The Reach of Mobile Devices in Healthcare

Mobility in healthcare is here to stay.

In fact, **90%** of healthcare organizations plan to implement or are already implementing mobile devices.

Why? Patient expectations are on the rise and their satisfaction impacts the bottom line.

Mobility and the impact of patient satisfaction

96% of healthcare organizations that have implemented a mobile device initiative have seen an increase in patient experience scores.

96% Orgs have seen an increase in patient experience scores

Top use cases for mobile devices:
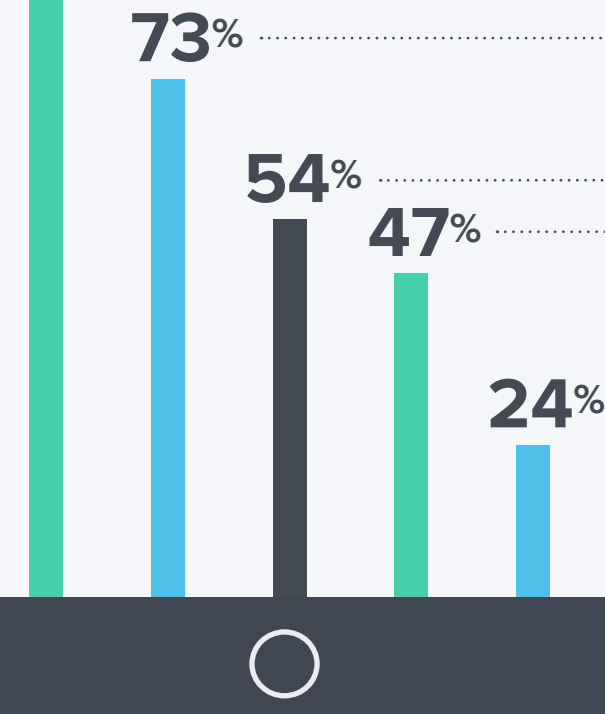
72% Nurses Stations

46% Registration

63% Administrative Offices

38% Patient Waiting Area

40% Throughout the Org

**56%** Patient Rooms

Who benefits from mobile?

- **91%** Clinical Care Teams
- **73%** Administrative Staff
- **54%** Non-Clinical Staff
- **47%** Long-Term Patient Stay
- **24%** Short-Term Patient Stay

