



The Enterprise Mobility Solution:

How the Right Mobile Solution Can Maximize Staff Productivity, Improve the Patient Experience and Enhance Your ROI

Making the case for enterprise mobile devices versus consumer mobile devices

Healthcare providers use mobile devices constantly to access information and to stay connected to patients and to one another. Because of their ability to provide real-time access, using mobile devices can have a positive impact on patient care, safety and experience.

Using mobile technology, nurses and other healthcare providers can now access information quickly from anywhere, relieving some of the administrative burden they face each day. However, more stringent government regulations have increased documentation requirements, placing more of a burden on healthcare providers – especially those working at the point of care.

For instance, nurses shadowed at a Pittsburgh hospital spent more than 30% of their time using technology, while only 16% of their time was spent interacting with patients.¹ Productivity can be increased with a robust mobility solution so the care team can spend more time on patient interaction, which leads to improved quality of care – something healthcare systems strive for given today's value-based payment models.

In an environment that demands the highest level of efficiency, speed, durability and security, why settle for the same device people use to post their daily lives on social media?

Healthcare workers need a secure mobility solution they can take with them anywhere and that can be updated on the spot. That device must interface succinctly with point-of-care delivery, documentation and identification functions seamlessly. Only enterprise-grade mobile devices offer such benefits.

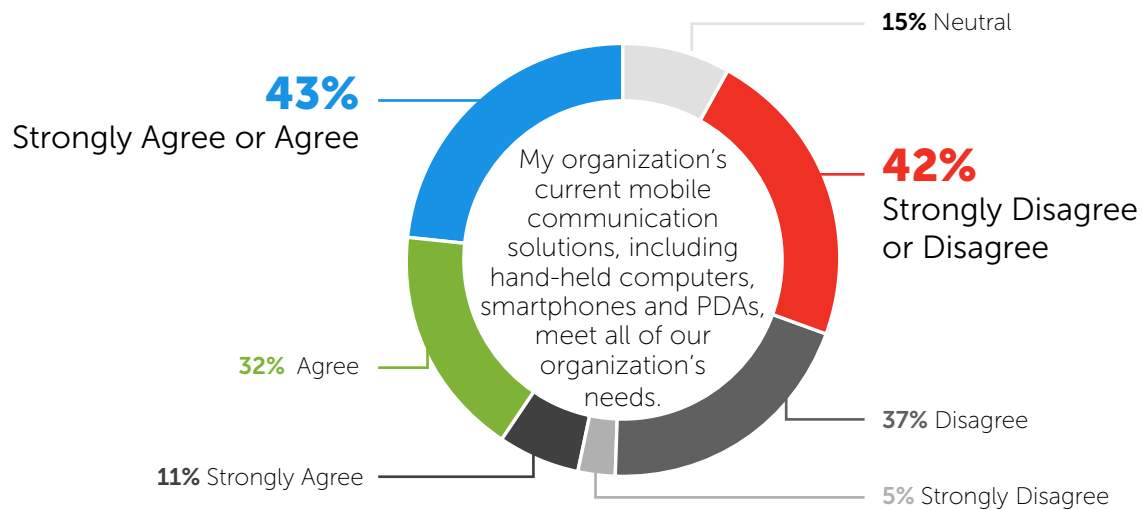
While consumer-grade mobile devices offer familiarity, enterprise-grade mobility solutions are designed specifically for complex business environments, including healthcare systems. As technology has advanced, enterprise-grade devices also offer the ease of use people have come to expect from mobile technology.

MEETING UNMET NEEDS

Based on the Enterprise Mobile Device Solutions report, 4 out of 10 respondents reported experiencing unmet needs with their current mobility solutions (Figure 1).² Many of those surveyed use consumer-grade smartphones (61%) and tablets (51%).

“Different teams and departments like phlebotomy and records management still need to easily communicate with each other and unified communications can bridge that gap,” said Jeff Van Luvanee, Vice President of North American Sales for Honeywell. Important communication between clinicians and care teams can be achieved through voice over internet (VoIP) phone calls, secure texting, email and video chat that enterprise mobility solutions provide. For instance, healthcare providers can quickly swipe and tap to find a patient’s caregiver and their availability. A consumer-grade smartphone doesn’t offer the secure, enhanced worker communication needed in healthcare.

Figure 1. More than 40% of HIMSS survey participants reported unmet needs for their current mobile solutions



Source: HIMSS – Honeywell Mobile Device Solutions Research, 2020.

PRIORITIZING PRODUCTIVITY

Mobile devices have become ubiquitous in our personal lives. In the professional healthcare setting, mobile devices are becoming indispensable. The ability to communicate and access information in real time – anytime – is critical to delivering high-quality patient care.

