



Care Anywhere:

Delivering seamless, patient-centered care across every environment



The pressure to deliver more — everywhere

Healthcare leaders are navigating a perfect storm: rising patient expectations, workforce shortages, and the growing demand to deliver care across more locations and modalities than ever before. [According to the American Hospital Association's 2025 Environmental Scan](#), 89% of patients switch providers due to poor navigation — meaning they struggle to find, access, and coordinate care across digital and in-person touchpoints. These challenges often stem from frustrating administrative experiences, ineffective digital tools, and difficulty doing business with providers. At the same time, 70% of patients now prioritize access — including telehealth and digital interaction — as a top concern.

The challenge is clear: delivering high-quality, equitable care across homes, clinics, mobile units, and virtual platforms — without compromising outcomes, security, or the clinician experience.

In April 2025, SHI partnered with CHIME to survey healthcare CIOs and IT leaders. Their responses confirmed what many already know: delivering care anywhere is complex — and organizations are feeling the pressure. From infrastructure strain and cybersecurity threats to staffing shortages and budget constraints, the challenges are deeply interconnected. These insights are woven throughout this ebook to highlight how technology can solve the industry's most pressing problems.

Clinical mobility: The foundation of connected care

[Clinical mobility](#) is about more than deploying devices — it's about equipping healthcare teams with powerful, portable technology that enables real-time, secure access to patient data and collaboration tools anywhere care is delivered. It supports seamless workflows across clinics, homes, and virtual platforms, making patient care faster, safer, and more efficient. As an essential pillar of the [Quintuple Aim](#), clinical mobility empowers clinicians to provide equitable, high-quality care while improving workforce satisfaction and operational effectiveness.



Why it matters:

- Patients increasingly expect healthcare services to be delivered at their convenience.
- Clinicians need uninterrupted access to systems and data, regardless of location.
- Organizations must balance flexibility with security, interoperability, and cost.

Meeting these expectations requires overcoming a set of interconnected challenges — and addressing them with solutions that make critical mobility a reality across every care setting.



Care Anywhere: SHI's approach to clinical mobility

[Care Anywhere](#) is how SHI delivers [clinical mobility](#) — a strategic response to fragmented care delivery. It's focused on meeting patients wherever they are — whether in a medical facility, at home, in a rural community, or online — and ensuring continuity, accessibility, and quality across every touchpoint.

Achieving this vision requires:

- Resilient infrastructure
- Secure clinical mobility
- Integrated data systems
- Flexible staffing models
- Smarter procurement and funding strategies

And it demands a partner who can bring it all together.

SHI helps healthcare organizations operationalize Care Anywhere by aligning technology, funding, and strategy — so care isn't just available; it's seamless, scalable, and sustainable.

From vision to action: Solving healthcare's biggest challenges

Clinical mobility and Care Anywhere are powerful enablers, but they must be supported by solutions that address the broader challenges facing healthcare today.

Here are six critical issues healthcare leaders are navigating — and the strategies to overcome them.

1. Building the digital backbone: Infrastructure for every setting

A hospital system expands its services to include telehealth, home visits, and pop-up clinics. But its infrastructure wasn't built for this level of flexibility. Systems crash, data doesn't sync, and clinicians struggle to coordinate care across platforms. This scenario is increasingly common as healthcare delivery becomes more distributed.

As care moves beyond the four walls of the hospital, the need for resilient, scalable, and adaptable infrastructure becomes critical. Without it, even the most innovative care models can falter under the weight of technical limitations.

To support clinicians and patients wherever they are, organizations need technology that performs reliably across every environment. That means investing in hybrid cloud strategies, modernized data centers, and optimized workloads that can handle mission-critical applications without interruption.

It also means planning for the unexpected. Disaster recovery, real-time data exchange, and interoperability aren't just IT concerns; they're essential to delivering safe, coordinated care.

SHI helps organizations strengthen their digital backbones through tailored infrastructure solutions that support Care Anywhere. From designing hybrid environments to ensuring continuity in high-pressure scenarios, we work behind the scenes to help systems stay connected, responsive, and ready for what's next.

According to SHI and CHIME's April 2025 survey, 69% of leaders reported using hybrid infrastructure models, blending on-premises, cloud, and vendor-hosted environments. And when asked to rank the most critical factors in selecting infrastructure solutions, leaders pointed to cost effectiveness, scalability, reliability, and long-term support — all areas where SHI delivers.

2. Cybersecurity in healthcare: Protecting patients, preserving trust

A ransomware attack locks down a hospital's systems, delaying surgeries and exposing patient data. The IT team scrambles to respond, but the damage is done — trust is broken, and recovery is costly.

