



## **Empowering Healthcare Organizations to Securely Support Hybrid Workforces and Mobile Clinicians**

*An out-of-the-box tool meets today's most pressing challenges*

Several years ago, in his work as an IT leader at a healthcare provider organization, Michael Romatzick was helping clinicians and other staff members use Citrix desktop as a service (DaaS) on Google Chrome operating system (OS) devices. “The pieces were still coming together, but it was a better way to do computing,” he said.

Since then, Romatzick joined Google and has become involved in the continued development of the combined Citrix DaaS and the Chrome OS product in his role as Virtualization Solution Lead, Chrome Enterprise Ecosystem. Citrix DaaS is a computing offering that securely delivers virtual apps and desktops from the cloud to any device.

“I saw firsthand from the inception that these Chrome OS and virtualization solutions were designed to meet the needs of where the industry is *going*, not where the industry is. So, I know what these devices are capable of,” he said.

For end users, the devices make it possible to have what's needed at their fingertips. “It's like pulling that screwdriver out of your pocket, knowing it's exactly what you need and you're going to put it away as soon as the job is done. It becomes a tool that you never have to worry about,” Romatzick noted.

Indeed, the combination of Citrix DaaS on Chrome OS devices provided clinicians, IT teams and other healthcare staff members with exactly what was needed to do their jobs as they faced challenges during the COVID-19 pandemic. From interchangeable device flexibility to rapid provisioning and

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boot-up to seamless access to mission-critical healthcare apps, the joint Citrix DaaS and Chrome OS solution enabled clinicians and other healthcare workers to shift to hybrid and remote work during the pandemic – and will continue to support healthcare organizations (HCOs) as challenges evolve.

“Citrix is known for the flexibility it provides for the user. And Chrome is known for the fact that it is simple to configure, has the speed of a faster operating system and is secure,” said Vipin Borkar, Senior Director of Product Management, Citrix. “These characteristics make it very easy for end users to grab it and get going. Because it is so easy to configure, [HCOs] can just buy Chromebooks from Amazon and users can just log in and boom, they’re ready to go.”

## One organization’s story

Hackensack Meridian Health relied on Citrix DaaS and Chrome OS devices to overcome myriad challenges presented by the COVID-19 pandemic, an event that disrupted the everyday routines of the 36,000 employees of the New Jersey-based HCO.

At the beginning of the pandemic, Hackensack Meridian sent more than 3,000 staff members home with Chromebooks running Citrix DaaS. In addition, the hospital equipped 500 contact center employees across 80 locations with Chrome OS devices to empower them to work safely and productively from home or on-site locations. Authenticated by Zero Trust Network Access (ZTNA), these staff members securely access their apps through Citrix and work in the cloud.

“Citrix provides the ability to work securely from anywhere ... and use any device,” Borkar said. “And it gives the IT team a lot of flexibility in deployment. They have the flexibility to create a deployment that is in the cloud or a combination of on-premises and in the cloud.”

In addition to supporting remote workers, the hospital uses Chrome OS devices with Imprivata identity management software and Citrix at clinical workstations across the network. Clinicians can immediately access the EMR by simply tapping their badges on a reader, a much quicker process than what they were formerly accustomed to. In addition, when clinicians log into a workstation in a department outside of their normal work area, their bookmarks, preferences and other information seamlessly follow them.

Having such easy access to this information became a big plus during the pandemic.

“During this period, while the clinicians were giving care to the patients, they couldn’t afford any glitches from a technological perspective. They needed everything available for them to quickly access and do their work fast enough. Every minute is critical, and it was even more critical [during COVID],” Borkar said. “Because lives were at stake, IT had to make sure that the clinicians had everything they needed at their fingertips and were able to efficiently take care of patients as fast as they could.”

The Citrix DaaS and Chrome OS solution also enabled Hackensack Meridian’s IT department to remotely manage its fleet of devices. Through the Google administration console, the IT team can easily manage the technology infrastructure for 17 hospitals and support a highly mobile workforce, as well as a work-from-home team including staff members located across the globe.

While the use of this solution made it possible to move forward during an unprecedented crisis, many quantifiable benefits emerged as well. Standardizing on the Chrome browser resulted in a 25% decrease in support requests; the use of Google Workspace made it possible to integrate apps with the Chrome browser, improving productivity by 25%; and the utilization of Gmail resulted in a 30% reduction in spam.



