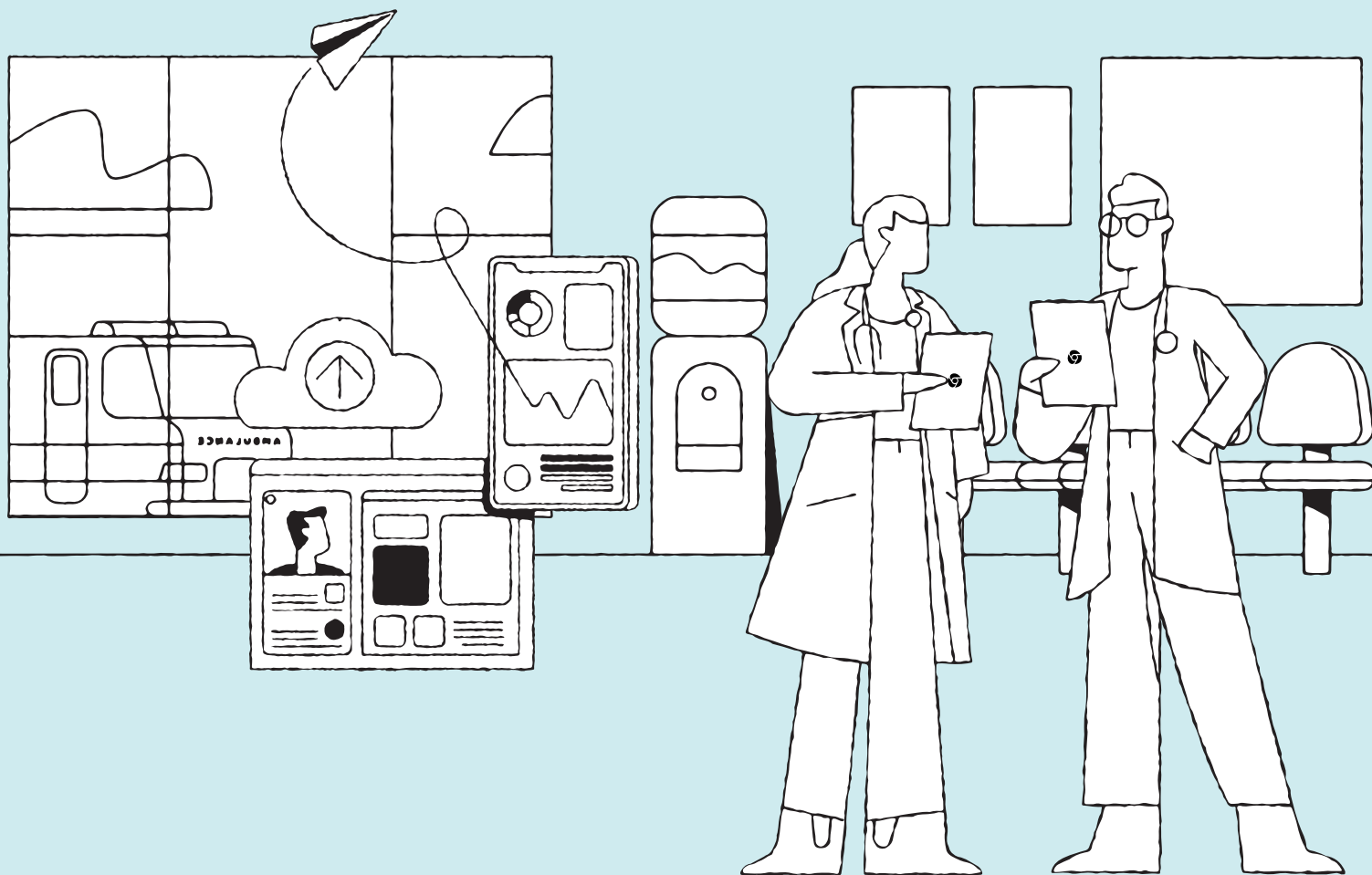




Enabling greater clinician productivity and effectiveness

How Citrix DaaS and ChromeOS help healthcare organizations achieve their business goals



