



2018 SURVEY

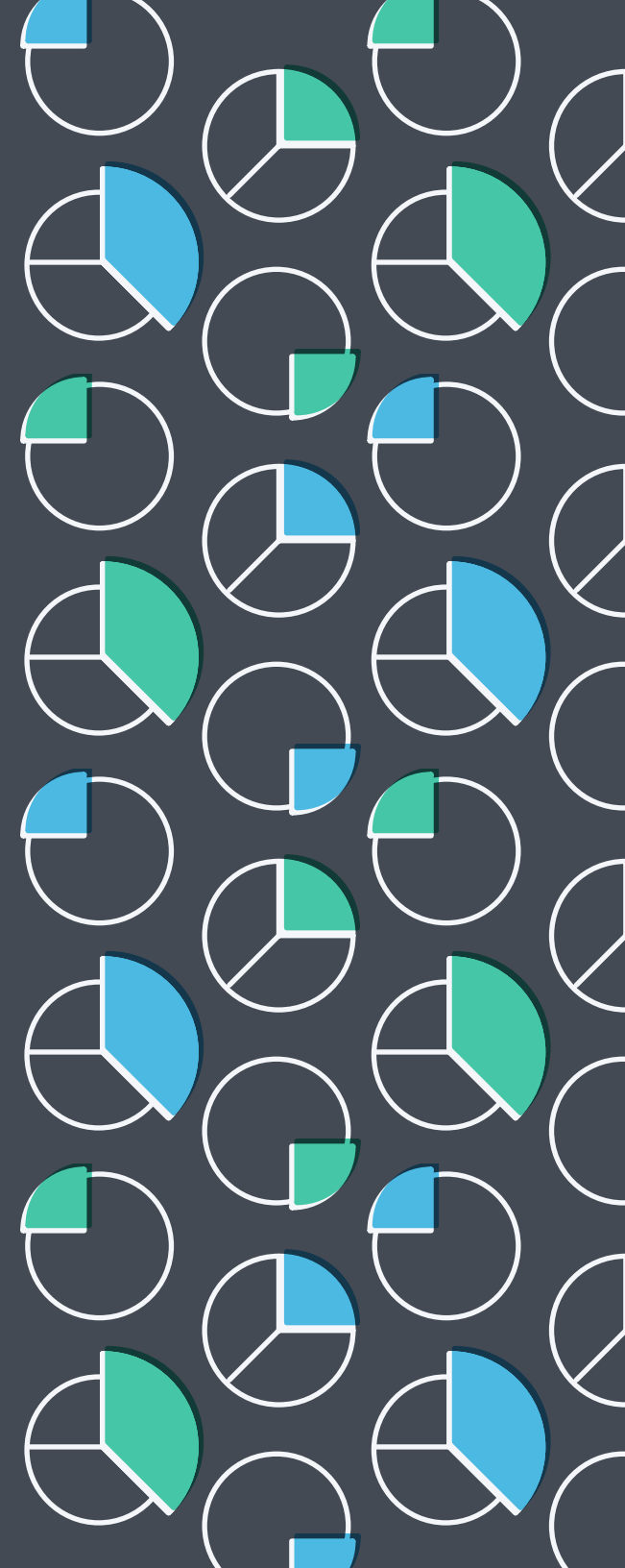
# The Impact of Mobile Devices on Hospital Patient Satisfaction