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MICHAEL ROMATZICK | Virtualization Solution Lead | Chrome Enterprise Ecosystem

## A bevy of benefits

Hackensack Meridian's experience illustrates how one organization is leveraging Citrix DaaS and Chrome OS devices to conquer an array of challenges. The solution, however, is also poised to help healthcare organizations:

**1. Meet continually evolving patient care needs.** HCOs were forced to quickly roll out vaccination centers, testing facilities and alternate care sites when COVID-19 hit. Because of this, IT departments relied on the jointly developed solution to quickly add computing power and scale operations to meet these new needs.

"Many healthcare organizations had to use makeshift locations or trailers as temporary workspaces. So, very rapidly – sometimes even overnight – these organizations had to create or adapt infrastructure to support users, which was a serious challenge," Romatzick noted.

**2. Support unique mobility needs.** Some hospitals are made up of a network of acute- and ambulatory-care facilities. A physical therapist might, for example, travel between locations with devices. This might mean extended workdays away from power.

With conventional computing, it is often difficult to ensure that the devices connect to the correct networks, support a quick boot time and offer an adequate battery life. With the Citrix and Chrome OS solution, however, users can connect to virtual infrastructure and web-based applications in seconds.

"There's no prep time. Clinicians can grab a device out of their bag and start working. The battery life will last through the entire shift. And, as soon as they are done, they can put it away and move on. It allows for a very dynamic workflow," Romatzick said. "And that flexibility is something that a lot of clinicians hadn't experienced with computer carts or conventional laptops. They would often leave their devices logged in and booted up just to avoid startup and initial login procedures for unlocking encryption. So personal

health information was exposed. Users attempted to make their jobs easier, but risked security and patient safety in the process."

**3. Protect vulnerable data.** The product complies with healthcare regulations such as HIPAA. "The whole solution has inherent security built into it. With virtualization, your patient record and data are centralized, and access is controlled," Borkar said.

Data is stored in the data center rather than on each device.

"When you had a large remote workforce in the Windows world, for example, you had independent products that all required considerable patching security," Romatzick said. "Healthcare organizations would have devices that could over time ... fall off the domain. The encryption software wouldn't check in and people were locked out from even booting their laptops. So, one of the huge advantages with Citrix and Chrome devices is the direct cloud management ... that keeps the endpoint secure and ensures users can reliably access content securely and not be exposed to risk, no matter how many devices are out in the wild."

**4. Reduce total cost of ownership (TCO).** HCOs can experience cost savings with Citrix and Chrome OS products immediately.

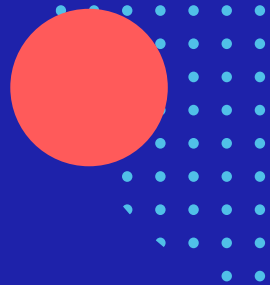
"When you look at savings right out of the gate, organizations have lower device costs because they don't need nearly as high performance to provide the same or better user experience from Chrome OS," Romatzick said. "Organizations can have devices shipped directly to users. The devices don't have to go to an IT help desk to be imaged for multiple hours."

Borkar added that cost savings become even more substantial as time goes on. Because IT teams can manage devices from a central location, the process of configuring, distributing and maintaining devices is streamlined. "The real TCO value [comes] a few years down the line where it's easier for organizations to manage the backend



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infrastructure. [With conventional computing], IT has to manage all these applications and their end points. It's a nightmare for them. The cost of managing these applications and devices becomes exorbitant," Borkar said. "However, when an organization uses Citrix, it can centralize all of this ... and the device itself is easier and more cost efficient to manage and deploy."

### More to come

Perhaps the greatest value of the Citrix and Chrome OS device solution can be found in how the two companies are committed to the continual evolution of the solution.

"We are growing the customer base together, and, in healthcare, we are part of a modern computing alliance. We work closely together, making life easier for clinicians and the healthcare vertical in general. Also, this is a strategic partnership at a product level where we are evolving the solution and making it

better and better over time," Borkar concluded. "Whatever we have right now is great, but we want to make it even better in the future through this joint collaboration."

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To learn more about the Citrix DaaS and Chrome OS solution, visit [citrix.com/google](https://citrix.com/google).



#### About Citrix

Citrix helps organizations deliver a consistent and secure work experience no matter where work needs to get done — in the office, at home, or in the field. Our digital workspace solutions give each employee the resources and space they need to do their very best work. And our platform brings user experience, IT flexibility and security together to foster innovation, resilience and business continuity — all while removing the limits of geography, devices, networks and even clouds to deliver a better employee experience.

Citrix solutions on Chrome OS devices provide organizations with a cost-efficient and secure by design hybrid work solution to power a global, distributed workforce. Combined with Chrome Enterprise, Citrix and Google enable IT teams to centrally and remotely manage, define, and secure employee access to devices and any type of app or virtual desktop, all from the cloud.