



VIVIDESK Distributed Desktop

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Outline

→ VIVIDESK Overview

- **Distributed Desktop Portal**
 - **Single Sign-on**
 - **Information Integration**
 - **Knowledge Management**
 - **Embedded Learning**
 - **Audit & Feedback**
- **Demo**



VIVIDESK Overview

VIVIDESK brings information convenience, discrimination and integration to information-intensive enterprises

VIVIDESK Is...

- ...an internet desktop management technology that integrates multiple information sources, networks, and technologies in a customized, centrally managed and comprehensive information environment.
- VIVIDESK delivers:
 - Convenience**
 - because all the right information is available in the right place at the right time,
 - Discrimination**
 - because relevant and important information is filtered by community, group and individual,
 - Integration**
 - because disparate applications from diverse vendors behave consistently and share a common context.



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VIVIDESK Is...

- ... five 'Distributed Desktop' technologies bringing order to the health information workspace:
 - **Single Sign-On** ensures secure, private, and consistent access to diverse products and services;
 - **Application Integration** uses client-side messaging to simplify, streamline and synchronize information use;
 - **Knowledge Management** links internal with external evidence for dynamic decision-support;
 - **Embedded Learning** enables multi-disciplinary collaboration, practice, and research communities;
 - **Audit & Feedback** monitors resource use for quality improvement, cost-containment and credentialing.



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Health Institutions

- Capital Health Region, Peace Country Health Region, Aspen Health Region, Continuing Care
Memorial Care (California), Nemours Foundation (Delaware, Florida)

Health Professionals

- American Medical Association, American College of Physicians, North American Spine Society, Canadian Cancer Society, national primary care (Canada, Australia), specialist (Canada), dietician, health manager and executive networks

Health Segments
Served

Health Learners

- Universities: Alberta, Calgary, BC, Victoria, McGill, Ottawa, Wake Forest, Emory, etc.



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Tipping Point in 2005

- Quantity of contracts
- Size of contracts
- Shift to Enterprise engagements

Customer Segments
Served



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Distributed Desktop Portal Model

Summary

The Distributed Desktop Portal (DDP) framework provides a common interface to diverse information tools. It supports efficient and unique information environments for specific user groups, with a consistent look, feel, and navigation across resources and applications from multiple sources.

Highlights

Ubiquitous Access

- Provides clinicians with personalized access to resources on the internet, intranet, or local workstations
- Launch from Windows, Internet, Citrix, EMR; or boot to VIVIDESK shell
- Can be used anywhere (hospital, home, office, laptop), always with the same customization

One-stop Information Service

- Knits together Windows, Internet, RDP, Citrix, VT200, legacy, etc. apps
- Combines clinical, administrative, decision support, communications functions
- Facilitates synchronized searching across diverse sites and technologies
- All client components are auto-updating.

“Portal of Portals”

- Organizes and integrates at the level of the user’s desktop.



Single Sign-On

Summary

Single Sign-On (SSO) facilitates easy access to diverse resources, meeting user demand for information convenience while addressing institutional demand for centralized security management. SSO saves clinicians time, improves workflow, and reduces help desk costs.

Highlights

For Institutions

- Single Sign-On, Sign-Off, time-out, and license management for Internet, JAVA, ActiveX, Terminal Server, Citrix, Windows, LAN, telnet, or legacy app
- Works with institutional LDAP (e.g. Active Directory), leveraging existing investments, or provides directory services with auto-registration, batch registration, supervised user registration
- Compatible with third-party clinical SSO, adding single-point for CDS SSO
- Rich audit trails comply with HIPPA and other regulations

For Individuals

- Single, simple, password manager centralizes prompts, synchronization and personal password vault
- Complexity coach and just-in-time security guide
- Centralized password reminder system
- SSO pathways allow book-marking within protected resources



Application Integration

Summary

Application integration is achieved through standards-based A2A messaging and client-side scripting, providing vendor-independent connections between disparate applications. This enables coordinated searching and sharing of information between hospital, clinic, library and office environments.

Highlights

Consistency in Diversity

- Diverse applications in best-of-breed information environment all open with the same way, in the same plane, with consistent user guides, shortcuts, bookmarks and search tools.

Embedded Decision Support

- Users can highlight words or phrases within any application and launch an automated search in a separate application – VIVIDESK automatically selects the best resource and method for the search

Context Management

- Uses CCOW (Clinical Context Object Workgroup) standard to enable synchronization of searches among multiple systems
- Offers proprietary “CCOW-now” messaging and scripting technologies for legacy applications that are not standards compliant
- Multiple applications are integrated into a common decision making context attuned to patient, provider, procedure, problem or policy



Knowledge Management

Summary

The knowledge management function supports evidence-based practice by promoting the use of tools that allow internal and external information resources to be gathered, organized, displayed, promoted, and monitored without exposing intellectual capital to the open internet.

Highlights

External Evidence

- Centralized management, controlled and customized dissemination of both licensed and public knowledge resources overcomes information overload

Internal Evidence

- Surpasses other SSO, portal and integration technologies by providing full-featured capability for securely managing institutional collections of documents, databases, handouts, policies, guidelines, etc.
- Knowledge-management engine uses “database-of-databases” and templates to flexibly organize wide range of people, product and relationship registries

Personal Evidence

- Enables capture and organization of workplace know-how through virtual boardrooms, committees, quality projects and other collaboration-ware
- “My workspace” helps users organize personal information collections



Embedded Learning

Summary

eLearning tools enable organizations to promote and validate workplace education, credentialing and shared problem solving. Virtual learning community tools support just-in-time access to education, training and collaboration aids and leads to improved decision making.

Highlights

Virtual Learning Communities

- VIVIDESK provides eLearning tools (curriculum management, learning objects, discussion forums, surveys, evaluations, etc.) that integrate with clinical systems and decision support for workplace continuing professional development.
- Has interfaces to prevalent eLearning and eClassroom software (WebCT, Blackboard, Elluminate, etc.) bringing existing systems to point of care.

Communities of Practice

- VIVIDESK supports collaborative learning and quality improvement through integrated communication technologies (telephony, paging, conferencing, desktop sharing, problem-solving, etc.)

Continuing Professional Development

- Automated crediting and reporting use of knowledge resources, problem-solving, collaboration.



Audit & Feedback

Summary

Audit and feedback tools allow information use to be monitored and managed for continuous information service improvement, quality improvement, cost-containment, license optimization and automated credentialing.

Highlights

Usage Monitoring

- Ability to optionally activate different levels of application monitoring allows for detailed assessment of how information services are used in a multi-vendor, multi-technology environment.
- Duration, frequency, location and context of use of all products; including web-trails, keystrokes, mouse-events and order-of-focus.
- Administrators will know which knowledge components are used most frequently and how use of those resources improves care.

Event Tracking

- Information events (e.g. 50th time MDX product used) can trigger automated user feedback surveys, training, alerts or other responses.

Information Behaviors

- The audit and feedback features can support automated “coaching” to more effective information use.



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