A 2019 study published in *JMIR mHealth and uHealth* found that among emergency department providers surveyed, 82% said they believed smart devices improved care team coordination, and 71% said use of such devices benefited patient care.³

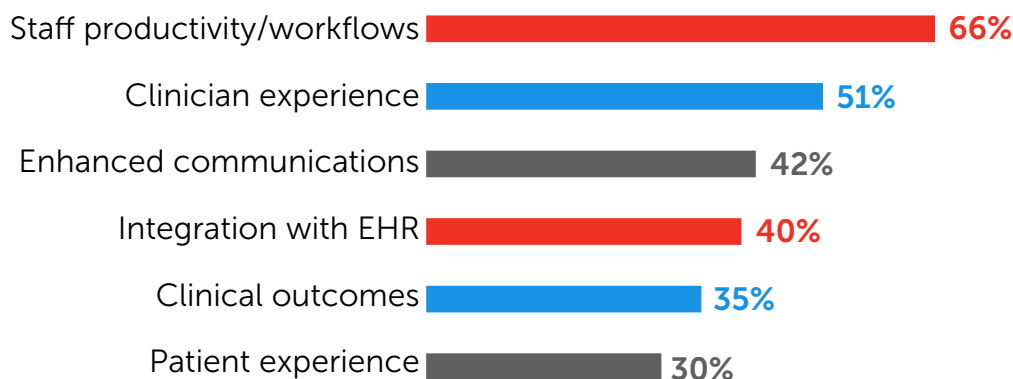
It's no surprise, then, that productivity was the main reason healthcare organizations small and large adopted mobile solutions, according to the HIMSS-Honeywell report (Figure 2). "A nurse has 100 tasks to complete by the end of the day and numerous patients to care for," said Honeywell Director of Product Marketing Scot Stelter. "Mobile devices equip them with the tools they need to be efficient and productive during their shifts and keep focus on the patient needs."

When healthcare workers have all the data they need in the palm of their hands, they can spend less time on administrative tasks and more time caring for patients. Real-time access to electronic health records (EHRs) ensures physicians and staff have immediate access to current medications, medical history and other information – without being tethered to a workstation. Combined with internet of things (IoT) data, the care team can uncover patterns that may have otherwise gone unnoticed, leading to more personalized treatment recommendations.

A robust enterprise mobile experience also enhances communication between healthcare providers and patients. Freed from endless documentation, physicians, nurses and other medical staff can check in on more patients per day. "Enabling the staff to be more productive enables physicians to be more productive," said Stelter.

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Figure 2. Productivity, the clinician experience and enhanced communications were the top three drivers of mobile adoption for HIMSS survey participants



**Staff productivity/
workflows**

55% Small to Mid
(499 or fewer)

78% Large
(500+)



“IT may want to manage a fleet of devices across multiple facilities, associations, professional groups and departments. Because of all the distinct networks, managing IT issues centrally is a challenge. Enterprise devices are typically designed with this capability in mind: from deployment to management to taking a product offline.”

Scot Stelter | Director of Product Marketing | Honeywell

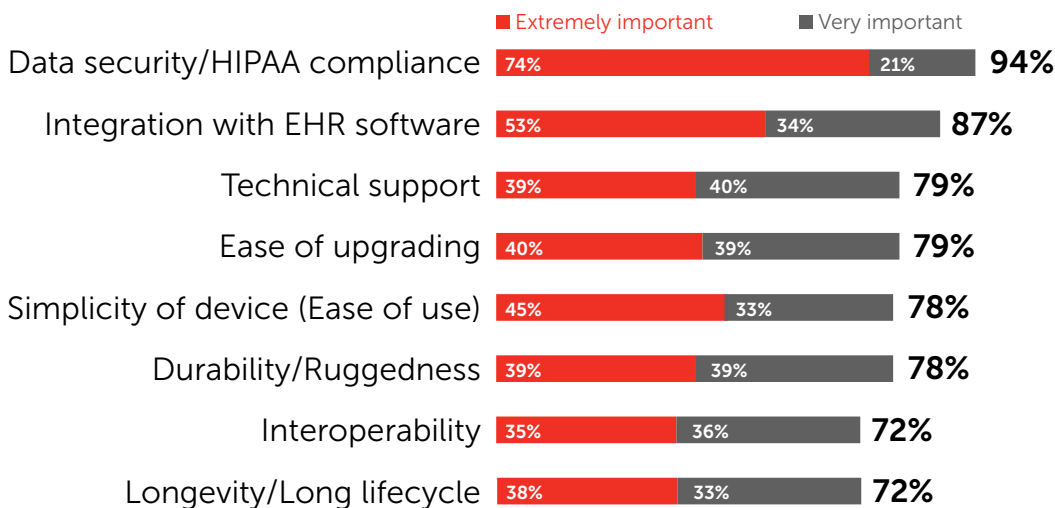
IMPROVE THE CLINICIAN EXPERIENCE

For a mobile solution to meet all clinicians’ needs, the device has to work 24/7. Dropped calls and taking a device out of commission for repairs or to recharge a battery can lead to delays, costly mistakes and miscommunication. All of these scenarios frustrate clinicians and affect patient care.

