Healthcare

Building the hospital of the future

Goshen Health

Lenovo helps a leading U.S. healthcare provider to reimagine patient rooms and clinical workspaces, based on Lenovo ThinkCentre Tiny technology.

Lenovo

Who is Goshen Health?

For more than a century, Goshen Health has been improving the health of its communities as a community-owned, nonprofit healthcare organization. From over 40 locations in northern Indiana, Goshen Health delivers a range of services including hospital services, specialized cancer care, heart and vascular care, and a physicians' network with primary and specialty care.

A four-time designee of the American Nurses Credentialing Center (ANCC) Magnet Recognition Program®, Goshen Hospital has been recognized for a culture of nursing excellence, interprofessional collaboration, empowerment, and exceptional care.

Goshen Health

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The
Challenge

Goshen Health is constantly striving to enhance the patient experience. As part of a wider transformation initiative, the organization planned to replace a portion of its original 1950s hospital building with a new four-story, 100,000-square-foot tower.

As part of this initiative, the aim was to renovate three patient floors with a streamlined, ergonomic layout, underpinned by state-of-the-art technology—shaping new clinical workspaces to promote greater collaboration and productivity.

The new approach was set to bring many benefits to patients and medical staff alike. With a PC in every private patient room, nurses would be able to replace time-consuming paper and whiteboard notes with all-digital record-keeping via the organization's electronic health record (EHR) system.

To help it realize the vision, Goshen Health looked for new PCs and laptops. The organization targeted solutions with the reliability to ensure always-on access to mission-critical EHR systems.

Goshen Health also decided to seize the opportunity to streamline its identity and access management capabilities, making it faster and easier for physicians to access digital tools as they moved from room to room throughout the day.

"**"One of the things that sets Goshen Health apart is how we involve the voices of Colleagues closest to the point of care. Our objective was to create a quiet, healing environment where patients can rest and focus on getting well, enabled by technology."**

Erica Prough
Director of Education and Professional Practice and Magnet Program Director, Goshen Health

Realizing the vision

From the outset, Goshen Health took a people-centric approach to the renovation project, with cross-department input from managers, directors, and non-clinical staff, as well as patients and their families. To harness the very latest in healthcare technology to help support excellent patient experiences and outcomes, the organization turned to Lenovo Healthcare solutions.

Working closely with experts from Lenovo, Goshen Health equipped its renovated building with brand-new compact desktop PCs. The organization selected Lenovo ThinkCentre Tiny-in-One and Lenovo ThinkVision T series displays with Lenovo ThinkCentre M70q Tiny desktop PCs. The modular, all-in-one Lenovo ThinkCentre Tiny-in-One displays house the entire tiny PC inside the monitor—offering an ultra-compact footprint ideal for deployment in private patient rooms.

Hardware
Lenovo ThinkCentre M70q Tiny desktop PC
Lenovo ThinkCentre Tiny-in-One display
Lenovo ThinkPad T14 Series laptop
Lenovo ThinkPad X13 Yoga laptop
Lenovo ThinkVision T Series display

Software
Microsoft Windows 11

Services
Lenovo Premier Support

To further accelerate access to vital patient data, Goshen Health deployed Lenovo ThinkPad X13 Yoga and ThinkPad T14 series laptops, pre-installed with Windows 11. The Lenovo ThinkPad T14 Gen 3 laptops include tap-and-go authentication based on NFC and RealID RFID readers, enabling clinicians to gain access simply by swiping their hospital IDs.

The new layout includes desk alcoves in between every two patient rooms, each equipped with a compact desktop PC and display. Nurse stations are also equipped with compact desktop PCs with dual displays, and nurses make frequent use of the new Lenovo laptops to support care activities.

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"Through our collaboration with Lenovo, we have a space that's not just brand new, it's also highly functional—with features that are beneficial to our patients, and everyone involved in their care."

Stephen Garber
Director of Inpatient Nursing Services,
Goshen Health

3 Results

Today, Goshen Health delivers care in large new rooms, designed with the patient experience at front of mind. Alongside the Lenovo solutions, patient rooms include digital whiteboards to display charts and personnel information, smart beds with sophisticated alert systems and overhead lifts, and bedside tablets for patients to order food, watch entertainment, or take part in virtual visits and remote physician consultations.

Lenovo solutions play a key role in supporting the patient expeirence at Goshen Health. With Lenovo laptops, Tiny PCs, and all-in-one displays, the organization can equip all parts of the new hospital floors with the optimal solutions to support patients and clinicians. For example, nurses and physicians can now update patient notes directly in the EHR system, and accessing this data is faster and easier than ever via NFC-enabled login.

Goshen Health has a simple but powerful mission: to improve the health of its communities by providing innovative, outstanding care and services through exceptional people doing exceptional work. Thanks to its partnership with Lenovo, Goshen Health has created an exceptional facility to support its mission.

✓ Boosts clinical efficiency

✓ Enables more responsive care

✓ Enhances the patient experience

> "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

Why Lenovo?

Goshen Health was seeking a trusted partner for desktops, laptops, and accessories in its new hospital building. The organization's positive expeirence with Lenovo solutions elsewhere in the hospital gave it confidence that it had made the right choice.

In addition to the proven quality and reliability of the Lenovo solutions, Lenovo's partnership approach was a key factor in the decision-making process for Goshen Health. The Lenovo sales team listened closely to Goshen Health's goals, and helped the team find Lenovo Healthcare solutions to address them. The organization was also impressed with Lenovo Premier Support, which offered responsive, fast-track support from dedicated technicians.

Shortly after the project began, the COVID-19 pandemic began to sweep around the world. Despite the global supply chain disruption, Lenovo deployed the new solutions on time. As Jared Grosser, Desktop Engineer – Information Technology at Goshen Health, recalls: "It was our rapport and the relationship with Lenovo that made everything successful."

"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
Account Executive, Lenovo

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