

# Jump-starting Goshen Health's hospital of the future

Lenovo equips reimagined patient  
rooms and clinical workspaces



Lenovo recommends  
Windows 11 Pro for Business.

Smarter  
technology  
for all

Lenovo



## The Goshen Health story: True human-centric transformation

From 40+ locations in northern Indiana, Goshen Health delivers a range of services including family medicine, cancer care, heart and vascular care, orthopedics, and women's health — providing access close to home for area residents.

Goshen Health has been serving patients as a nonprofit community hospital for more than a century.

Along the way, they have earned local, state, and national recognition for their dedication to improving community health. They are ranked one of the best in Indiana.

The hospital is a four-time designee of the American Nurses Credentialing Center (ANCC) Magnet Recognition Program,<sup>®</sup> which looks for a culture of nursing excellence, interprofessional collaboration, empowerment, and exceptional care. Magnet designation is an honor less than 10% of US hospitals have earned.



## Today's healthcare priorities

Two of the main priorities for today's healthcare systems are improving patient experience and enabling digital transformation. With heightened consumer-like expectations, these increasingly go hand in hand.

**92%** 

**In fact, 92% of health system technology leaders in a recent Deloitte survey say better patient satisfaction and engagement is the top outcome they want from digital transformation.<sup>1</sup>**

**88%** 

**To achieve this, 88% of them are making their biggest digital investments in patient experience.<sup>1</sup>**

Like many industries, healthcare is striving to adopt people-centric technology. In the clinical environment, that means focusing on those receiving care and those delivering it with an eye to both human and business outcomes.



Lenovo recommends  
Windows 11 Pro for Business.



## In search of access and efficiency

Goshen Health was well established as a leading healthcare organization. But there was room for improvement. Like many inpatient facilities, Goshen Health's challenges and frustrations weren't being addressed by their existing technology.

Without a computer in every patient room, nurses could not immediately enter information and orders. Instead, they made paper notes and transferred them to the electronic health record (EHR) when a computer became available — keeping them in the room longer when patients needed rest and creating inefficient clinical workflows. Many of the rooms were small and semi-private, making bedside interactions difficult and family visits uncomfortable. If a PC went down, the situation was urgent.

Other parts of the clinical workflow were inefficient as well. The whiteboards in patient rooms, meant to facilitate information sharing, required time-consuming handwritten notes and frequent updating. The call button system was not optimal for patients to communicate or nurses to respond. And for physicians using computers in multiple locations each day, the login process could be a constant hindrance.

Goshen Health's commitment to the best possible patient and provider experience spurred them to find solutions.

The plan was to replace a portion of the original 1950s hospital building with a new four-story, 100,000-square-foot tower. Three patient floors were revamped to include innovative design and state-of-the-art technology. The clinical workspaces on those floors would be streamlined areas with modern technology solutions that promote productivity and collaboration.



Lenovo recommends  
Windows 11 Pro for Business.

## Diverse perspectives and inspiring goals

From the outset, Goshen Health took a people-centric approach with cross-department input from multiple stakeholders, a “team of Colleagues,” including clinicians. “One of the things that sets Goshen Health apart is how we involve the voice of the Colleagues, the closest ones to the work at the point of care,” said Erica Prough, Director of Education and Professional Practice and Magnet Program Director. Feedback from managers and directors, non-clinical staff, and patient and family advisory committee members was also included in the designs.

The planning and decision-making process was inclusive and thoughtful, allowing everyone to voice their ideas, from the big picture to the smallest details. Drafts included cardboard mock-ups and scenario run-throughs.

At the highest level, the objective was to create a quiet, healing environment where patients could rest and focus on getting well — a comfortable space for patients, providers, and families enabled by technology that would dramatically improve responsiveness, efficiency, and the daily experience of patients, Colleagues, and clinicians. What’s more, Goshen Health wanted to serve as a leader, showcasing what’s possible with healthcare technology innovation.



Lenovo recommends  
Windows 11 Pro for Business.



