

On the Move with Wisconsin's Marshfield Clinic

"We had a major challenge. Our doctors had to move between clinics, go into hospitals and move anywhere within our 39 centers without disrupting applications." - Carl Christensen, Chief Information Officer

The Marshfield Clinic in Wisconsin prides itself on having a culture that is leading edge. When Carl Christensen and his team discovered NetMotion's Mobility product, they were incredibly excited. "We wouldn't have to worry about wireless security; we could allow customer and consultant access that we controlled," Christensen recalls realizing. They've had phenomenal acceptance by the physicians. Physicians can access imaging and the clinic's rich database right in the exam room without a space-robbing workstation in their way. Mobility gave them the ability to move between home wireless systems, WANs, LANs, and makes it straightforward to negotiate access to hospitals, retirement homes and other medical facilities. "The ability to bring records and other systems to the bedside and into the exam room will save us many millions of dollars a year," says Christensen.

Meet the Movers

The Marshfield Clinic system comprises of 39 clinical centers in the northern half of Wisconsin, an area about the size of West Virginia. With 5,600 employees and some 730 physicians, Marshfield's large multi-specialty care network includes a nationwide laboratory business for human and veterinary testing as well as a wholly-owned HMO subsidiary, Security Health Plan. The Marshfield Clinic Research Foundation supports extensive medical research, including genetics and participation in the Human Genome Project, epidemiology, farm medicine and biochemistry research with over 500 ongoing research and clinical trials. The Marshfield Clinic Education Foundation hosts residency programs and provides teaching for University of Wisconsin medical students.



Making better use of our time with Mobility XE

The main campus, located in Marshfield, WI, is home to a centralized IS function supporting and integrating systems for all departments. With 215 people in Information Systems, including 100 working in development, Marshfield develops nearly all of its own software. Widely recognized for innovation, Marshfield information specialists were early advocates and adopters of wireless networking and saw portable devices as a key to effectively using their highly developed electronic medical record system and offering point-of-care convenience to



ORGANIZATION

Marshfield Clinic

INDUSTRY

Healthcare

OBJECTIVES

- Increase wireless security
- Connect multiple wireless and wired networks

SOLUTION

- Mobility XE® Mobile VPN
- Windows XP tablets

RESULTS

- Access to patient records in real-time
- Controlled customer and consultant access to information
- Ability to move between networks seamlessly

physicians who moved within and between the far-flung Marshfield centers as well as hospitals, retirement homes and other remote locations.

Initial trials of Pocket PCs and Windows CE evolved to the current adoption of tablet PCs that support voice dictation and images. The Windows XP Tablet PC operating system functions with desktop applications and eliminates the need to work in a second development language.

Bringing Everything Together

Tom Berg, director of clinical information services at Marshfield, was euphoric after realizing how helpful NetMotion Mobility® was going to be. “NetMotion was like a guy on a white horse riding up with a solution. It enabled everything to come together,” he says. The clinic is moving toward eventually having 2,000 tablets in use, connected by NetMotion Mobility. The users will include doctors, nurses, medical assistants, and anyone else who needs to instantly share data, from blood pressure and temperature to medication inventory and EKGs. “They’ll be able to do ink-over forms, write e-scripts and a lot more,” Berg says. “We use over 2,000 patient care forms now. We want to eliminate them. Mobility was easy to implement and NetMotion worked hand in hand with our team to tailor it to our needs.”

“Mobility is invisible, but its benefits are clearly apparent,” proclaims Dr. Edna DeVries; she’s in pediatrics and is the division medical director. “Pediatrics requires a lot of acute-care visits and a lot of running. We have rich electronic medical records and now I’m pulling up patient information wherever I am before I walk into the exam room,” she says. “I make better use of my time. This whole system is bringing a real improvement in patient care. That’s what counts.”

“ NetMotion and tablet PCs have freed our providers and put data right where they need it—at the point of care.

– Carl Christensen,
Chief Information
Officer

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