Healthcare IT Systems Management: Challenges and Solutions

Healthcare systems are inherently distributed across large campus environments, making regular IT systems management complex and time consuming. Systems need to be readily available and productive yet secure and protected from data loss. The risks of irregular maintenance and non-compliance of IT and security policies are not only measured in dollars lost but in lives saved. With such a complex and critical proposition, efficiency is paramount to fulfilling the organization's mission of providing quality, timely patient care.

Are You Up to Date on Your Disaster Recovery and Security Policies?

Problem
Compliance and security issues keep IT professionals with healthcare organizations up at night. And for good reason. Not meeting HIPAA requirements by securing patient data can lead to fines, a loss of public confidence and even jail time in extreme cases of negligence. The problem is that maintaining compliance and ensuring data protection is complicated and time consuming.

Solution
Complete visibility and control over every machine in your environment gives you a better chance of preventing a security threat and data loss. An online repository of auditing and inventory information that is updated automatically and in real time allows you to know exactly where patient data sits on your network, how it is being accessed and by whom.

Are Your Current Systems Management Solutions Integrated?

Problem
Powerful point products can help you keep on top of your patch efforts, your backups and security scans. But they are rarely integrated and don't give you a holistic view of your IT environment, leading to a silo management strategy that is redundant, inefficient and, frankly, a pain in the butt.

Solution
An integrated solution consolidates disparate management functionality on a single pane of glass, giving administrators a quick snapshot of the status of each system on the network as well as the tools to make changes. Being able to monitor, update, maintain, back up and secure all machines from the same management console automates much of the repetitive, manual administration required on a daily or weekly basis and eliminates the need to work around integration issues. Moreover, because Kaseya's systems management platform is completely integrated, each function and module is "aware" of the others – that means reporting is a breeze!

What is the biggest systems management challenge facing you this year?

- Providing Detailed Inventory for Audits
- Cyber Security Threats
- Business Continuity
- Remote Control
- Other

What percentage of your current systems management solutions are integrated?

- Less than 25%
- 25 - 50%
- 50 - 75%
- More than 75%

Can You Conduct Audits Quickly and Efficiently When Needed?

Problem

The healthcare industry relies on quick, seamless availability of patient data to provide quality, timely care, and conditions can change fast. Decisions about capacity, performance and bandwidth need to be made quickly and on the fly. At the same time, regulators are constantly asking questions to ensure the organization is in compliance of HIPAA and dozens of other regulations. As a result, senior management needs access to audit information and reports without delay.

Solution

Visibility into distributed systems gives you the transparency you need into your IT environment to help make these procurement decisions, and alerts can be set to identify systems that are nearing capacity or need an upgrade. This information can also be collected and used to populate easy-to-read inventory reports you can float upstairs to healthcare administrators and auditors. Instead of weeks or months to compile a complete audit, you can have this information at your fingertips at all times.

Are You Constantly Kicking Off Your Users to Conduct Scheduled Maintenance?

Problem

Systems need constant attention to maintain the critical performance and availability service level agreements necessary in the healthcare industry. While downtime can cost corporations millions of dollars each year, uptime for healthcare organizations is often measured in quality of care. There's no doubt that maintenance needs to be completed, but two people can't use the same computer at the same time can they?

Solution

Well, yes they can. Integrated, agent-based IT systems management solutions allow administrators to conduct maintenance in the background without user interruption. Audits, software updates, backups and security scans can be conducted when necessary without IT having to worry about impacting the availability of critical healthcare systems.

Can You Be Certain that Your Software is Continually Updated?

Problem

Healthcare professionals are increasingly relying on IT to provide quality, timely care for patients. Doctors and nurses access patient information on desktop computers in each examination room or on mobile tablets. Technicians share medical images with primary care physicians in real time. Pharmacists cross-check allergies and dosage information before they fill a prescription. However, up-to-date software on thousands of distributed systems is essential when ensuring consistency and accuracy between devices and maintaining compliance.
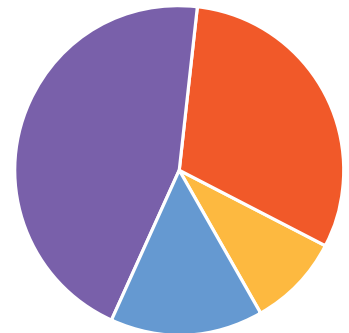
How long does it take you to prepare for compliance audits?

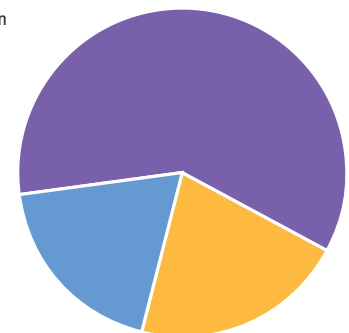- 1 - 3 Days
- 1 - 2 Weeks
- 1 Month
- 2+ Months
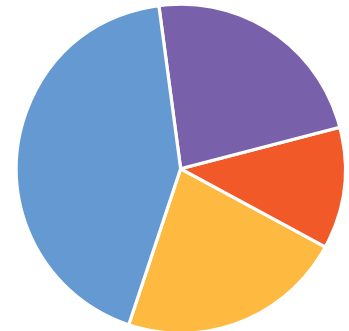
Does downtime of your network devices impact you?

- Daily
- Weekly
- Monthly
- Never

How do you manage internal computer patch compliance?

- Visit each machine on a periodic basis
- Spot checks
- Patch solution

Kaseya

Solution

Complete visibility into remote systems allows administrators to monitor software licenses in real time so they can make sure users are relying on the latest version. IT organizations can set up automatic triggers that go off when licenses expire and create agent procedures that automatically check and update software. Better yet, maintenance is done in the background without users aware, making the process of ensuring consistency and reliability completely seamless.

With Kaseya, the solution is simplicity itself.

The Kaseya IT Systems Management solution helps healthcare organizations proactively monitor and manage their IT environments; anywhere, anytime, whether in or out of a domain.

Manage:

- Systems and peripherals
- Software and process through log parsing
- Backup applications and servers
- Mobile devices, tablets, scanners and kiosks
- Desktop migration

Automate:

- Incident remediating
- Recurring tasks such as patching, updates and software deployment
- IT audit and inventory
- Policy management

Inform:

- Automated and customizable reports
- Process and procedure documentation
- Alert managers quickly and efficiently
- Real-time management information
- Flag anti-malware, anti-virus and end-point security

With Kaseya you will have complete management capabilities, the power of automation and finally the time to focus on the strategic initiatives that will improve patient care and create operational efficiencies while minimizing risk.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

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