

## Saint Luke's Prescription for Excellence in Healthcare through Excellence in Support

Saint Luke's Health System is a regional health care system with 11 hospitals and a number of physician practices serving patients throughout the Kansas City, Missouri, area. Saint Luke's employees rely on 24/7 access to the myriad health- and business-related applications that let them fulfill their commitment to providing excellence in healthcare. Responsibility for supporting these 12,000 users falls to a 30-person desktop support team.

### Downtime is not acceptable

These days, hospitals run on technology, and Saint Luke's is no exception. Their system includes more than 6,000 desktops and laptops, running over 100 applications for everything from ordering prescriptions, to patient medical records, to accounting. Hospitals don't experience any downtime, and neither can the applications they run on.

Although most of Saint Luke's applications are used within hospital walls, physicians and other employees increasingly require access while working remotely. Physicians, especially, want to be able to monitor their patients' care even when they can't be physically present at the bedside. "I can't stress enough how critical it is for Saint Luke's to support doctors who need access to patient information to provide care - from home, another hospital that is not part of our network, or while on vacation," says Travis Crain, systems engineer.

### LogMeIn Rescue: The Rx for support

"Our hospital system is very widely spread out," says Crain. "We have facilities throughout the region, in both Missouri and Kansas. While our support is also dispersed" - 10 technicians work on the main campus, another 20 work throughout the system - "we couldn't provide the type of support we're called on for if we couldn't work remotely. House calls to the desk side are nice, but relying on them is just not feasible in an environment so heavily dependent on remote access to key information."

That's why Saint Luke's turned to LogMeIn for a remote support solution. In selecting LogMeIn Rescue, they chose a tool that enables IT to support systems within the network and outside of it. "Doctors want to check in regularly, and they need to be able to look at a patient's status or update meds, wherever they are," Crain said. "Our goal was to find a support solution that would let us work with both remote and in-house employees. That's why LogMeIn Rescue really stood out for us."

Saint Luke's Health System handles a high volume of calls - averaging 900 per month. With Rescue they have been able to increase first-call resolution, reducing the number of outstanding issues, and to shorten the time it takes to handle those issues. They have also improved overall efficiency and end-user satisfaction by taking advantage of Rescue's Scripting capabilities, which they have used to automate a number of routine tasks, such as remote printer installation. Saint Luke's also relies heavily on interactive capabilities like the whiteboard and laser pointer for ad hoc training, increasing employees' application understanding - and self-reliance.

### Organization

Saint Luke's Health System

### Industry

Healthcare provider

### Challenge

Saint Luke's 12,000 users, widely dispersed throughout their multi-facility system, require round-the-clock support, whether they're working within the hospital network or accessing key applications from beyond it.

### Solution

Saint Luke's chose LogMeIn Rescue so that they could deploy one solution to handle both internal and outside-of-the-network support requests, and to administer a support staff that's distributed throughout their system.

### Results

Saint Luke's uses Rescue to increase their rate of first-call resolution, and reduce support call handling times.

### Key Features for Saint Luke's Health System

- Ability to support personnel outside the firewall
- Remote control
- Scripting
- Session recording
- Interactive capabilities
- Open API for customization

**"With LogMeIn Rescue, we've been able to improve first-call resolution, and have shortened the time it takes to resolve those issues."**

*- Travis Crain, Systems Engineer*

Most of the support calls Crain's group fields involve problems accessing an application, and the team uses Rescue to resolve nearly 100% of these calls. The applications that Crain's team supports often require access to confidential patient information, so they must make sure that they adhere to HIPAA policies. By using Rescue to capture and store chat logs and videos of support sessions, the IT support group helps meet Saint Luke's audit tracking requirements.

Saint Luke's uses Rescue's open APIs to embed a failsafe "smiley" icon, used to quickly and easily request support from a troubled system. The icon is installed on the desktop system tray so that it can't be accidentally deleted – an especially important consideration given that many of the computers they support are used by multiple employees. Crain gives Rescue high marks for its ability to work with Microsoft Installer (MSI) files.

"With LogMeIn Rescue," says Crain, "We've been able to improve first-call resolution, and have shortened the time it takes to resolve those issues. Rescue has been essential in enabling our medical and administrative staff to provide uninterrupted, quality healthcare. I can't overemphasize how important it is to our employees and, in turn, our patients."

### **About LogMeIn Rescue**

LogMeIn Rescue is a leading on-demand remote support product that unites ease of use and security with cost-effective service delivery. It allows technicians to provide temporary, permission-based access to remote PCs, Macs and smartphones – without pre-installing software.

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LogMeIn Rescue at [www.LogMeInRescue.com](http://www.LogMeInRescue.com) →**