Device features, or lack thereof, also affect the clinician experience. The built-in barcode scanner on an enterprise mobile device, for example, can read barcodes on wristbands, vials, medical devices and paperwork. A consumer device may need to use the phone’s camera or a separately installed scanning application. Neither of these options match the speed and accuracy of a built-in barcode scanner. The faster the barcode scan, the more time saved on this repetitive, mundane task, which has a positive impact on productivity and the clinician experience.

“If a device could save a minute per patient on repetitive tasks such as scanning barcodes, that would reduce the fatigue factor for the nurse significantly,” said Stelter. “It also gives nurses more time to interact with their patients.”

Figure 3. Nearly all (94%) of the HIMSS survey participants cited data security/HIPAA compliance as one of the most important factors when considering a mobile communication solution



Integration with EHR software
(Extremely/very important)

80% Small to Mid
(499 or fewer)

96% Large
(500+)

Source: HIMSS – Honeywell Mobile Device Solutions Research, 2020.

PROTECTING PATIENT DATA IS PARAMOUNT

While improved productivity and the clinician experience are the main reasons for implementing a mobile communications solution, security and HIPAA compliance are top priorities when vetting providers.⁴ Almost all the HIMSS-Honeywell survey respondents (94%) listed security and compliance as the most important factor when considering vendors (Figure 3). EHR integration, technical support and ease of upgrading came next at 87% and 79%, respectively.

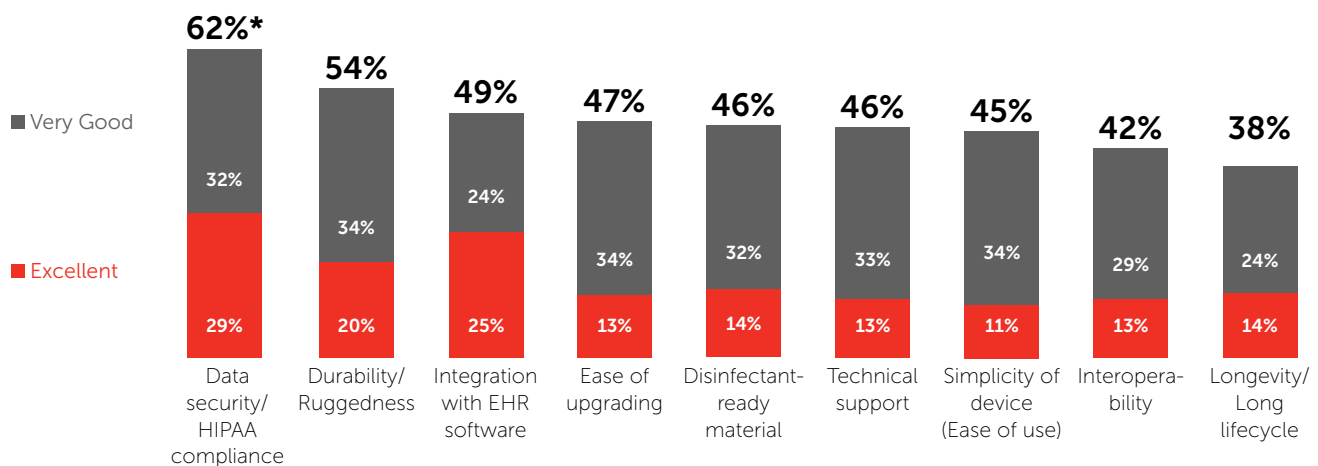
An environment that involves sharing protected health information (PHI) demands a mobility solution with advanced security. The issue goes beyond HIPAA requirements. PHI, medical devices and other data are vulnerable to cyberattacks due to both outdated clinical technology and the use of consumer-grade devices.

Fortunately, enterprise mobility solutions come with powerful tools that enable IT departments to manage apps, protect lost or stolen devices and offload sensitive business and patient data to a server. Users don't risk carrying that data with them if the device leaves the hospital.

