

CASE  
STUDY



# Medical grade VDI in action

Purpose-built remote working solution with unprecedented clinical imaging capabilities, accelerating essential diagnoses, transforming healthcare delivery and improving patient care.



Creative ITC



Worcestershire Acute Hospitals  
NHS Trust



## CHALLENGE

Deploying an effective remote working solution to improve workforce mobility and collaboration, with secure access to medical apps, patient information and high definition clinical images.



## SOLUTION

Creative's purpose-built, medical grade VDIPOD solution enables remote healthcare professionals working with heavy-graphics apps to work effectively from anywhere and collaborate securely with colleagues to share knowledge and improve patient care.



## RESULTS

Unchained from workplace desks and shifts, radiologists can work anytime, anywhere.

No loss of image definition, performance or speed.

Boosts collaboration to accelerate decision-making and treatments.

Complies with security requirements.



Now, our radiologists can perform image interpretation from home with the same speed and efficiency as if they were in the hospital using an identical three-screen setup, which also allows access to other key clinical applications and electronic document management solutions.

**Vikki Lewis, Chief Digital Officer,  
Worcestershire Acute Hospitals NHS Trust**



## CHALLENGE



With a £400 million annual turnover and 6,000 dedicated staff, Worcestershire Acute Hospitals NHS Trust serves 580,000 local people from three main sites. Teamwork is the cornerstone of its 4ward initiative, which is designed to look after staff and put patients first.

The radiology department carries out over 384,000 diagnostic scans and x-rays annually. Since 2018, the Trust had sought ways to improve workforce mobility and collaboration. It had evaluated various virtual desktop infrastructure (VDI) platforms. Those that might have worked were financially out-of-reach, while affordable options were simply not up to the job.

As well as dealing with rising COVID-19 cases Worcestershire Acute Hospitals NHS Trust urgently needed an effective remote working solution to maintain vital healthcare services and protect medical teams.

It's well known that off-the-shelf VDI solutions have struggled in healthcare settings - mainly because they're not designed to handle massive clinical imaging applications or as open platforms. That means medical teams get a poor experience and can't easily collaborate in real time with internal colleagues and external contacts. Vast amounts of time are wasted moving scans and large files across the network or via email, applying the brakes on efficiency and vital medical decision-making. Internet-based VDI solutions have also raised legitimate concerns around security and data privacy.

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With the pressure increasing during the pandemic, Creative ITC proved to be an exceptionally reliable partner, not only by providing cost efficiency but also by pulling out all the stops to ensure the solution was delivered within the agreed timescales.

**Vikki Lewis, Chief Digital Officer,  
Worcestershire Acute Hospitals NHS Trust**

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## SOLUTION



Our medical grade VDI solution is delivered via our unique VDIPOD platform, which combines best-of-breed technologies. Purpose-built for large clinical applications and graphics-heavy programmes, it ensures apps and data are fully secure in one controlled environment while eliminating network latency. Previously impossible with out-of-the-box VDI products, radiologists can now work effectively remotely with access to high quality medical imaging and healthcare systems.

In the most difficult of circumstances, Creative ITC scoped requirements, designed a custom-built remote working solution and submitted our proposal in just three weeks. Despite unforeseen challenges caused by the pandemic, and intensified pressure to deliver in March 2020 when the UK was plunged into national lockdown for the first time, the project was delivered on time and within budget. This was largely due to the unparalleled experience of our technical services team. Their deep understanding of virtualisation and how applications and network services behave brought significant value to this project.

With border controls tightening, one of the biggest problems was procuring VDI equipment from overseas. Suppliers in Asia were quoting delivery dates of up to three months. Creative pulled out all the stops, leveraging vendor relationships and arranging home deliveries. Engineers visited the hospital campus under lockdown to set up essential equipment, enabling the Trust to get sixteen initial VDI users up-and-running within weeks.

