

2016 Survey: A Pulse on Mobility in Healthcare

Introduction

Mobile Trends in Healthcare

- Mobility in Healthcare
- Top Motivation for Implementing a Mobile Solution
- Impact of Mobility on Patient Experience
- Operating System Preference
- Top 3 Concerns when Managing Mobile Devices

Mobile Device Management in Healthcare

- Mobile Device Management Solution Implementation
- Benefits of Implementing MDM

Mitigating Risk with Device Management

- IT Spend
- Ability to Comply with Regulations
- App Inventory
- App Management

Conclusion

Introduction

The healthcare landscape is changing. Providers are looking for ways to deliver faster, more personalized care to their patients while improving communications within their care teams. Mobility, and specifically mobile devices, is increasingly transforming patient care.

Introducing mobile devices into healthcare organizations, however, comes with challenges – namely data privacy and maintaining a secure network. By adopting the right technology and coupling it with the right mobile device management solution, organizations can ensure they provide proper access and functionality to employees and patients while mitigating security risks.

What is Mobile Device Management?

Mobile Device Management (MDM) is a framework for managing mobile devices. To effectively manage devices and ensure compliance, healthcare organizations require an MDM solution. From deploying new devices and gathering inventory, to configuring settings, managing apps or wiping data, MDM provides a complete toolset to address large-scale deployments and ensure device security.

Introduction

Executive Summary

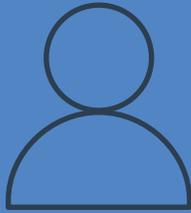
According to new global research conducted by an independent agency, security is the number one concern for healthcare organizations managing mobile devices. Of the 550 IT decision makers surveyed throughout the US, Australia, France, Germany and the UK, one in four said they are not confident in their current MDM solution. While the sizes of the public and private healthcare organizations they support vary, from fewer than 100 employees to 2,000 or more, the majority of those surveyed shared the same major concerns about security, data privacy and inappropriate employee use.

Mobile Trends in Healthcare

Mobility in Healthcare



83%

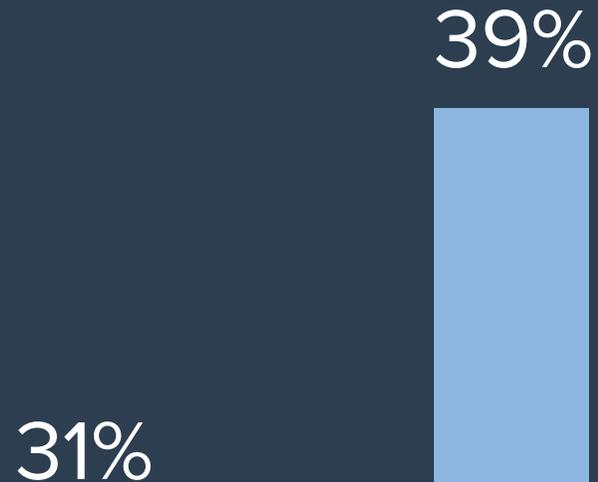


45%

Mobile devices are now commonplace in healthcare. Of those surveyed, **83%** said their healthcare organization provides either smartphones or tablets to caregivers, with **45%** of non-medical staff also receiving mobile devices.

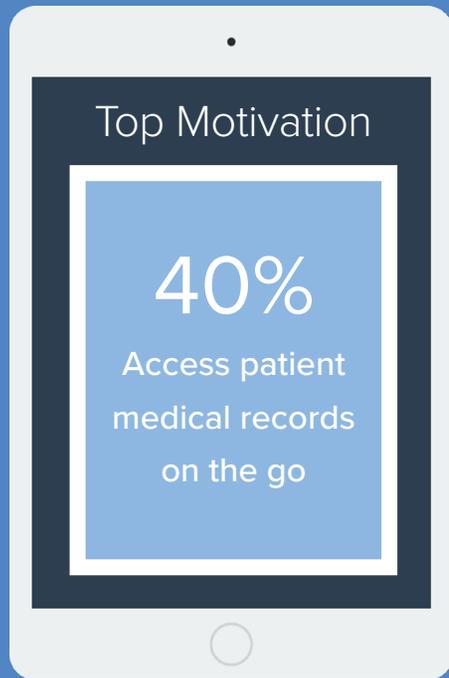
When it comes to patients, **31%** currently receive a mobile device, with that number expected to grow significantly to **39%** over the next two years.