An enterprise mobility solutions platform also enables IT professionals to manage upgrades through a centralized system, which enhances security and prevents network slowdowns. Enterprise systems also let healthcare organizations designate administrator privileges to install software and update operating systems. Designating administrative privileges to a select few individuals helps prevent devices from falling victim to phishing scams and hacking.

"IT may want to manage a fleet of devices across multiple facilities, associations, professional groups and departments," said Stelter. "Because of all the distinct networks, managing IT issues centrally is a challenge. Enterprise devices are typically designed with this capability in mind: from deployment to management to taking a product offline."

Figure 4. Enterprise mobile solutions received high marks for security/compliance and durability from HIMSS survey participants



*Percentages have been rounded.

Source: HIMSS – Honeywell Mobile Device Solutions Research, 2020.



“Clinicians disinfect their devices multiple times a day. A typical consumer device won’t last long in a wipe-down environment.”

Jeff Van Luvanee | Vice President of North American Sales | Honeywell

EHR INTEGRATION A BIG PRIORITY

Integrated EHR was the number two priority (87%) for healthcare providers when vetting mobile communication solutions (Figure 4). Integrated EHR access enables clinicians to track and update medications, procedures and vital signs from the patient’s bedside. The leading EHR vendors offer their own mobility applications as well as integrate with third-party apps. Mobile EHR allows for functions such as mobile dictation, photo capture (for inclusion in medical records) and real-time access to patient charts.

When integrating EHR, security must be precise. “We have a proven security infrastructure, in an environment that’s been validated, to allow clinicians to access and update the EHR without incident,” said Van Luvanee.

ENTERPRISE MOBILE DEVICES ARE MORE DURABLE, WITHSTAND FREQUENT STERILIZATION AND OFFER LONGER LIFECYCLES

A typical consumer may drop their phone at home or spill a few drops of coffee on it. That’s nothing compared to the rigors of the healthcare environment. A clinician may drop the device frequently on hard concrete floors. During a 24-hour period, multiple people may touch and use the device. The device may also come into contact with numerous fluids and pathogens – from bodily fluids to chemicals to viruses and bacteria.

“Clinicians disinfect their devices multiple times a day,” added Van Luvanee. “A typical consumer device won’t last long in a wipe-down environment.”

Repeated use of chemical cleansers and disinfectants wear down plastic and rubber components, leading to discoloration, hardening, swelling and cracking. Exterior damage can lead to hardware failure, necessitating expensive replacements. Enterprise-level devices tailored to the healthcare setting are encased in rugged housing designed to withstand repeated cleanings.

While tough casing protects against hardware failure, internal components also influence a product’s lifecycle. In the healthcare environment, with its increased focus on delivering higher quality care at a lower cost, a longer lifecycle can lead to significant cost savings – a measurable return on investment.

Recent research by the Aberdeen Group showed that a business with 1,000 mobile devices spends approximately \$170,000 more per year to support consumer-grade devices than enterprise-grade devices.⁵

“Enterprise mobile devices are designed for hospital use and for the healthcare workers using them. Consumer devices are adapted to work. Enterprise mobile devices are simply made to work.”

Jeff Van Luvanee

Honeywell collaborated with Google and Qualcomm® to extend the lifecycle of its enterprise mobile solutions to up to eight years. “Healthcare providers can invest with confidence,” said Stelter. “They don’t want their mobile computers adding uncertainty in an uncertain environment. Being able to invest in a mobility solution and know it will deliver the exact same capabilities seven, eight years later is a real benefit.”

ENTERPRISE MOBILITY SOLUTIONS – THE RIGHT CHOICE FOR HEALTHCARE

In today’s healthcare environment, mobile devices are an essential tool for patient care, engagement and satisfaction. To ensure your team meets patients’ diverse needs, give them a mobility solution that enhances productivity, makes clinicians’ jobs easier and will last in a healthcare environment. Give them a device that can withstand the harsh healthcare environment that’s equipped with the highest level of security. Enterprise mobile devices meet those needs with the highest level of performance.

“Enterprise mobile devices are designed for hospital use and for the healthcare workers using them,” said Van Luvanee. Consumer devices are adapted to work. Enterprise mobile devices are simply made to work.”

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About Peak Technologies

Peak Technologies delivers end-to-end enterprise mobility, managed services, printing and mobile data capture solutions for performance-driven organizations focused on the optimization of supply chain and field-based business processes. Peak Technologies’ in-depth industry-specific experience, state-of-the-art solutions and managed services, and exemplary customer support provide transformational business solutions and results that deliver greater ROI and outstanding value. Peak Technologies serves as a trusted business partner for some of the world’s largest companies, while also supporting local and regional customers with an extensive coverage footprint throughout North America and Europe.

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