



Kindred Healthcare

“We wrapped our remote access strategy around Citrix MetaFrame Presentation Server and its web interface feature”

Rob Rhodes, Technical Consultant,
Kindred Healthcare

Key Benefits

- High-performance, Web-based access to key clinical applications improves productivity
- Accounting tasks reduced from six hours to minutes each month
- Reduced monthly Accounts Receivable days by one
- Faster payment of medical claims
- Foundation for HIPAA compliance
- Leveraged existing IT hardware

www.citrix.com

Kindred Healthcare is one of the largest long-term health care providers in the U.S. Headquartered in Louisville, Kentucky, the organization operates 65 acute care hospitals, 285 nursing centers and 30 institutional pharmacies across the country.

The Challenge: Access to Key Patient Information from Any Location

Kindred Healthcare needed to ensure that staff in all of its locations had fast and easy access to a range of client/server and productivity applications. “We were facing issues with application performance, because employees log-on to our system over varying bandwidth connections, including dial-up,” said Rob Rhodes, Technical Consultant, Kindred Healthcare. “Employees, including medical and administrative staff, reported that launching critical applications was extraordinarily slow. Especially in areas such as the nursing center, we wanted to ensure immediate access to key patient information and records.”

In addition, Kindred wanted to centralize its applications in an effort to streamline access and management. “Our goal was to create a ‘virtual desktop’ that would provide users with anywhere, anytime access to information,” said Rhodes. “We needed to centralize our resources in the most efficient way possible — with minimal expenditure in terms of time and money. Wherever possible, we also wanted to leverage existing computing devices.”

Implementing Citrix® Solutions for Remote Office Connectivity

To enable quick, centralized access to key applications, Kindred Healthcare implemented Citrix® MetaFrame XP™ Presentation Server for Windows® with Microsoft® Windows 2000 Servers. With MetaFrame XP Presentation Server, Kindred has enabled over 3,800 users in more than 350 locations to gain Web-based access to a range of business-critical applications, including ProTouch, a custom patient care system, Microsoft Outlook, Kronos, Lotus Notes and SAP, without re-writing code.

Enhanced Productivity and Time Savings

Citrix solutions for remote office connectivity have enabled Kindred Healthcare to manage its sites, especially two-to-four person pulmonary units, in a cost-effective and efficient manner. By centralizing applications, the IT department can easily provide these locations with access to all the key applications and resources. "We wrapped our remote access strategy around Citrix MetaFrame Presentation Server and its web interface feature," said Rhodes. "Users, including doctors and nurses, have been able to gain fast, Web-based access to key applications via the Internet from their homes and remote sites, vastly improving productivity."

"By helping us save time and improve productivity, Citrix software has also made a direct impact on our bottom line," remarked Rhodes. "We noticed that our Patient Accounting systems ran faster after we deployed them on Citrix MetaFrame XP Presentation Server. As a result, the process of closing the books each month has been reduced from six hours to a few minutes. We've also reduced our Accounts Receivable days each month by one."

The company has also run a successful pilot with Citrix MetaFrame XP Presentation Server to submit medical claims electronically. "The process has not only been more accurate, but has also ensured that we get paid quickly," said Rhodes. "We're rolling out this claim system to all of our hospitals."

In addition, the ability to run any application on any device with Citrix software has allowed Kindred to extend the life of existing IT hardware. "With Citrix MetaFrame XP Presentation Server, we can run high-end applications with low-end devices," noted Rhodes. Features like the management console, load manager and web interface extend and enhance the company's Windows 2000 Server implementation.

"Citrix solutions have prepared us for the future," said Rhodes. "If we're in an acquisition mode, we can easily set up new users because many of our applications are centralized. In addition, the secure, centralized access we have with Citrix solutions has provided us with a firm foundation for disaster recovery and HIPAA compliance."

Solution Detail

Applications Deployed

Over 40 applications, including:

- ProTouch, a custom hospital patient care system
- MediTech billing and accounting software
- Microsoft Office Suite
- Kronos
- Lotus Notes
- SAP GUI
- SSI, an electronic medical claims submission application
- SRC, a budget application
- PVS, a custom prescription verification system
- HPAS, a custom Nursing Center patient accounting system

Networking Environment

- Citrix® MetaFrame XP™ Presentation Server running on 40 HP DL 360 servers with 2 1+ GHZ processors and 2GB RAM
- Microsoft® Windows® 2000 Servers
- Frame Relay WAN, Dial-up, Internet connections
- Client devices include HP PCs and IBM Notebooks

About Citrix® MetaFrame® Presentation Server

Citrix® MetaFrame® Presentation Server, the world's most widely deployed presentation server and the foundation of the Citrix MetaFrame Access Suite, centralizes access to heterogeneous applications and information. It enables IT administrators to deliver, manage, monitor and measure computing resources and provide single-point, on demand access from any client device across any network connection.