Patient Access to Mobile Devices Expected to Grow



2016

2018



Top Motivation for Implementing a Mobile Solution

Of the organizations who implemented or plan to implement a mobile solution, **40%** said their main reason for doing so was to give staff access to patient medical records while on the move.

- 40%** Access patient records while on the move
- 18%** Schedule appointments remotely
- 17%** Communicate with colleagues on the go
- 11%** Easily update patient records
- 9%** Share resources quickly with patients
- 5%** Ensure high security levels with organizational devices

Perceived Benefits of Mobility on Healthcare

Implementing a mobile strategy can have a direct correlation to a healthcare organization's patient satisfaction score, determined through the patient satisfaction survey HCAHPS (the Hospital Consumer Assessment of Healthcare Providers and Systems).



42%

Responsiveness of hospital staff



38%

Communication between patients and doctors



37%

Communication between patients and nurses



34%

Communication about medicines



23%

Management of pain in patients



22%

Discharge information for patients

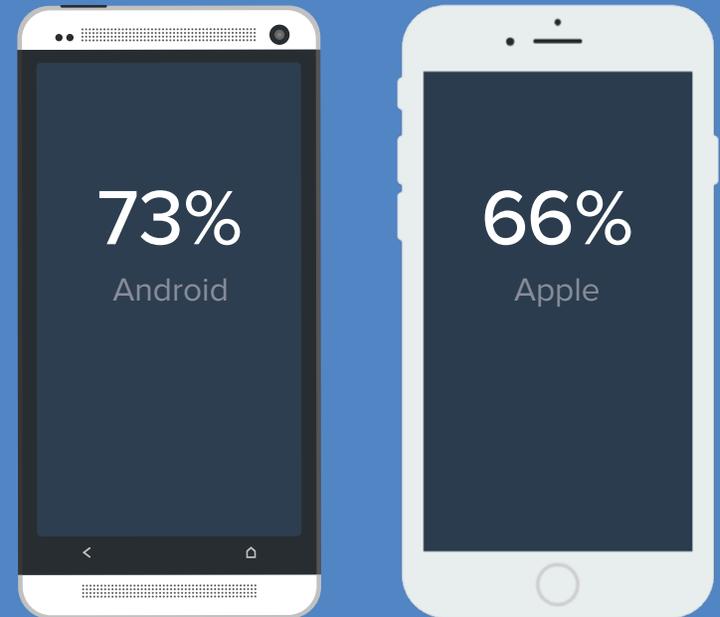
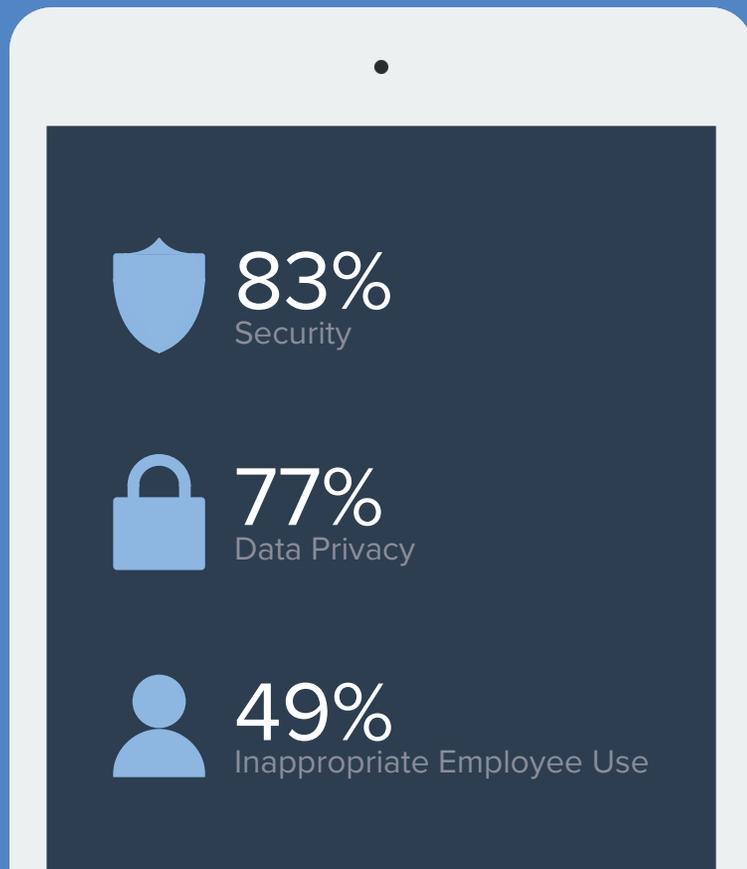


