Technology continues to leap forward... are you keeping up?

Emerging trends and best practices from across the country for using technology to better serve staff and consumers.
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Booth: 401
Technology continues to leap forward... are you keeping up?

Emerging trends and best practices from across the country for using technology to better serve staff and consumers.

- Staff and Client Technology Experience
- Universal Availability
- Security
- Technology and Connecting with our Clients
- Emerging Technologies
Technology continues to leap forward... are you keeping up?

We are ready for the future.

That’s what they said last time...
Staff and Client Technology Experience

Issue 1:

- Computers and Systems are slow
- Increased needs and requirements
User hardware has taken a few leaps lately

Overall processing power has increased rapidly of late at the user device level due to increasing core counts and frequencies.

- Use of multi-cores with multi-threads
- Intel and Performance and Efficiency cores
- The Chiplet revolution
CPUs aren’t the only thing rapidly speeding up

Data read/write speeds due to advances in storage technologies

- Significant Increases in both PC and Server storage
- Huge user experience gains
Staff are using equipment more than ever, and expecting more from it

Staff and Client needs around hardware

- More Screens
- More Mobility
- Hotel-ing
Solution: Developing an equipment replacement plan

Often Overlooked sources of revenue/savings: (CFO’s love savings)

- Phone Bill
- Data Connections
- Service contracts on legacy equipment
- Depreciation
- Operational vs. Capital expenses
- Licensing
- Buying Group discounts
- Read the quotes / check behind the salespeople
- Automation

Desktops 3-5 Years
Laptops 3 Years
Servers 7 Years
Network Equipment 5-7 Years
Universal Availability

Issue 2:

• Local and Cloud based resources are needed by local and remote users
Connectivity is Key

Resources

On Premises

Users

On Premises

Dispersed

Traditional Hub and Spoke
Connectivity is Key

- On Premises Resources
- Cloud Based Connectivity
- Users: On Premises, Dispersed

Modern Mesh Diagram
Solution: Regular review of connectivity & Design for connectivity

Mind this Pitfall!

Recent dramatic increases in network speeds along with increased content creation from facilities has proven to expose weakness in many networks, at the edge.

*Firewalls now need the ability to process traffic much faster and at a much higher volume today.*

- Next-Generation Firewalls (NGFW)
  - Deep packet inspection, application-level inspection, intrusion protection
- Unified Treat Management (UTM) Firewalls
  - Single device firewall, intrusion detection and prevention, antivirus and web filtering
Systems to support staff and clients

Internal and External Systems
- EHR
  - Telemedicine
- HR/Payroll
- Finance

File Systems
- OneDrive/SharePoint/Teams
- G-suite
- 3rd Party Vendors
Solution: Get integrated

Integrating Azure AD
• Identity Management
• Intune
• Mobile Application Management
• Microsoft Endpoint Management
  • Enforcing policies to:
    • Secure Data Access
    • Facilitate Remote Patient Care
    • Healthcare Workflow Optimization
Security – Ever vigilant

Issue 3: How do we keep Systems Secure

- Technical Safeguards
  - Passwords/Multi-factor
  - Encryption
  - PHI/PII Protections
  - Centralized Management
  - Auditing

1. West Virginia health center email breach exposes 3,700+ patients' info Full story

6. Alaska hospital getting a new EHR, says former employee snooped through files for 3 years Full story

8. Colorado health provider alerts 295,617 patients of data breach Full story
Protecting PHI/PII at the fringes

Users on unknown networks with unknown exposures

- Enterprise tools to ensure policy compliance
- Centralizing Traffic
- Moving Remote to Local with Virtual and Remote Desktops (VDI and RDP)
Need for Security Awareness isn’t going away in the Future

- **Data Security takes constant vigilance and reinforcement**
  - Create or buttress your Security Awareness Program
  - Monthly HIPAA Walkthroughs
  - Security Training at Orientation, along with additional “Online Learning/CE” required of all employees yearly
  - Simulated phishing attacks
    - Follow-up training required for repeat offenders
  - Mass emails warning about specific phishing attacks (including ransomware)
Technology and Connecting with our Clients

**Issue 4: How can we use technology to better serve our clients?**

- Remote Patient Monitoring
  - Wearables
- Medication Management Apps
- Engagement Apps
Emerging Technologies

Looking toward the not-too-distant future

• Virtual Reality (VR) and Augmented Reality (AR)
  • Exposure Therapy
  • Skills Training
  • Distraction and Relaxation
  • Motivation and Engagement
  • Assessment and Diagnostics
Emerging Technologies

Utilizing AI

- How machine learning can help support our clients and staff
  - Early detection and intervention
  - Personalized treatment plans
  - Improved diagnostics
  - Virtual assistants
  - Predictive analytics
Increased Client and Staff Satisfaction

Viable Business Model

Are we keeping up?

We aren’t so sure!

Charlie Grantham
IT AND PROCESS OPTIMIZATION CONSULTANT

MTM SERVICES

MOMENTUM NATCON23
Increased Client and Staff Satisfaction

Viable Business Model

Are we keeping up?

We know we are!

MTM SERVICES
CHARLIE GRANTHAM
IT AND PROCESS OPTIMIZATION CONSULTANT

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Questions?
Thank You for Attending!

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