As Kris Nessa, SHI's Public Sector Field CTO for Healthcare, puts it:

"In healthcare, cybersecurity is not just about protecting data—it's about protecting lives."



Kris Nessa
Field Chief Technology Officer –
Healthcare

[Cyber threats](#) are growing more sophisticated, and patient safety now depends on strong, proactive security measures that span every care setting – from large hospitals to remote clinics and virtual care environments. The stakes are no longer just operational or financial – they're clinical.

To keep pace with evolving threats and deliver safe, seamless care, healthcare organizations are embracing strategies that go beyond the basics:

24/7 managed security services

Deliver continuous monitoring and rapid incident response to protect everything from large hospitals to rural clinics.

Penetration testing and vulnerability assessments

Identify and address weaknesses before they're exploited — a top priority for IT leaders.

Zero-trust architecture

Enforce least-privilege access and protect sensitive health data by assuming no user or device is inherently trusted.

Secure Access Service Edge (SASE)

Ensure secure, scalable connectivity across hybrid and distributed environments.

IoT and endpoint protection

Defend the growing network of connected medical devices — from infusion pumps to wearables.

Compliance readiness

Support HIPAA, HITRUST, and other frameworks to ensure data protection meets regulatory standards wherever care happens.

By investing in these strategies, healthcare organizations aren't just securing systems — they're securing trust, continuity, and the future of patient-centered care.



According to SHI and CHIME's April 2025 survey, penetration testing emerged as the top cybersecurity priority, followed closely by multi-factor authentication and network security — underscoring the complexity of securing modern healthcare environments.



3. Closing the gap: Innovating under specialized healthcare delivery models

A rural hospital is struggling to keep its doors open. Staff are stretched thin, patients travel hours for basic care, and funding is uncertain. The community is at risk of losing its only healthcare provider.

Specialized healthcare systems, such as rural healthcare providers, face unique challenges — from geographic isolation and financial instability to limited access to specialists and technology. These gaps lead to poorer outcomes and health inequities. According to [Chartis](#), nearly half of rural hospitals operate at a loss, and over 400 are at risk of closure. [Wipfli's 2025 report](#) adds that 65% of rural healthcare executives rank cybersecurity as a top concern, while 41% struggle with reimbursement challenges. Federal Medicaid cuts — projected at \$155 billion over the next decade — could hit rural providers hardest.

On the flip side, the Rural Health Transformation Program offers \$50 billion in grants for telehealth, chronic care, and tech adoption — but states must act by December 31, 2025.

To meet these challenges head-on, specialized healthcare systems are embracing a smarter, more connected approach:

Remote monitoring and virtual care bring clinicians directly to patient homes, reducing travel and expanding access.

AI-powered diagnostics and ambient listening support accurate, efficient care — even with limited staff.

Broadband and connectivity upgrades power telehealth and digital health platforms, connecting communities to specialists.

Partnerships with larger health systems unlock shared resources and clinical expertise.

Grant support and reimbursement strategies help secure funding and sustain operations.

Cybersecurity solutions protect patient data as digital adoption grows — ensuring trust and compliance.

These innovations aren't just solving problems — they're transforming healthcare delivery. With SHI's support, every patient — no matter where they live — can receive the care they deserve.

4. Staff augmentation: Rethinking staffing for a flexible future

A large urban hospital is facing a staffing crisis. Burnout is rampant, costs are rising, and traditional hiring models can't keep up with fluctuating demand. Patient care is suffering, and leadership is under pressure to find more flexible, sustainable solutions.

Building a resilient workforce is about creating agility. As Care Anywhere expands, traditional [staffing models](#) are buckling under the weight of burnout, rising costs, and shifting patient needs. According to [Hallmark Health Care Solutions' 2025](#) survey, 98% of healthcare leaders have experienced a surge in demand for flexible, gig-style staffing. Burnout affects two-thirds of teams, and nearly 90% of leaders are under pressure to cut labor costs. Travel or contract nurse models are becoming unsustainable, with per-shift costs rising 20–30%.

SHI enables healthcare organizations to scale their workforce through technology, strategic partnerships, and operational support. From sourcing platforms to credentialing systems, SHI helps build the infrastructure that makes flexible staffing possible – and sustainable.

As the demand for seamless, patient-centered care grows, innovative workforce solutions are essential to sustain and scale Care Anywhere.

To stay ahead, organizations are turning to smarter staffing strategies:

Temporary, temp-to-perm, and direct hire options allow teams to scale quickly and adapt to changing care demands.

Accelerating sourcing and onboarding keeps care delivery seamless and responsive.