The healthcare industry has undergone fast-paced transformation, as organizations equipped clinicians with desktops as a service (DaaS) and digital workspaces at record speed over the past two years. This rapid transformation enabled organizations and teams to serve an influx of patients due to the pandemic, without compromising the quality of care and patient outcomes. DaaS also enables staff to collaborate and work more productively, which is important as the industry struggles with turnover.

Healthcare organizations are equipping an ultra-mobile workforce

Mobility has taken on new meaning in an era of hybrid work. Clinicians are working at untraditional locations such as testing centers, conducting telemedicine visits with patients, and reviewing charts and files from home. As a result, healthcare technology needs to support ultra-flexible staff workstyles.

Clinicians need fast, seamless logins to digital workspaces, video conferencing capabilities, and secure access to medical apps such as Epic and Cerner and patient electronic health records (EHRs), wherever they're working.

“Healthcare organizations that have implemented telemedicine programs have achieved cost savings up to 75 percent. In addition, some have driven revenue by up to 26 percent due to increased clinician productivity and fewer patient no-shows.”¹



Zero trust architectures protect sensitive data and processes

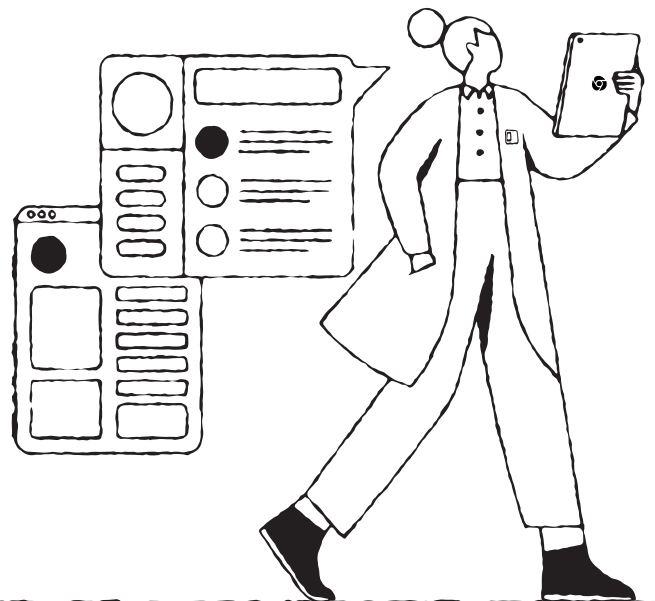
All of these trends have also redoubled organizations' emphasis on security. Healthcare IT teams are implementing zero trust architectures, which “never trust, always verify.” These architectures use a variety of processes and solutions such as organization security policies, including multi-factor authentication, identity and access management, and adaptive security policies to continually authenticate and verify user access requests.

Citrix DaaS on ChromeOS devices protect healthcare organizations from security breaches and costly fines by storing business and patient data in the cloud, not on devices. As a result, lost or stolen devices don't cause organizational harm if they fall into the wrong hands and can also be quickly decommissioned. As a result, healthcare IT teams don't need to fear disabling ransomware attacks that can expose sensitive data and sideline business operations. **ChromeOS devices have never experienced a ransomware attack,**² providing a uniquely secure alternative to traditional PCs for healthcare teams.

In tandem, Citrix Secure Private Access provides zero trust network access, with contextual, adaptive authentication that considers real-time user conditions before authorizing access to applications and services delivered with Citrix DaaS. The adaptive access policies based in Citrix Secure Private Access look at user identity, location, and device posture throughout the life of a session, not just at authentication. In addition, the VPN-less access and remote browser work with ChromeOS and Citrix DaaS as part of a zero trust architecture.