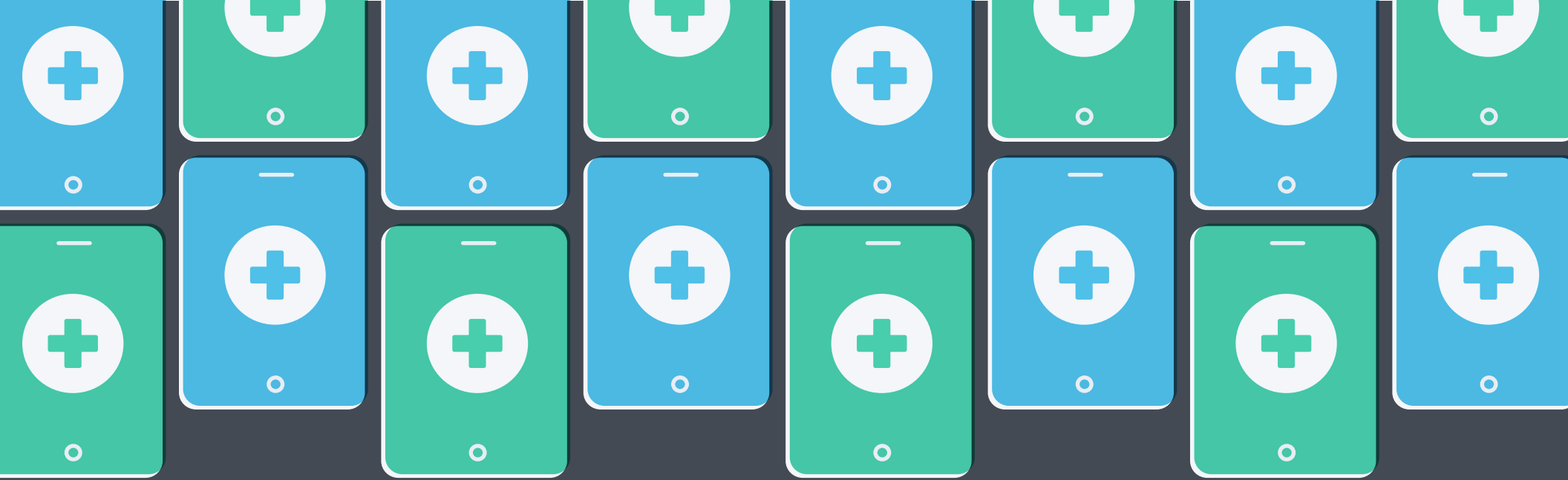
# The results are in.

**Providers are looking for ways to deliver faster, more personalized care to their patients while improving communications within their care teams.**

**Mobility, specifically mobile devices, is a primary way healthcare organizations can provide an elevated experience for both patients and staff.**

Introducing mobile devices into healthcare organizations, however, comes with challenges. But complying with strict data privacy regulations while maintaining a secure network is possible when the right technology pairs with the right mobile device management solution. Only then can organizations 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.**

Healthcare organizations require an MDM solution to effectively manage devices and ensure compliance. From deploying new devices and gathering inventory, to configuring settings, managing apps or wiping data, MDM provides a complete toolset to address deployments of any size while ensuring device security.



# Executive Summary

**Vanson Bourne, an independent third-party agency, recently completed a global research study to determine the impact of mobile technology within the healthcare industry.**

**Nearly all of the 600 IT decisions makers surveyed throughout the United States, United Kingdom, Germany, France and the Netherlands, reported their organizations are either implementing, or plan to implement, a mobile device initiative in the near future.**

One of the primary benefits of implementing a mobile device initiative is to improve patient care, but healthcare organizations continue to express concern around how the devices would impact security and data privacy. And though the use of mobile devices within healthcare is increasing, IT decision makers lack satisfaction and confidence in their current mobile device management solution.

# Demographics

Of the 600 IT decision makers interviewed about their experience and opinions around mobility in healthcare:



