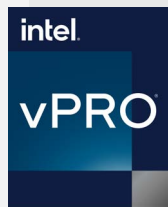


Lenovo
Health

The collaboration continuum

Keep everyone in the clinical
environment connected



Built for Business



Smarter
technology
for all

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TABLE OF CONTENTS

COLLABORATIVE CARE	06
ADMINISTRATION AND EDUCATION	08
EASIER FOR IT END TO END	09

Collaboration is essential across industries. Healthcare is no exception.

In fact, collaboration is particularly important in healthcare, whether for inpatient, outpatient, or virtual health settings.

Poor communication can have serious consequences. But communication that flows freely between patients and care providers yields big benefits.

A collaborative relationship between patient and clinician improves experience, health literacy, and care plan adherence. Collaboration among clinicians improves efficiency, quality of care, and outcomes. And collaboration among medical colleagues enriches education, enhances research, and spurs innovation.



Laying the groundwork for collaboration

Technology is vital to the level of collaboration today's healthcare professionals need, especially as virtual health becomes ubiquitous and hybrid models emerge. But the sector has been slow to adopt digital tools, and a surprising number of organizations still rely on old modes like pagers, faxes, landlines, and even handwritten notes. EHRs have digitized patient records, but hardware and software are often not integrated with them.

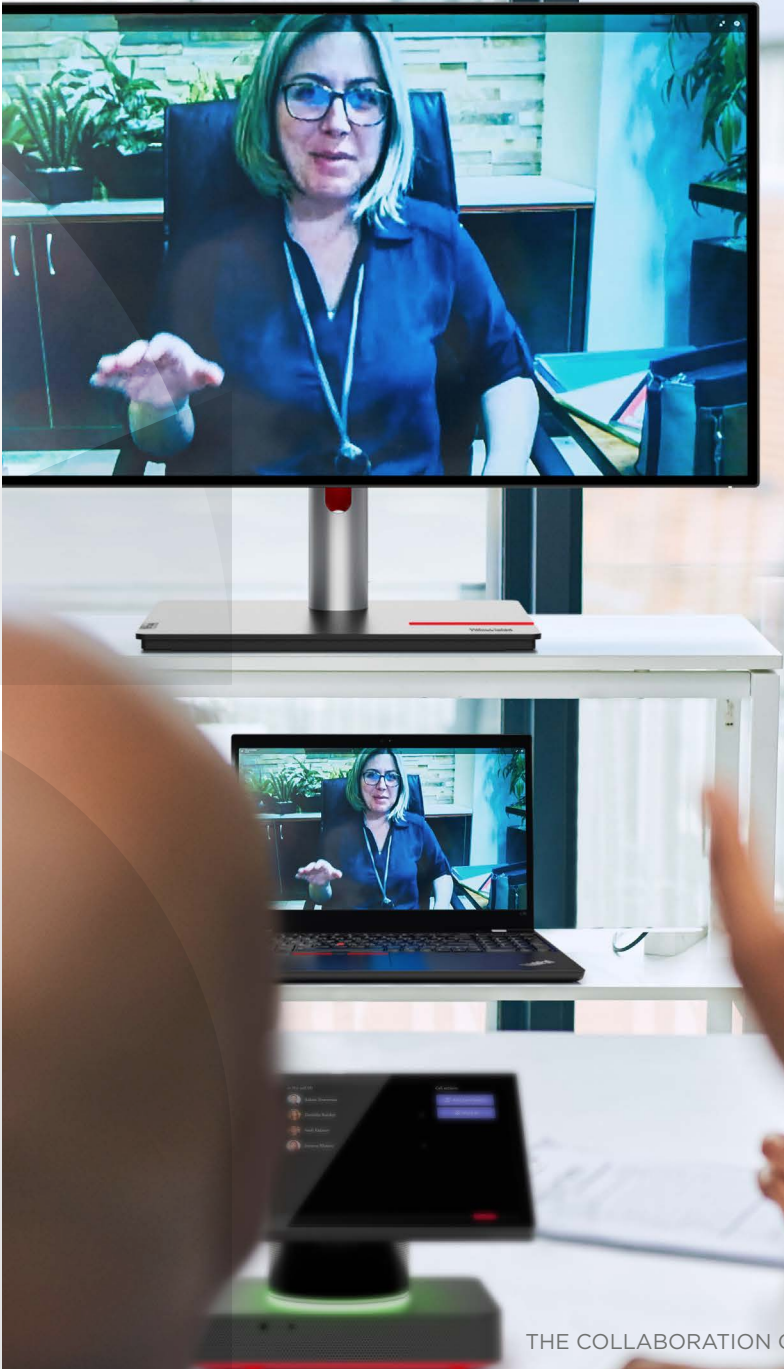
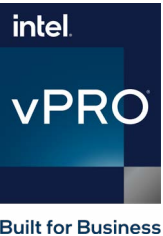
Engage your entire healthcare workforce and amplify their effectiveness with business-class performance. Lenovo healthcare solutions powered by the Intel vPro® platform deliver business-class performance for critical workloads, with the connectivity and battery life healthcare environments demand.

