



SOLUTION BRIEF

Enabling Mobility at the Point of Care





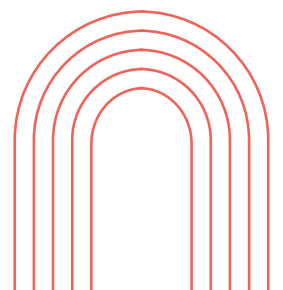
The Challenge



The Australian healthcare sector is currently embracing the adoption of digital solutions. This progress encompasses investments in digital health infrastructure such as electronic medical records (EMR) and telehealth services, improvements in connectivity, network infrastructure, and interoperability across systems.

While advancements have been made, much work remains to be done. The lack of adoption of mobility solutions within the healthcare industry is resulting in ineffective workflows, decreased productivity, and staff burnout. Ultimately, this heightens risks to patient safety and diminishes satisfaction levels across the board.

Implementing integrated clinical mobility solutions at healthcare facilities is fundamental to improving productivity, maximising current investments in technological solutions, and supporting the sector's ongoing digital transformation.





The Solutions

Healthcare professionals across different disciplines including nurses working in bedside care, emergency responders, surgeons, physicians, pharmacists, and lab technicians, are increasingly turning to mobile technology. The benefits are immediate, from verifying the accurate medication for individual patients to monitoring vital signs while on the move within the hospital premises. From confirming lab orders to managing supplies and inventory tracking, mobile tech is streamlining operations and enhancing efficiency across healthcare settings.

Connected Health's clinical mobility solutions assist healthcare providers in accessing information, enhancing communication, and streamlining workflows within their facilities through wireless smart communication devices and specialised applications. Our solutions enable healthcare workers to remain connected and responsive to patient needs and promote efficient, sustainable delivery of quality, and equitable healthcare outcomes.

Benefits

- Improved healthcare communication and collaboration
- Streamlined record-keeping
- Real-time alert management
- Easy access to critical data
- Streamlined device management to reduce down time and optimise performance

Use Cases

Below are some of the use cases where our mobility solutions are applicable, highlighting their role in addressing critical communication, collaboration, care coordination, and documentation requirements for both clinicians and non-clinical staff, enabling them to deliver better care.

Improve Communication and Collaboration

Clinical Communication and Collaboration

Facilitate real-time communication among clinical staff to exchange meaningful patient information ensuring responsive and safe care plans. Integrated voice calls and secure messaging services to enable seamless communication, while notifications of patient alerts and alarms support timely interventions.

Push-to-Talk Communication

Communicate immediately with specified groups at the push of a button. Configure device settings to suit team needs, enabling one-to-one or one-to-many communication for swift information exchange.

Secure Messaging

Connect with a secure messaging application via desktop or mobile devices. Access enterprise directories, create on-call schedules, and view contacts by roles within the organisation. Enhance patient care and satisfaction by integrating secure communications with essential healthcare platforms for comprehensive communication transcript management.

Nurse Call Integration

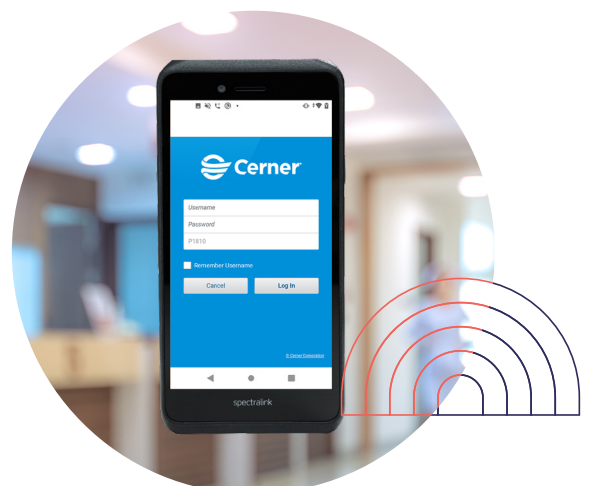
Enable nurses to receive assistance requests directly to their mobile smart devices in real-time, enhancing patient-centred care. Integration of nurse call systems with mobile devices improves patient safety and satisfaction by prioritising timely responses to patient needs.

Messaging and Duress Alarm

Combine messaging capabilities with duress alarms to enable quick response to incidents. Unique audio and tone alerts notify staff of critical messages, while the command centre monitors responses and tracks staff location for efficient incident management.

EMR Integration

Integrate Electronic Medical Record (EMR) systems seamlessly into your platform for unified access to patient information. Examples include tracking the patient journey through the hospital via wristband, scanning relevant data from admission, or other specimen sample tracking. Data capture is also supported for tracking medical devices, such as hip joint replacements. Other relevant integrations include WebPAS access, incident reporting, and clinical tools such as MIMS and wound care management tools like Tissue Analytics. Ensuring the right patient receives the right results, real-time access to clinical data enhances care delivery and decision-making, ultimately improving patient outcomes.



Use Cases

Improve Operational Efficiency and Patient Experience

Task Management

Streamline task requests and management processes across departments, optimising hospital operations and enhancing patient experience. From patient transport to discharge cleaning, our task management systems ensure timely task delivery and facilitates clear communication between clinical teams.