Number of respondents from each country



Number of beds within institution





# Mobile Device Adoption Trends

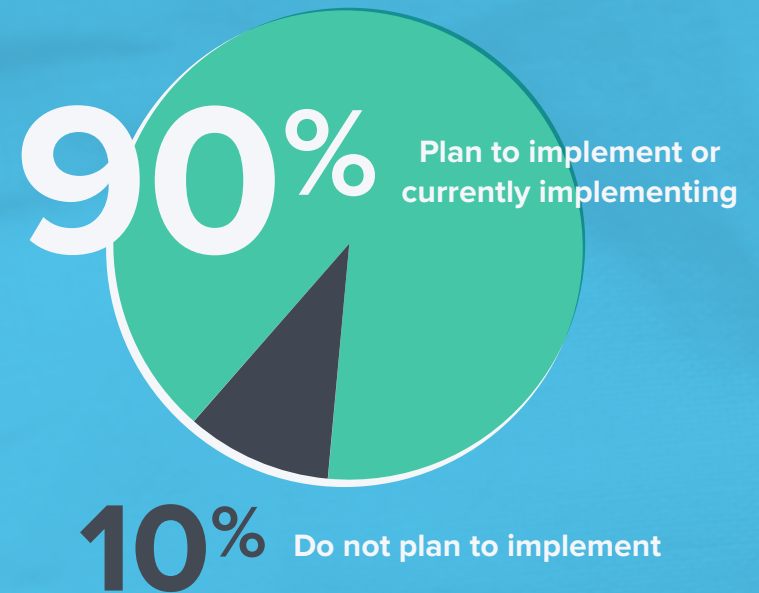




## Implementation and Use Cases

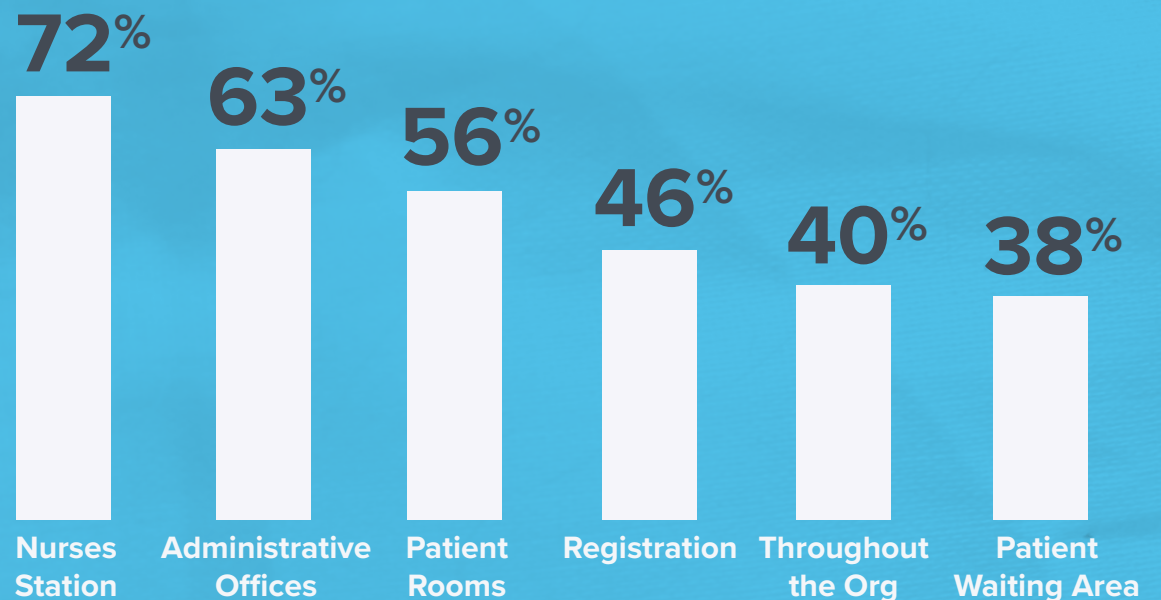
**There is an increase in the amount of mobile devices used within healthcare.**

Of those surveyed, 90 percent said their organization has implemented, or is planning to implement, a mobile device initiative as a means to improve patient care, facilitate efficiencies within care teams or both.