Our VDI technicians also liaised with both the Trust's IT team and end users, going the extra mile to complete extra tasks such as setting up specialist voice-text microphones, PACS applications and multi-screen homeworking devices to ensure everything worked seamlessly.

Our dedication to providing customer service which exceeds expectations resulted in us getting the new platform up and running and adopted by users successfully and in the shortest possible timeframe. Investing time with end users at the provisioning stage avoided problems with specialist clinical imaging apps and systems which could have led to delays in healthcare services.

The project has revolutionised the way radiologists work. Unchained from hospital desks, they can now collaborate and view high definition 3D-rendered graphics – such as MRI scans – anytime, anywhere. Previously, under their old setup, radiologists could only access IT support up to eight hours per day, Monday to Friday. As part of the new solution, Creative provides 24-hour technical assistance, safeguarding crucial diagnoses and clinical decision-making that could be required out-of-hours.

By introducing new technologies, the Trust was able to meet its top priorities: protecting staff and maintaining service delivery for patients during the pandemic. This extraordinary deployment in the most challenging circumstances paves the way for further NHS innovation – the project proves that introducing new specialist technologies can successfully transform the delivery of vital healthcare services, enabling remote and flexible working, even for specialist high-graphics users involved in vital medical imaging.



## RESULTS



Making the Trust a better place for staff, patients and the local community is the ultimate goal of the Trust's 4ward initiative. Through our innovation, the organisation is better able to meet its top priorities: protecting staff and improving services for patients.

The introduction of new technologies to enable effective remote working by the radiology team has ensured vital medical diagnoses could continue to support healthcare delivery during the coronavirus pandemic. Unshackled from the hospital campus, staff benefit from a superior user performance - working at home feels exactly the same as if they were on site, with easy access to high definition clinical images and medical apps

and no loss of performance or speed.

Freed from restrictive on site shift patterns and with round the clock technical support, radiologists are able to change work schedules, or respond to an emergency in the middle of the night if required. This new flexibility means vital diagnoses and decision-making are expedited and delays to patient treatments can be avoided. Our innovative technology is supporting the Trust in meeting one of its core goals 'No delays, every day.'

As well as enhancing healthcare services for patients, this project is delivering powerful NHS workforce and organisational gains.

## Benefits of VDIPOD



### Improved access to medical diagnoses

The project has changed the way radiologists work. Unchained from hospital desks, they can now work effectively and interpret images on any device, anytime, anywhere.

### Boosted collaboration

VDIPOD enables teamwork among multi-disciplinary healthcare professionals in different locations to accelerate decision-making and treatments.

### Strengthened security

All data is held securely and centrally, reducing the risk of data loss and strengthening information governance and compliance.

### Enhanced staff welfare

Radiologists enjoy more flexible work schedules and are no longer confined to shifts on site.

### Consistent user experience

Users benefit from realtime links directly to the PACS system. Working at home feels exactly the same as if they were on the hospital campus with no loss of image definition, performance or speed.

### More flexible work schedules

Radiologists are no longer confined to shifts on site, expediting patient treatments.

### HR benefits

It's now easier for the Trust to attract and retain the best specialist staff, saving money on recruitment and training.

### IT time and cost savings

Less provisioning, updates, patching and helpdesk traffic, leaving more time to spend on transformational IT projects.

### Financial gains

Predictable OpEx payments and recurring savings on hardware refreshes, maintenance, licenses, training and head count.



Working with Creative ITC has been transformative on many levels. We believe improved mobility will be transformational for clinicians, helping the Trust attract and retain the best specialists and deliver better patient outcomes.



**Vikki Lewis, Chief Digital Officer,  
Worcestershire Acute Hospitals NHS Trust**



**BOOST  
COLLABORATION**



**ENHANCE  
STAFF WELLBEING**



**IMPROVE  
PATIENT CARE**

To learn more about how our purpose-built medical grade VDIPOD solution can help you unlock the benefits of VDI for your healthcare organisation, please get in touch:

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**Creative ITC**