18%

Cleanliness and quietness of hospital environment

Top 3 Concerns When Managing Mobile Devices

Managing mobile devices within the healthcare sector has its challenges. The majority of those surveyed cited mobile device security as their top concern, with data privacy a close second. Inappropriate employee use rounded out the top mobile device management concerns among healthcare providers.



Operating System Support

With a variety of operating systems to support, those surveyed from both the private and public healthcare sectors identified two mobile device leaders: Android and iOS. The majority of organizations also utilize more than one operating system.

Mobile Device Management in Healthcare

Mobile Device Management in Healthcare

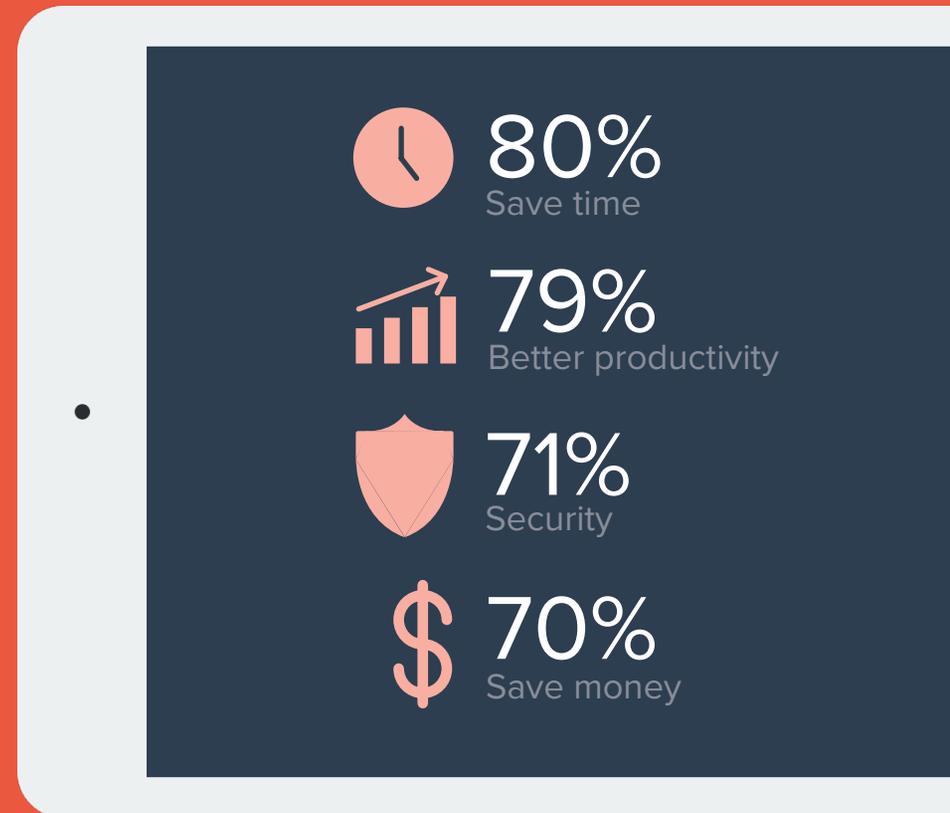
Mobile Device Management Solution Implementation

Who has an MDM solution? Nearly every healthcare provider. While **86%** of healthcare organizations have a mobile device management platform in place, **27%** are not fully confident in the solution they have.



86 % Have mobile device management

27 % Are not fully confident in their solution



Benefits of Implementing MDM

By using mobile devices with a reliable MDM solution, healthcare providers aim to save time, increase productivity, secure their devices and save costs.