**Mobile device initiatives cover a variety of use cases.**

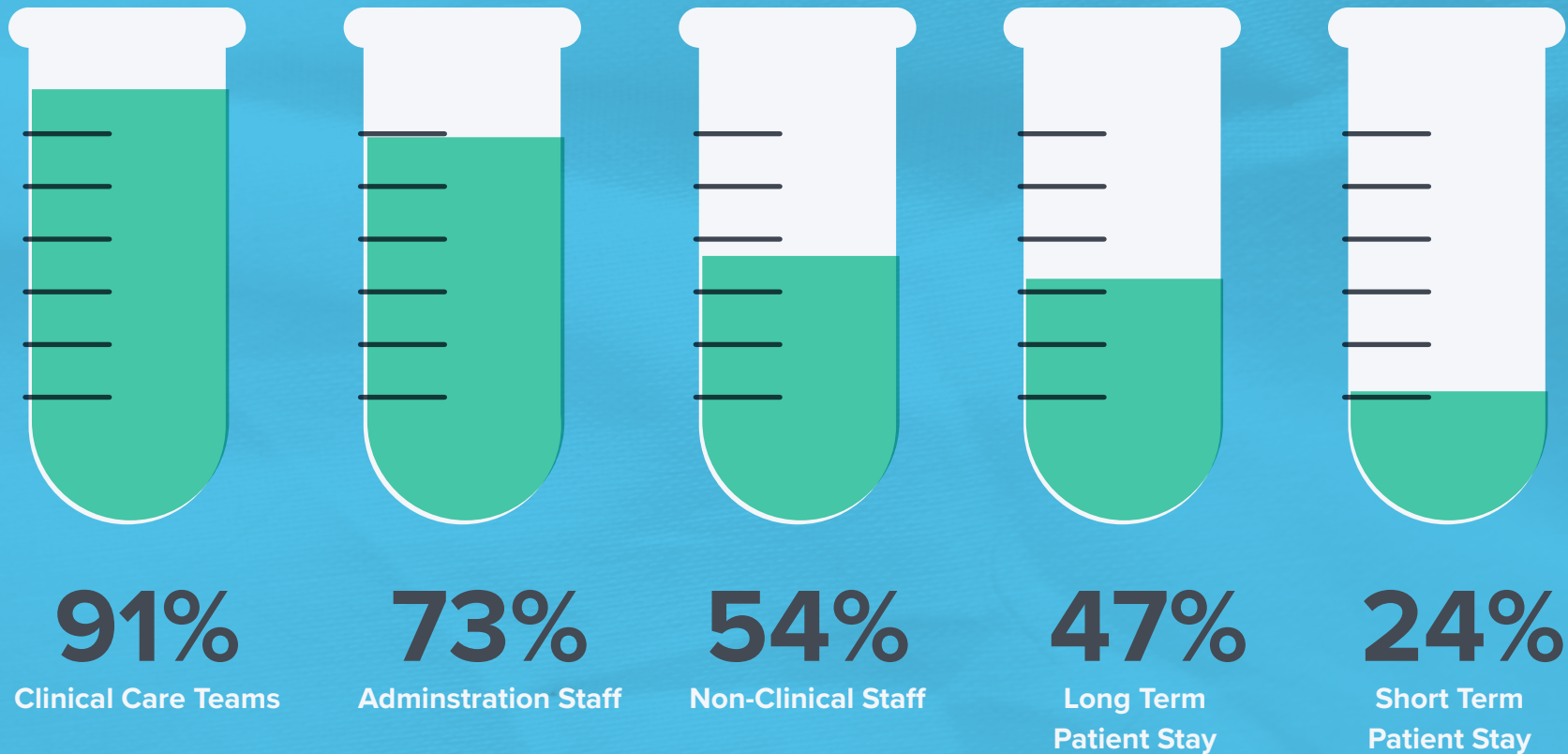
They include giving iPhones to nurses and doctors to facilitate better communication, providing patients with iPads for entertainment, and leveraging iPads at registration. The survey found mobile devices are most commonly used in nurses stations, administrative offices and patient rooms as a means to improve the patient experience.



## Implementation and Use Cases

Healthcare organizations looking to incorporate the use of mobile devices at their facilities are considering large-scale deployments.

Those surveyed said they believe many groups would benefit from a mobile device initiative.







## The Outlook for Mobile is Growth

On average, nearly half (**47%**) of healthcare organizations plan to increase mobile device usage within the next two years.

