

# Mobile Devices in Healthcare - A Case Study

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*Sutter Care at Home*  
A Sutter Health Affiliate  
*With You. For Life.*

- Who we are
- The business challenge
- The technology challenge
- Results
- What's next



## Who We Are – Sutter Care at Home

- Homecare division of Sutter Health
  - \$9B healthcare system in Northern California
- Focus is taking care of the patient at home
  - Home health / hospice
  - Medical equipment
  - IV pharmacy
  - Home attendant care
- Challenged operating history





## The Business Challenge for IT

- Mobility is key for our staff
- Prior electronic health record (EHR) system on tablet PCs with Aircards
  - Expensive
  - Difficult to use – not being used as intended
  - Very slow – 30+ minute sync process
  - Unreliable
- Fixing issues with existing system would cost millions of \$
- Selected new system based on smart phones
- Mobile devices are the right form factor for staff in the field
  - Less intrusive during the patient visit
  - Replace multiple pieces of equipment

# The Technology Challenge

- Adoption by Clinical Staff
- Security of Mobile Devices





## Adoption by Clinical Staff

- Technology is still a barrier
- Constant focus on productivity (i.e. more patients, less money per patient) means it must be:
  - Easy (!)
  - Intuitive (!)
  - Work 100% of the time (!)
- Benefits are assumed and rarely acknowledged, deficits are never forgotten



## Mobile Device Security

- Approached security and support with same or better requirements as computers (e.g. HIPAA)
  - Password protection
  - Kiosk mode
  - Encryption
  - Loss or theft response
  - Remote support
  - Asset management



## Lessons Learned - Technology

- Security of mobile devices needs to be equal or better than laptops
- Device functionality in security setup
- Balance security against meeting business requirements
- Collaboration between security vendor and equipment manufacturer
- Training time for users



## Lessons Learned - People

- Don't underestimate the impact of change for staff
- Pilot devices in real world situations
- Test and train the device, software, and necessary accessories
- Train how to use mobile devices and still providing personal touch in customer service

## What's Next

- Move to more powerful, flexible devices
  - Android tablets
- Continue to search for the right support to make mobile workers happy and productive
  - Accessories
  - Continue to develop educational strategy on device use
  - Innovative apps – are they out there and are they ready?





## Questions and Feedback

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