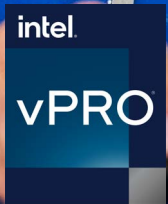
Adding the right technology goes hand in hand with designing space to support virtual health and team-based care. Just like commercial organizations, a good next step is to assess your needs and the range of room types you'll need to accommodate all the ways your clinicians and staff collaborate.

The main pillar of modern work collaboration is virtual meetings. Video collaboration is the top choice to keep workforces connected, with growing use in 95% of organizations from 2019 to 2020.¹ It's now the number two investment focus area for IT.² Collaboration spaces outfitted with video technology are quickly becoming a must-have.

95%
of organizations use
video for collaboration.

#2
investment
focus area
for IT.





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The collaborative patient journey

New virtual health models are flexible and convenient. They keep patients and providers connected, even when in-person visits aren't possible or preferred. And they facilitate access to a wider care team, making it easier to consult with specialists despite distance. The rise in virtual health will require both secure devices and UC (unified communications) platforms like Microsoft Teams, plus private spaces suitable for individual video collaboration.

Remote but face to face

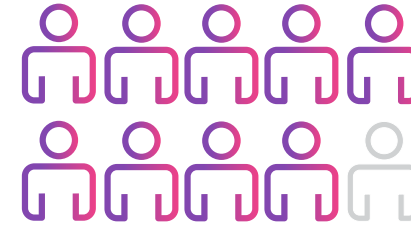
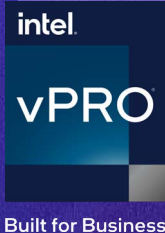
Daily rounds are an important touchpoint in the hospital routine. But the logistics of visiting each patient can be costly, compounding the impact of staff shortages. Virtual rounding by video preserves this valuable time, limits infection exposure, makes daily rounds more efficient, and builds continuity and trust for patients.

Patients use a tablet or laptop in their rooms. Clinicians can connect from anywhere on their own devices — like the Lenovo ThinkPad® T14 Gen 3 laptop with Windows 11 and the Intel vPro® platform for an unrivaled healthcare PC solution. Both patients and providers use a hospital-supplied collaboration platform like Microsoft Teams. Clinicians can easily add specialists and family to the conversation to coordinate care plans.

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Health from home base

Home-based virtual solutions are becoming popular for chronic disease management, using a combination of remote patient monitoring, video visits, and guidance delivered on mobile devices.



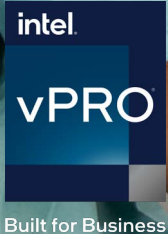
86M

people in the US are forecast to use a health or fitness app in 2022.⁴

Nearly nine in 10 physicians see the benefits of using digital health tools with their patients.³

The home-based virtual model is one of ongoing collaboration and personalization, with providers checking in on progress and patients using new insights to form healthy habits.