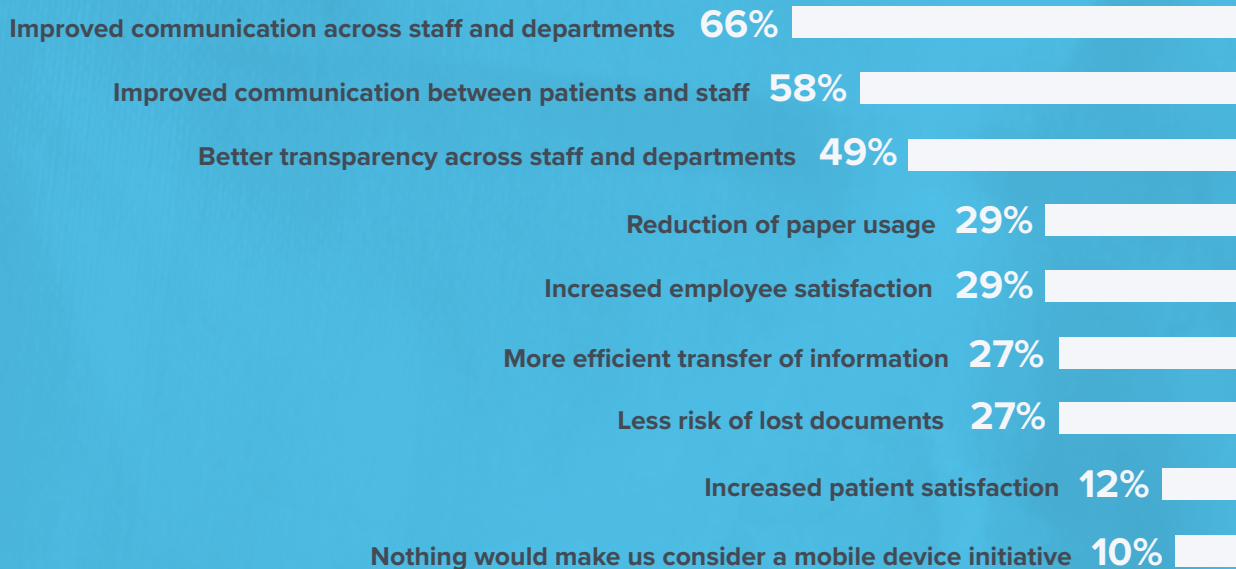
In fact, More than half of clinical care teams and administrative staff plan to increase usage within their functional areas at 59% and 54% respectively.





# Top Hospital Concerns Around Mobile Device Use

Of those surveyed, 10 percent said their organization does not plan to implement a mobile device initiative. They cited a lack of resources and support headcount as their primary barriers.



Though they do not plan to implement a mobile device initiative in the near future, the majority of those surveyed still indicated they recognize the benefits of having such a program in place.

A person is lying in a hospital bed, holding a tablet. The tablet screen shows a video call with a woman. The entire image has a teal overlay. A yellow banner with a white border is positioned across the middle of the image, containing the title text. To the right of the banner is a white circular graphic with a teal segment.

# Mobile Device Management in Healthcare



## Mobile Device Management Solution Implementation

Only 78 percent of organizations surveyed currently have a mobile device management solution in place. Of those with an MDM, 30 percent are not confident with their current solution.