### Spotlight on ThinkPad® T14 Gen 3

Used by clinicians and healthcare providers for data access and collaboration from anywhere

- Tap and go authentication with NFC and RealID RFID reader
- Lenovo Quick Clean for easy cleaning without shutdown
- Flexible chassis with choice of screens, processors, memory, and storage
- Option for Eyesafe low blue light display
- Extensive ThinkShield privacy features
- MIL-SPEC tested
- Powered by the Intel vPro® platform and Windows 11



## Why Lenovo?

Goshen Health was seeking a trusted partner for the desktops, laptops, and accessories to be used in the patient rooms and throughout the clinical workspace on each floor. Goshen Health's prior experience with Lenovo solutions elsewhere in the hospital was a significant edge in vendor selection. Proven Lenovo quality, reliability, and supply chain were important factors in the decision, as was Lenovo's partnership approach.

A key differentiator was customer responsiveness, from sales to service to warranty repairs. Premier Support was considered a huge value-add with the ability to fast-track issues with elite, dedicated technicians.

Another highlight was technology for hybrid collaboration. Desktops like the ThinkCentre® Tiny-in-One and laptops like the ThinkPad® T14 series come with Windows 11 and are powered by the Intel vPro® platform for an unrivaled healthcare PC solution. They include built-in cameras and seamless connections that keep clinicians in touch with patients and each other. Microsoft Teams provides a feature-rich collaboration platform.

The Lenovo sales team listened intently to Goshen Health's needs and goals and discussed which Lenovo healthcare solutions would be the best fit. Together they selected devices for proof-of-concept testing. During the concept phase, COVID-19 began disrupting lives and businesses worldwide — including supply chains.



Lenovo recommends  
Windows 11 Pro for Business.

As Goshen Health made the decision to partner with Lenovo and the order process got underway, the Lenovo account rep met every question with transparency, set realistic expectations, and checked in often. This honest dialog forged a trusted bond.

**Honest dialog and transparency forged a trusted bond.**

Despite the COVID-19 timeframe, Lenovo met all deadlines and implementation went off without a hitch. Goshen Health used the "super user" training model for the new technology and workflows to ensure some of the clinical nurses could serve as resources for their peers. They also used simulations to identify and mitigate risk before moving into the new environment.

## Anatomy of a partnership



**"The partnership and interactions I had with Lenovo felt aligned with the culture and values here at Goshen Health."**

**Stephen Garber**

Director of Inpatient Nursing Services,  
Goshen Health

**"It's the rapport and the relationship that's made everything successful."**

**Jared Grosser**

Desktop Engineer, Information Technology,  
Goshen Health

**"All our resources came together to provide a great solution but also provided a great relationship — and that goes a long way when making decisions. We will stay in touch and continue building on that relationship."**

**Julie Gadd**

Lenovo Account Executive



# Patient rooms go solo

There's a definite trend toward making all patient rooms private, as Goshen Health did with the new hospital tower. It increases privacy and makes infection safety protocols easier. Private rooms meet evolving patient expectations, helping health organizations stay competitive.

Major hospitals have taken the lead, investing billions in newly renovated single rooms.

>90% 

**Both the Mayo Clinic and Johns Hopkins Hospital, for example, have more than 90% private rooms.<sup>2</sup>**

## Spotlight on ThinkCentre® Tiny desktop and Tiny-in-One monitor

Used on carts in patient rooms and throughout the clinical workspace

- Range of screen sizes
- Reduces cable clutter
- Ergonomically adjustable to 150mm
- Standard VESA mounting options for carts, walls, and stands
- Integrated speakers, microphone, and camera (with privacy shutter)
- Includes Windows 11 with optional Windows Hello facial recognition
- Powered by Intel vPro® for a world-class healthcare PC solution



 **Windows 11**

Lenovo recommends  
Windows 11 Pro for Business.

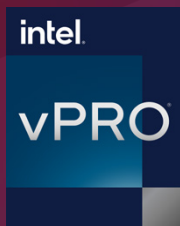


## Patient rooms get smarter

The large new patient rooms were carefully designed with distinct areas for the patient, clinical work, and families. The goals were comfort and engagement for patients and families along with continuous access to computing resources and patient information for clinicians at the point of care.

The medical carts hold equipment to take vitals. Data is automatically entered into the integrated EHR. Carts can be moved about the room for convenience. Charting can be completed bedside.