Virtual visits are also becoming standard for primary care, behavioral health, and other disciplines. It's generally agreed that this way of delivering care is here to stay, likely trending toward a hybrid mix of remote and in-person visits. Patients and providers can connect from anywhere on computers or smartphones.



Windows 11

Collaborative care

Even though team-based clinical care is now a fixture, members of the team can still be stuck in silos, making information sharing difficult.

Often, this is due to disparate, incompatible systems. Clinical collaboration systems can help — offering a unified platform for secure intra- or interfacility messaging along with secure, real-time access to EHRs, staff scheduling, test results, and images.

What is interprofessional collaboration?

Interprofessional collaboration is simply multidisciplinary, cross-functional healthcare professionals working together — on individual cases or larger initiatives — toward better patient outcomes.

Its value lies in pooling diverse perspectives and ideas for more effective care plans. This level of communication helps improve patient experience, reduce medical errors, increase efficiency, and engage clinicians to prevent burnout.

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The global clinical communication and collaboration market is expected to exceed \$5B by 2027, with 17.3% CAGR.⁵

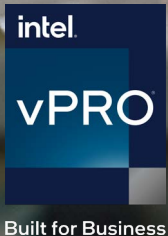
You'll want to plan strategically for infrastructure, workspace, meeting room configurations, and culture shifts — to remove barriers and promote the exchange of patient data and personalized treatment plans.

Clinicians need a range of collaboration spaces for daily interactions with colleagues and patients, from small focus rooms for individual virtual meetings to medium-sized rooms for group consultations to large meeting spaces for presentations.

Video collaboration has come a long way. Advanced technology makes possible new patient-provider connections with better, more lifelike quality. Today's solutions are streamlined and easy to use, and feature audio and video enhanced by artificial intelligence. Many of these systems are scalable to fit varying room size needs. And UC platforms include not only video but engagement-boosting features like chat, whiteboarding, transcription, and polling.



Administration and education



These same rooms and systems can be used for department, administrative, and educational meetings, as well as physician teams and smaller patient support groups.

You may have administrative staff or clinicians on flexible schedules and working remotely part- or full-time. As a result, there will be hybrid meetings with a mix of onsite and remote participants. As hybrid becomes the norm in many healthcare systems, the issue of meeting equity has come to the fore.

It can be especially hard for employees to feel included in hybrid meetings. One in five remote workers worries about not feeling heard.⁶

Technology has solutions for this challenge, including:



AI cameras with automation features



AI-driven engagement tools like chat, polling, and whiteboarding



More immersive, intelligent audio



UC platform gallery features that feel like participants are in the same room



Easier for IT end to end

Digital transformation can be a daunting prospect for many healthcare organizations. Collaboration technology can be a good incremental step to embracing that digital transformation. A trusted technology partner offering these four things will make it easier and faster to implement:

- **One-vendor solutions.**
Remove complexity
- **End-to-end services.**
Take the burden off IT
- **Intuitive, easy-to-use technologies.**
Meet clinician and administrative staff expectations
- **Remote manageability capabilities.**
Provide efficient visibility and control

Through 2024, organizations will be forced to bring forward digital transformation plans by at least five years.

Gartner⁷

“As a Service” models are gaining popularity for their cost-effective, flexible convenience.

Collaboration as a Service puts healthcare organizations on par with much larger enterprises for regularly refreshed technology and service/support levels comparable to those of significant in-house IT resources.

CaaS offers:

- Bundled hardware, software, and services for one predictable fee
- Shifting the cost of collaboration from CapEx to OpEx
- A hands-off path through installation, deployment, management, and maintenance
- A way to meet evolving needs without capital investment risk

Together with our partners, Lenovo delivers Smart Collaboration solutions for virtual health. When you're ready, we're here to help.



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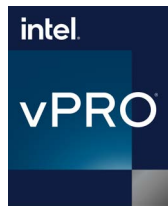
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