Health Care*





Users Worldwide Rely on LogMeIn



Over 70 million devices connected worldwide

Average of 95,000 new devices join each day



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# LogMeIn® Questions?



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**Questions:**

[Questions@LogMeIn.com](mailto:Questions@LogMeIn.com)

**Instant Free Trial:**

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Thank you for attending

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