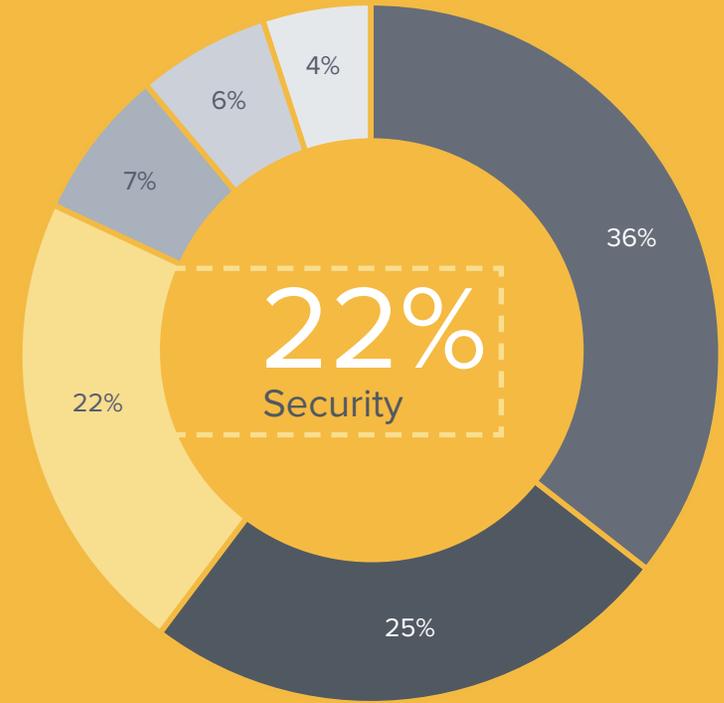
Mitigating Risk with Device Management

Mitigating Risk with Device Management

IT Spend

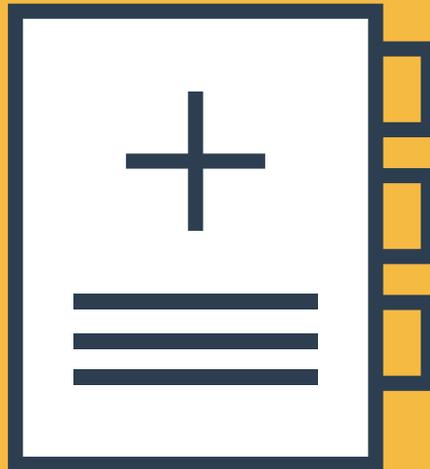
What do healthcare providers spend on IT? As expected, hardware & software and support rounded out the top two expenditures, with the third spot going to security – a top concern when leveraging mobile devices.

- 36% Hardware & software purchasing
- 25% IT support
- 22% Security
- 7% Data networks
- 6% Training
- 4% Digital transformation



46%

of organizations aren't confident they could quickly adapt to changing healthcare regulations



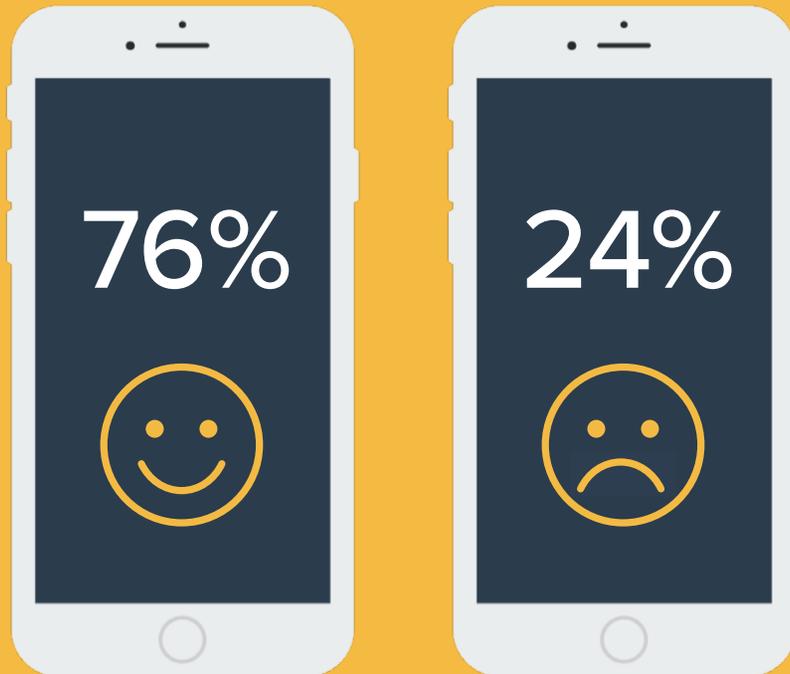
Ability to Comply with Regulations

No matter where they are in the world, it's imperative that healthcare organizations are able to comply with local regulations. And while the majority of the surveyed organizations say they're most likely to be compliant with patient data regulations, such as HIPAA and the EU Data Protection Regulation, nearly half say they're not confident in their ability to quickly adapt if the regulations change.