Security and Authentication

Enhance security and streamline user authentication processes with Single Sign-On integration. This additional layer of security ensures heightened safety, accuracy, and accountability by allowing access only to approved applications, such as enabling clinicians to capture patient photos directly into the EMR. Prevent the incorrect sharing of patient information via email or personal devices. Improve workflow efficiency and ensure compliance with regulatory requirements by providing healthcare professionals with secure access to patient information.

Staff Safety

Provide staff with a solution for swift emergency response with built-in duress alarms and location tracking. Enhance staff safety and reduce response times to emergencies, ensuring a secure working environment.

Mobile Device Management

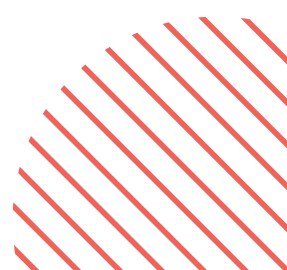
Simplify device management and ensure seamless operation with zero-touch provisioning and remote management capabilities. Efficiently configure and maintain device fleets, minimising downtime due to technical issues.

Location Services/Asset Management

Integrate secure messaging applications with essential healthcare platforms to streamline communication and access to resources. Improve organisational efficiency and patient satisfaction by enhancing communication and coordination for non-clinical staff members.



Our comprehensive healthcare mobility solutions address a wide range of clinical and non-clinical use cases, enabling healthcare facilities to optimise their operations and efficiency. All our solutions are delivered with robust security measures to safeguard both patient data and endpoint devices.





The Impact

Our solutions from Connected Health have been successfully implemented by numerous Australian healthcare organisations. Hear directly from some of our customers about how our mobile solutions have revolutionised clinical care and operational activities within their healthcare facilities:

"Before we had Spectralink Versity units, we would see staff walk around with a toolbelt of devices. Going to a single, mobile device that does everything and is easy to use really has made it much easier for those staff members."

Peter O'Halloran, Chief Information Officer, ACT Health

"With over 2000 devices across ACT health sites, it's been important for us to have a platform in which we can quickly provision Spectralink handsets to our clinicians. The mobile management platform is easy to use, quick, efficient, and very scalable from 50-2,000 devices."

Grant Clark, Senior Director of Clinical Systems and Infrastructure, ACT Health

"Upgrading to a mobile communications system lets MDHS improve its clinical documentation and level of resident care by reducing the foot traffic needed to access devices at nursing stations."

David Edwards, Deputy CEO, Maryborough District Health Service

"We needed a solution that could incorporate everything in a single device while meeting infection control needs, working well on a wireless network, being easy to use, and configurable without touching the device. A consumer device wouldn't have worked."

Neil Cook, Network and Telecommunications Manager, The Royal Women's Hospital

"Uniformity was key when it comes to support and providing role-based devices. We have gone from carrying 3,800 devices across the hospital to less than 1,000 devices, which is a strong economic argument for a single device."

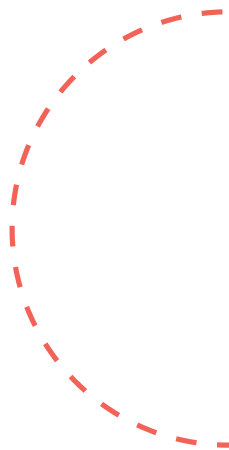
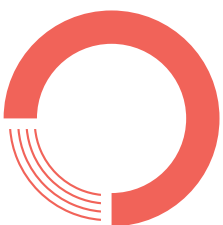
Adrian Hutchinson, Chief Nursing Information Officer, The Royal Children's Hospital

Mobilise Your Workforce and Improve Clinical Care, Staff Experience and Organisational Operations

In clinical settings, mobility solutions have proven themselves to be the cornerstone of access to information, collaborative communication, information sharing, and time-in-motion at-the bedside clinical care. These solutions have observable benefits to clinical staff productivity and well-being, with flow-on effects that include improvements in the provision of care and patient satisfaction.

To the wider healthcare organisation, they ensure communications meet HIPPA standards and timely assessment and response occur in the event of potential security or compliance breaches. Integrated software and mobile support solutions allow for asset and user tracking and audit data capture, providing an overall picture of service delivery data to inform ongoing optimisations of workflows and service delivery improvements.

To see how our clinical mobility solutions can transform your healthcare operations and improve clinical care, contact [Connected Health](#) to book a demo or proof of concept.



The Vendors

We partner with leading ecosystem vendors and best-of-breed technology to deliver innovative healthcare solutions for your organisation.

Alcatel·Lucent
Enterprise 

 **imprivata**[®]

 **kontakt.io**

 **MobiCall**

 **Olinqua**

SCANDIT

SOTI[®]

spectralink 

stryker

About Connected Health

At Connected Health, our mission is to be at the forefront of digital health, delivering innovative and integrated digital healthcare solutions. By leveraging our deep healthcare knowledge and harnessing extensive business and technology capabilities from our market-leading vendors and partners, we enable healthcare professionals to connect, integrate, optimise, and sustain their operations. We implement interoperability, drive mobility, data security, and enhance operational efficiency - all while providing training and change management support to facilitate seamless adoption and long-term success.



<https://www.connected-health.com.au>



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