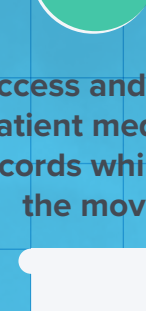## Key motivators for implementation

Whether implementing mobile devices for staff, patients or both, decision makers say the transparency of information, improved communications, and better access to applications that come with a mobile device initiative were key drivers in their decision to implement a program.
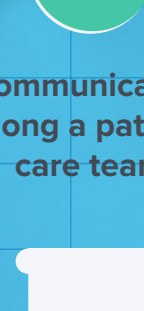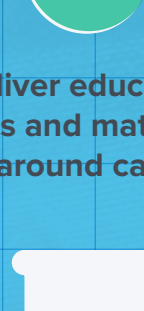
For Staff
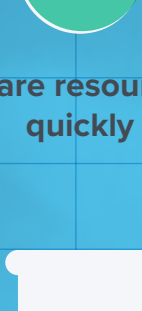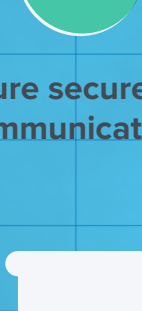
- **60%** Share resources quickly
- **60%** Access and edit patient medical records while on the move
- **58%** Ensure secure staff communications
- **54%** Manage alerts and alarms
- **36%** Administer medication
- **32%** Ensure high security level of patient data
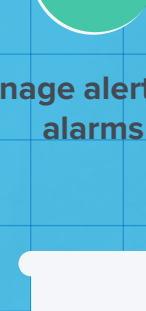
For Patients
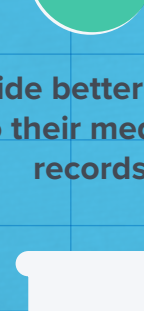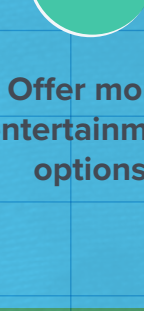
- **67%** Communication among a patient's care team
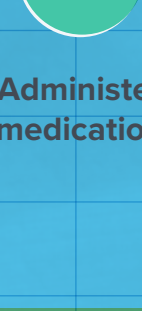- **64%** Deliver education apps and materials around care
- **52%** Provide better access to their medical records
- **49%** Empower patients to complete registration and intake workflows
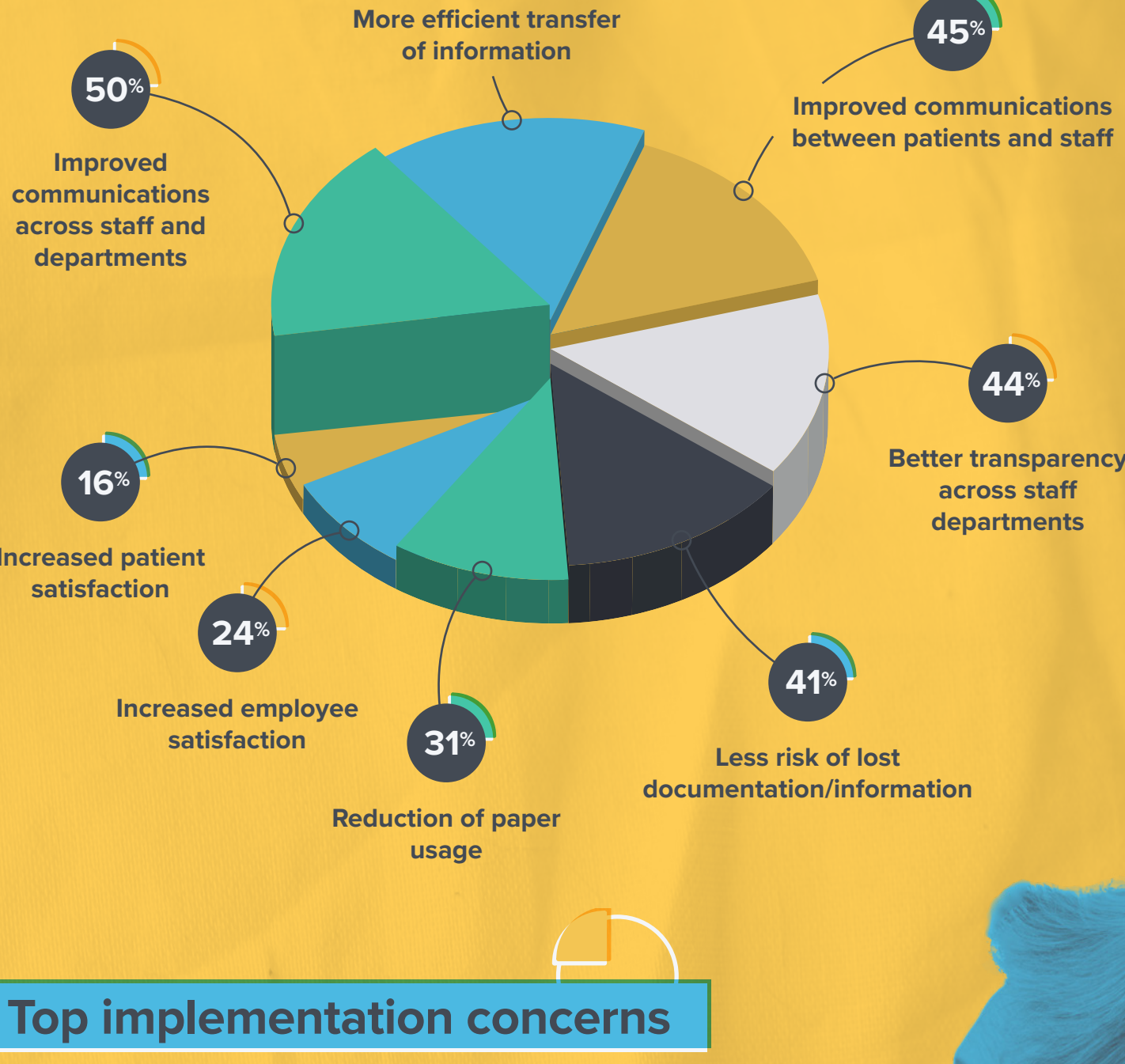- **48%** Offer more entertainment options
- **20%** Allow patients to complete satisfaction surveys
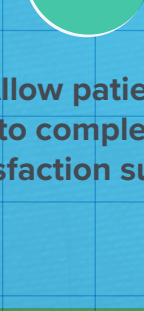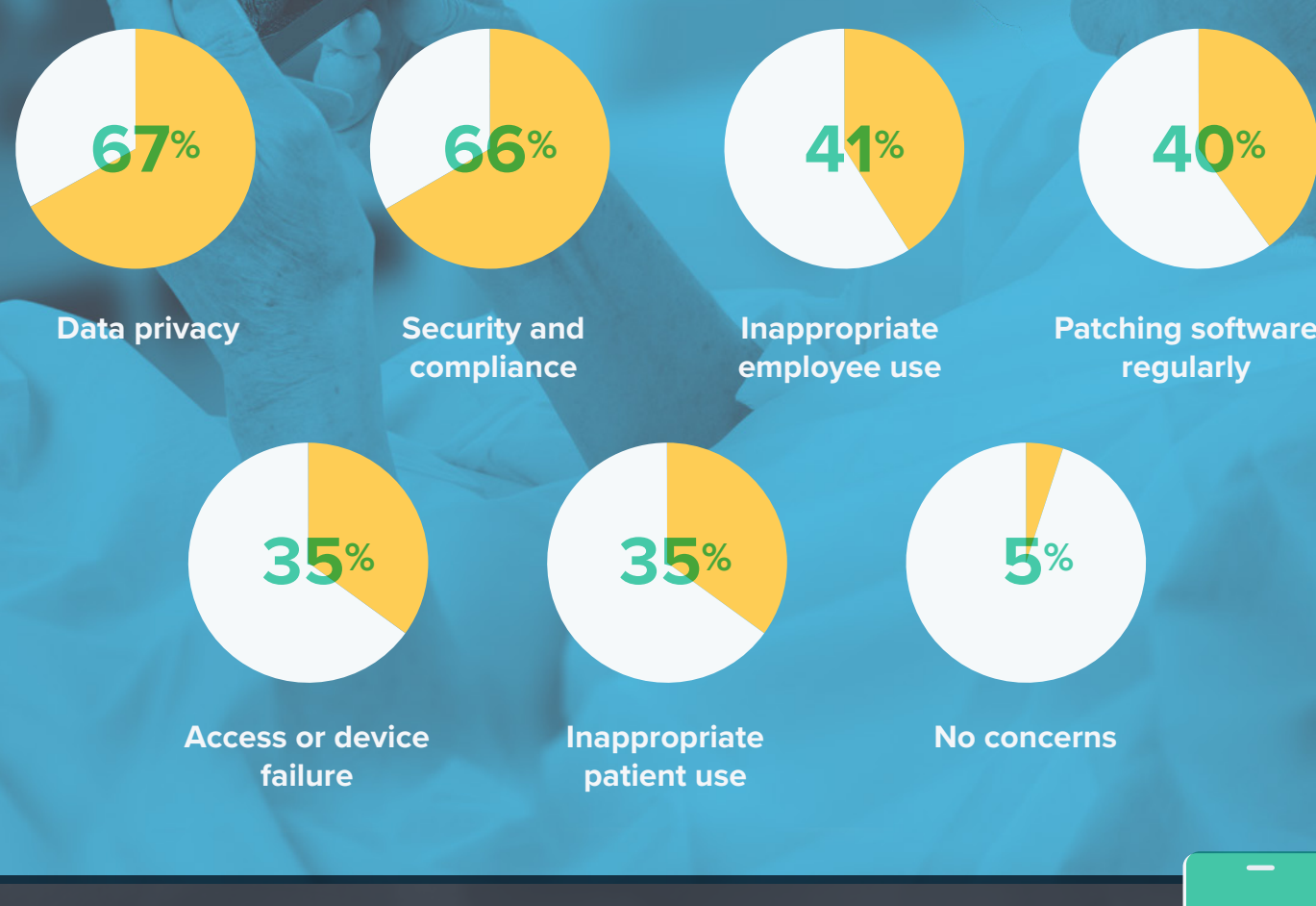
Tangible benefits from implementation

Decision makers noted that while some of their positive outcomes directly correlated with the reasons they implemented a mobile initiative, several other benefits validated their program's worth.

- **48%** More efficient transfer of information
- **45%** Improved communications between patients and staff
- **44%** Better transparency across staff departments
- **41%** Less risk of lost documentation/information
- **31%** Reduction of paper usage
- **24%** Increased employee satisfaction
- **16%** Increased patient satisfaction
- **50%** Improved communications across staff and departments

Top implementation concerns

For organizations that are implementing or planning to implement mobile devices, there are still concerns related to implementing devices.

- **67%** Data privacy
- **66%** Security and compliance
- **41%** Inappropriate employee use
- **40%** Patching software regularly
- **35%** Access or device failure
- **35%** Inappropriate patient use
- **5%** No concerns

Mitigate concerns with mobile device management

With a robust MDM solution in place, healthcare organizations can secure their network and patient data in addition to complying with compliance regulations.

With MDM, healthcare organizations can:

- Automatically set up, deploy and manage devices and apps
- Remote lock and wipe devices upon discharge
- Enforce security policies
- Monitor the status of IT policies

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