Lighthouse Guild

A "single source of truth" for application performance mitigates the risk of cloud software adoption and helped Lighthouse Guild accelerate login by 58%

New York-based Lighthouse Guild is the leading U.S. organisation dedicated to addressing and preventing vision loss. By coordinating care for eye health, vision rehabilitation, behavioral health, and related services, Lighthouse Guild is working to reduce the burden of living with vision loss. The organisation also offers Adult Day Health Care with activities and social interaction in Albany, Buffalo, Manhattan, and Niagara Falls.

Challenge: increase time for patient care and mitigate risk of cloud application adoption

The yardstick for healthcare IT is shifting from general service levels to the user experience, according to Robert Dulak, Chief Information Officer for Lighthouse Guild. Dulak's "aha" moment came at a previous job, where logging into a new electronic medical record (EMR) system initially took 55 seconds. "A clinician who logged in 20 times a day wasted 18 minutes that could be spent on patient care," he says.

> "With 50 clinicians, cutting that time by half would be the equivalent of adding a full-time clinician—at no cost."

Robert Dulak, Chief Information Officer for Lighthouse Guild

Dulak kept that lesson in mind as Lighthouse Guild prepared to adopt one of its first enterprise cloud applications, an eHealth portal containing member visit histories and care plans. "We wanted visibility into the user experience so we could quickly identify and remediate issues," he says. As it happened, the need arose on day one, when login to the eHealth portal took a frustrating 24 seconds.

To improve the experience, Lighthouse Guild's IT service provider, G-Net Solutions, had to discover whether the delay came from the software-as-a service (SaaS) provider's servers, the network, the virtual desktop infrastructure, or some combination.

Solution: monitoring the user experience

Lighthouse Guild found its solution in Aternity® End User Experience Monitoring, which G-Net offers as a managed service. "With Aternity we can see exactly what Lighthouse Guild users see as they use the eHealth portal in the course of their day," says Jim Magee, G-Net's Director of Engineering. "When response is slow, we can see the breakdown by client time, network time, and server time."

After installing Aternity on Lighthouse Guild's laptops and desktops, G-Net immediately spotted the sources of the slow login—one of which was the SaaS provider's servers. "The service provider was unaware of the problem and initially questioned it," says Dulak. "But after they saw our data, they made changes over a week or two that sped up network response from 24 seconds to 14 seconds." Aternity also revealed that several of the Windows servers

hosting Lighthouse Guild's virtual desktops slowed down significantly once a certain number of people had logged in. "Adding CPU resources cut the server portion of login time from 8.18 seconds to 3.95 seconds," says Magee. "Without Aternity it might have taken months to discover the remedy." G-Net now also uses Aternity to monitor Lighthouse Guild's on premises applications, including Microsoft Office Suite and financial applications.

Benefits: better clinician experience means better patient experience

Less time waiting for technology, more time for patient care

"By pinpointing the reasons behind slow logins, Aternity helped us save 14 seconds on each of 300 logins a day," Dulak says. "That's 70 extra minutes a day for patient care—303 hours a year—for the listening and caring we're known for." IT will need to expand focus to provide continuous real time monitoring and proactive diagnostics to continue efforts to improve the user experience.

More efficient IT, with proactive support

Monitoring the user experience enables G-Net to fix problems proactively, saving providers from having to open IT cases. Early awareness of user experience issues helps Lighthouse Guild keep operations running smoothly and mitigate risk. Aternity has become a trusted partner.

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Effective communications with executives and business owners

Using Aternity's advanced dashboard capabilities, G-Net built custom dashboards that Lighthouse Guild IT staff use to set priorities. One dashboard shows the best performing and worst-performing applications; another shows common health events, devices affected, and trends such as memory and processor usage over time. The company is adding dashboards to display realtime performance and availability data, creating a single source of truth. Various IT teams, company leaders, and business owners will have custom views showing their key performance indicators.

Next steps: **Eye on the user experience**

Dulak concludes;

"Aternity is helping us rethink how we do IT to become more transparent and responsive. In addition to looking at traditional IT metrics like application, server, and network performance, we also keep an eye on what matters most in healthcare organisations—the member and provider experience."

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