Enabling busy clinicians to make the most of every day

ChromeOS devices take ten seconds or less to boot, enabling teams to get right to work. They also provide 10 to 14 hours of battery life,³ detethering staff from cords and wasted charging time. Citrix DaaS can be configured to launch instantly upon sign in from ChromeOS devices, providing fast access to all the apps clinicians need. Apps and data follow staff as they move about facilities, reducing the need to continually login or make unnecessary clicks.



Supporting aggressive healthcare growth objectives in a competitive market

Mergers and acquisitions create an influx of new systems to integrate and employees to onboard. Citrix DaaS on ChromeOS simplifies the entire process because it can all be done from the cloud with a zero-touch deployment.

Citrix integrates seamlessly with Chrome Enterprise, enabling IT to set up policies that are pushed to devices from the cloud. New staff can simply open up ChromeOS devices and access all of their apps instantly with Citrix DaaS. Since data isn't stored on devices, healthcare organizations can also provide shared devices, enabling workers to select any device at the start of the day and return it when the day is done.

IT can use granular policy and contextual controls to provide unique levels of access based on real-time conditions. Doctors, nurses, researchers, and other staff simply log-in to their ChromeOS device and they have customized access to the apps they need.

Making the most of healthcare budgets by focusing IT spend on what matters

Citrix DaaS and ChromeOS devices are cost-effective solutions for IT to manage, because they both can be centrally managed from the cloud. Not only can the IT admins increase their IT efficiency by at least 10 percent by using DaaS, helpdesk call volumes can be reduced by 33 percent and call times cut in half.⁴

ChromeOS devices are also an affordable strategy for large workforce deployments. A recent survey from Forrester found that ChromeOS hardware savings average \$625 per deployed device.⁵ With personalized apps and data made available at sign-in to Citrix DaaS, ChromeOS devices can be shared, reducing the need to equip workforces one-to-one with devices.

Finally, Citrix Analytics for Security continuously assesses the entire Citrix DaaS environment to proactively detect and resolve security threats. Manual intervention is replaced by automated remediation actions in real-time.

CASE STUDY



Hackensack Meridian Health uses ChromeOS devices and Citrix DaaS to improve patient care

Hackensack Meridian Health, a healthcare network based in New Jersey, uses ChromeOS and Citrix DaaS to empower clinicians and streamline business operations. The organization has deployed Google Workspace and Chrome Enterprise solutions, facilitating seamless interactions among its frontline workers.

In 2020, the network deployed 3,000 Chromebooks to its teams with Citrix, enabling secure access to core healthcare applications. Chromebooks also helped physicians conduct patient visits online. As a result, telehealth visits grew from approximately 8,600 in 2019 to nearly 200,000 in 2020.⁶

ChromeOS has also streamlined M&As for the organization, simplifying the consolidation of 11 Active Directory forests into a single domain, enabling a smoother transition for team members.

► [Read more](#)

► [Watch the video](#)

Delivering a great user experience for healthcare workers

Frontline workers and healthcare teams have enough things to worry about, don't let their daily workplace technology be one of them. Citrix DaaS and ChromeOS deliver a great experience for clinician teams, IT administrators, and security organizations. Our fully integrated solutions enable teams to deliver exceptional care, removing clutter from the workday.

Learn more about Citrix DaaS and ChromeOS solutions for healthcare.

► www.Citrix.com/Google

1. Citrix, Healthcare Systems in a Post-Pandemic World
2. Google, Free your business from ransomware with ChromeOS
3. Charlotte Verbrugghe, Why Chromebooks are conquering the healthcare industry
4. Citrix blog, What are the cost benefits of DaaS?
5. Forrester, Google Chrome Enterprise Devices Boost Employee Experience and Productivity in the Healthcare Industry
6. Hackensack Meridian Health, Hackensack Meridian Health and Google Expand Relationship to Improve Patient Care



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