“We have a space that’s not just brand new, it’s also functional,” said Director of Inpatient Nursing Services Stephen Garber. “It’s not just a shiny new environment, it actually has features that are beneficial to the patients and the caregivers, everyone that’s involved in care.”



Lenovo recommends  
Windows 11 Pro for Business.

## Lenovo solutions

Computer on medical cart for each room

- Lenovo ThinkCentre® M70q Tiny desktop powered by Intel vPro® with the latest Intel® Core™ processors and Windows 11
- Tiny-in-One monitor
- Adapters, cables, mouse/keyboard combos
- USB-C docking

## Additional technologies

- Digital whiteboard integrated with EHR for patient info and personnel info for security
- Smart beds with sophisticated alert systems and overhead lifts
- Bedside tablets for food ordering, education, entertainment, and clinical or personal virtual visits
- Wall-mounted monitor in family area for TV or videoconferencing

## Results

- Technology access when and where it’s needed
- Patient and family comfort and satisfaction
- Clinician efficiency
- Reduced Colleague and clinician stress
- More responsive care



## Clinical workspace gets more productive

The new tower features desk alcoves between every two rooms with a window on each side so Colleagues can see the patient in each room. Each desk is equipped with a compact desktop PC and display. Clinicians also have the option to use their ThinkPad T14 or personal laptops.

Nurse stations — known at Goshen Health as collaboration stations — are also equipped with compact desktop PCs that have dual displays. Nurses can also use laptops.



Lenovo recommends  
Windows 11 Pro for Business.

## Lenovo solutions

- Lenovo ThinkCentre® M70q Tiny desktop powered by the Intel vPro® platform and Windows 11
- Tiny-in-One monitor
- Adapters, cables, mouse/keyboard combos
- USB-C docking
- ThinkPad® T14 series clinician laptops powered by the Intel vPro® platform
- ThinkVision® T series displays at collaboration station
- ThinkPad® X13 Yoga powered by Windows 11 and Intel vPro,® An Intel® Evo™ Design, built for what IT needs and Colleagues and clinicians want while moving around the hospital or working remotely

## Additional technologies

Wall-mounted tablet outside each room

- Displays limited information about patient status and visitor guidelines
- Can be used by provider to video chat with patient to preserve PPE

## Results

- No searching or waiting for computing resources
- Faster response to patient needs
- More efficient charting
- More productive use of clinician time between patients



# Providers and patients weigh in

“When it comes to what the providers experienced previously and what they’re experiencing now, it’s overwhelmingly positive – from a space we were surviving in to a space we’re thriving in.”

## Stephen Garber

Director of Inpatient Nursing Services,  
Goshen Health

As one patient put it,  
“I can finally rest!”

That says it all.

Goshen Health has a simple but powerful mission: “To improve the health of our communities by providing innovative, outstanding care and services through exceptional people doing exceptional work.”

Now they have an exceptional facility to enable it.



Lenovo recommends  
Windows 11 Pro for Business.



# About Lenovo Health

Lenovo's global brand strength extends to healthcare, with over 3,000 organizations served in more than 100 markets. We deliver single-source made-for-healthcare solutions that include hardware, software, end-to-end services, and worldwide support. Health systems rely on us for digital transformation guidance and the secure, reliable technology clinical environments demand.

When you're ready, we're here to help. Contact your Lenovo Health Account Representative or local Business Partner.

To learn more about Lenovo Health solutions for your organization and read "Thriving in the new healthcare environment," visit [www.lenovo.com/Health](http://www.lenovo.com/Health)

Get detailed information on cleaning Lenovo PCs from our [Support page](#).

Download Lenovo Quick Clean software for your ThinkPad® [here](#).

## Sources

- 1 Deloitte, "From a buzzword to an imperative for health systems," October 2021
- 2 Advisory Board, "Hopkins and Mayo have made 90% of patient rooms private. Should you follow suit?" October 2019

© Lenovo 2023. All rights reserved. v1.00 January 2023.

Smarter  
technology  
for all

Lenovo



 **Windows 11**

Lenovo recommends  
Windows 11 Pro for Business.