Mitigating Risk with Device Management

App Inventory

Apps drive mobile productivity, but they also impact mobile risk. Nearly a quarter of respondents do not have full visibility into the apps used on their network.



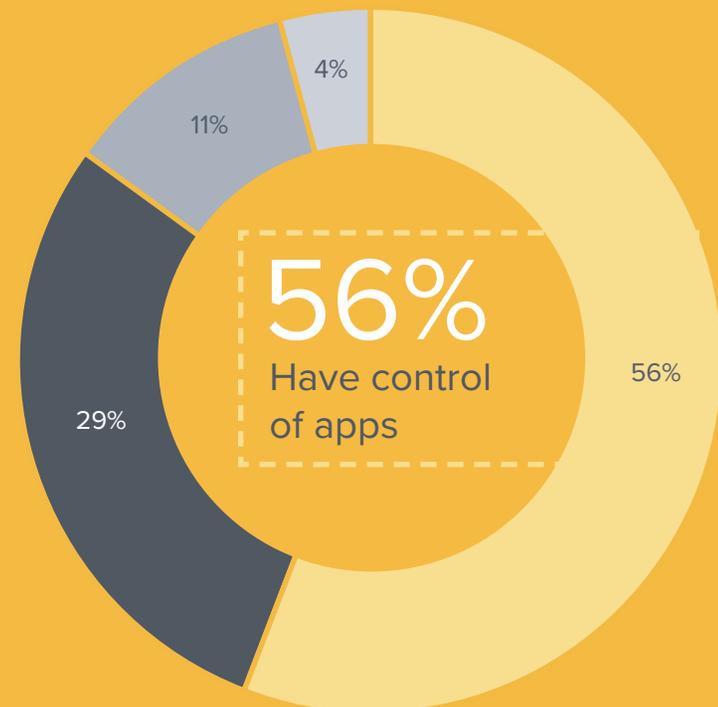
I have full visibility into the applications used.

I do not have full visibility into the applications used.

App Management

Even worse, only **56%** of healthcare organizations have control of what apps are being installed on their network.

- 56%** Yes, I have full control of what is being downloaded.
- 29%** I somewhat have control of what is being downloaded.
- 11%** No, I do not have any control of what is being downloaded.
- 4%** It is not my concern to control what applications individuals are downloading.



Conclusion

The concerns around maintaining security on mobile devices are real and pervasive. A robust MDM solution, however, is the answer to securing a healthcare organization's network and patient data, as well as complying with stringent compliance regulations.

Through MDM, healthcare organizations can:



Automatically set up, deploy and proactively manage devices with the appropriate settings and apps.



Consistently enforce security policies, such as passcode and VPN.



Remotely lock and wipe devices upon discharge or if a device goes missing.



Monitor the status of IT policies and get alerts of non-compliance.

Conclusion

Why iOS is the Best Choice for Enterprise Use

MDM solutions are versatile in their feature set and support of different mobile operating systems. Jamf specializes in iOS MDM and believes iOS MDM is best solution for healthcare.



iOS offers the most extensive framework for MDM, complete with a unique zero-touch deployment method, as well as a bulk app distribution model.



iOS is part of Apple's unique ecosystem of apps, services and support, providing a more seamless and complete solution than other manufacturers.



iOS has the most robust third-party developer community for enterprise apps.



iOS offers the best hardware quality, often outperforming other devices and maintaining residual value.



iOS devices have a more secure platform with less vulnerabilities than competing operating systems.



MDM for iOS in Healthcare

Jamf Pro is the leading Apple mobile device management tool. Designed to unlock the power of Apple for organizations, Jamf Pro gives users the ability to configure, deploy and manage devices easily and securely.

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