Credentialing and licensure support ensures compliance across state lines.

Tailored staffing for rural and urban settings addresses unique workforce challenges in every environment.

These approaches help healthcare organizations stay nimble, responsive, and financially sustainable while delivering high-quality care in every environment.





5. Smarter procurement: Investing in tools that improve care

A hospital's procurement team is overwhelmed. They're juggling multiple vendors, outdated systems, and rising costs — all while trying to support a growing Care Anywhere initiative. The result? Delays, inefficiencies, and missed opportunities to scale care where it's needed most.

As Care Anywhere initiatives grow, healthcare leaders must rethink how they source, invest, and manage technology. Traditional procurement models often fall short in supporting distributed care environments, where speed, flexibility, and cost control are critical.

Forward-thinking organizations are embracing procurement strategies that include:

Strategic partnerships that boost buying power and accelerate access to essential technologies.

AI-powered platforms that automate workflows, improve efficiency, and enable fast, data-driven decision-making.

Vetted suppliers and competitive pricing to ensure quality and cost-effectiveness.

Lifecycle management to optimize resources and support distributed care models.

Risk mitigation and contract compliance to protect operations and uphold standards.

SHI helps healthcare organizations modernize procurement by combining strategic partnerships, automation, and lifecycle support. Through alliances with leading [Group Purchasing Organizations \(GPOs\)](#) like HealthTrust and Conductiv, SHI strengthens buying power and accelerates access to critical technologies.

6. Grant support: Securing funding for Care Anywhere initiatives

A healthcare system wants to expand its telehealth program but lacks the budget. Leadership is hesitant to move forward without guaranteed funding — and opportunities are slipping away.

Funding shouldn't be a guessing game. Yet many healthcare organizations rely on annual budgets that can shift overnight — putting critical Care Anywhere initiatives at risk. Whether it's launching a mobile unit, upgrading infrastructure, or expanding virtual care, the ability to secure and sustain funding is essential.

SHI helps healthcare leaders navigate the complex funding landscape with grant support services that align with strategic goals and maximize impact.

To help organizations unlock and maximize funding, SHI offers:

Tailored grant reports that map funding opportunities to your mobility, infrastructure, and staffing priorities.

Discovery across federal, state, and private sources to expand your funding pipeline and uncover untapped resources.

Integration with SHI-led initiatives to ensure funding supports your broader digital transformation and Care Anywhere goals.

Expert guidance on applications to boost success rates and strengthen proposals with strategic alignment.

Compliance tracking and reporting tools that simplify oversight and ensure accountability throughout the grant lifecycle.

With the right support, healthcare organizations can navigate financial uncertainty, unlock new opportunities, and keep delivering high-quality care — wherever it's needed most.



Charting the path forward

The April 2025 SHI and CHIME survey confirms what [healthcare](#) leaders already know — care is evolving rapidly. From hybrid infrastructure and cybersecurity to clinical mobility, staffing agility, and rural innovation, organizations are adapting to meet patients wherever they are.

But delivering Care Anywhere isn't just about keeping up with technology — it's about reimagining the patient experience. It requires resilient systems, secure access, scalable staffing, smarter procurement, and funding strategies that support long-term transformation. It demands infrastructure that performs under pressure, security that protects lives, and workforce models that flex with demand. And above all, it calls for a commitment to meeting patients where they are — with confidence, compassion, and continuity.

This isn't a future vision, **it's happening now.**

SHI is helping healthcare organizations make it real. With deep expertise and tailored solutions — from infrastructure and mobility to procurement and grants — SHI equips teams to scale smarter, respond faster, and deliver better care across every setting. Whether you're launching a mobile unit, modernizing a data center, or securing funding for a telehealth expansion, SHI is your partner in building the future of flexible, patient-centered care.

Let's build [Care Anywhere](#) together.

SHI Healthcare

SHI Healthcare helps providers solve what's next — whether it's expanding telehealth, modernizing infrastructure, or securing patient data. With deep expertise across clinical mobility, cybersecurity, and digital transformation, SHI delivers tailored IT solutions that support the unique needs of healthcare organizations.

We work alongside hospitals, clinics, and rural providers to implement technologies that improve outcomes, elevate clinician experiences, and drive operational efficiency — all while maintaining compliance and protecting sensitive data.

Whether you're integrating EHR systems, navigating Medicaid cuts, or scaling virtual care, SHI helps you align strategy, funding, and infrastructure to deliver seamless, equitable care. From hybrid cloud and zero-trust security to grant support and lifecycle management, we equip healthcare teams to scale smarter, respond faster, and deliver better care — **anywhere.**