Organizations Surveyed

78%

Have MDM Solution

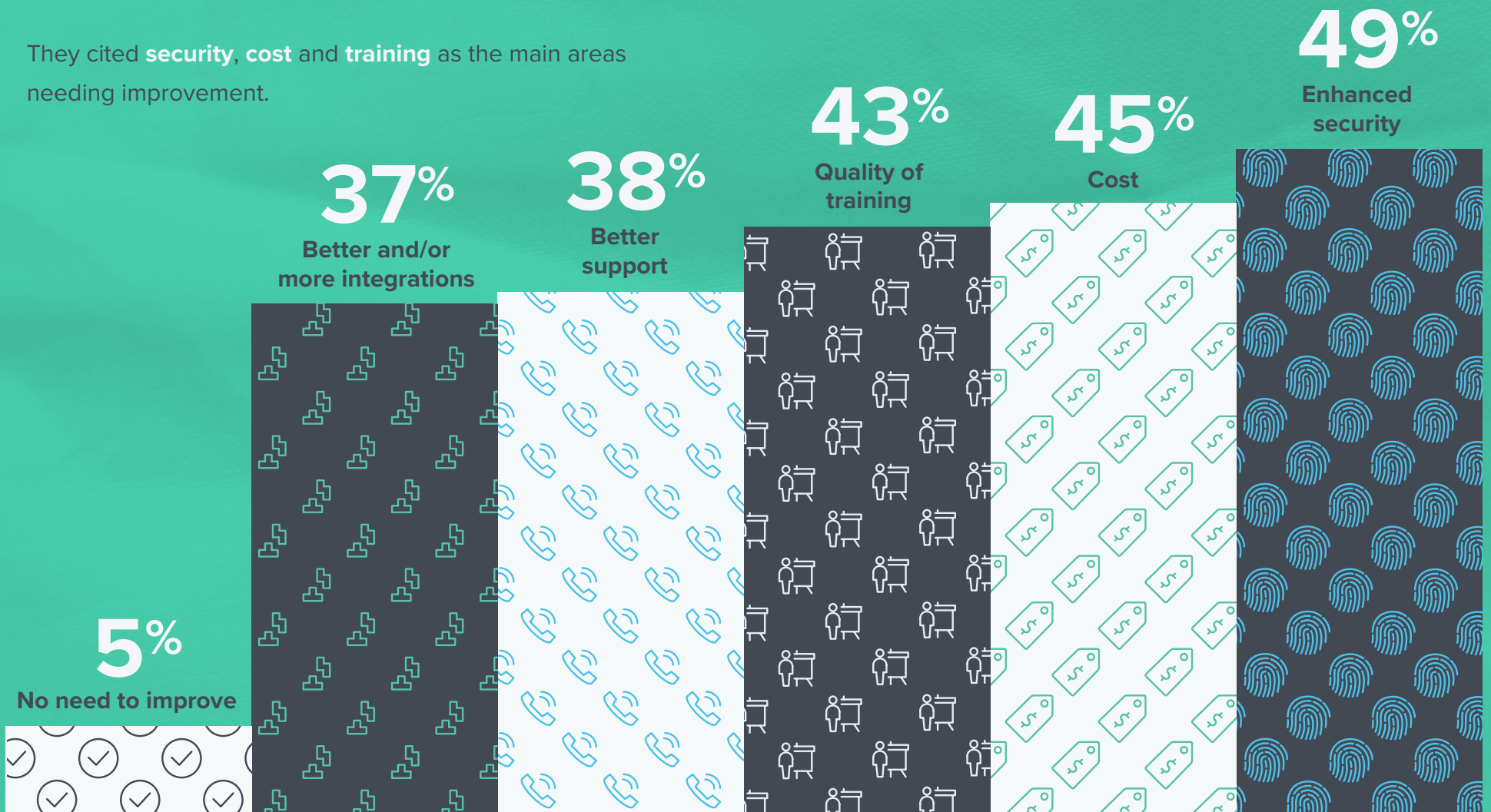
30%

Not Confident with Current MDM Solution

## MDM Satisfaction and Improvements

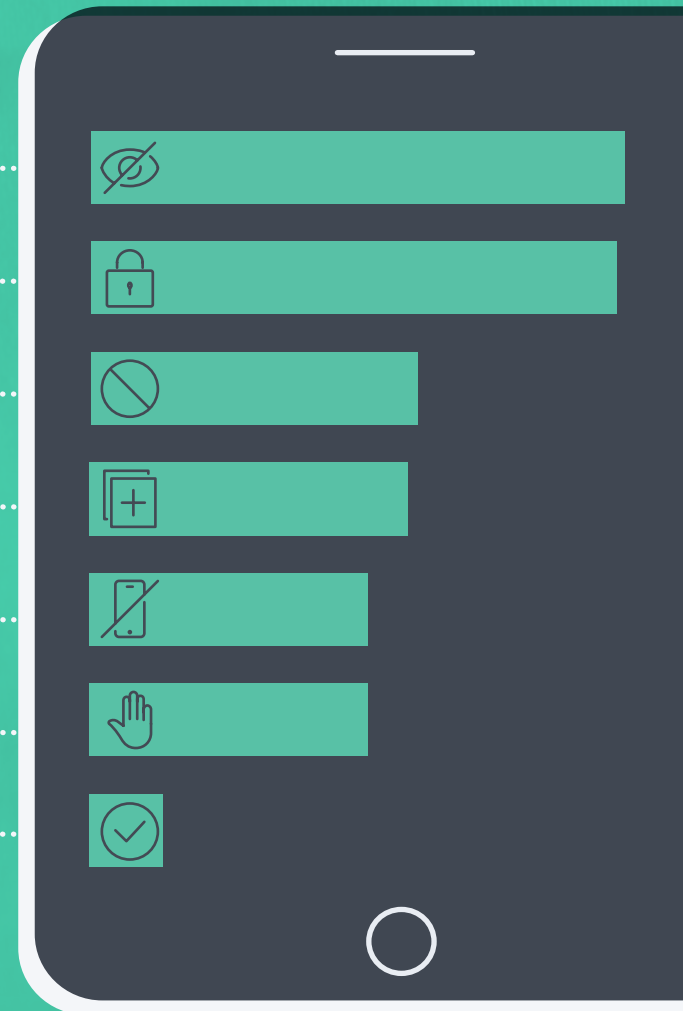
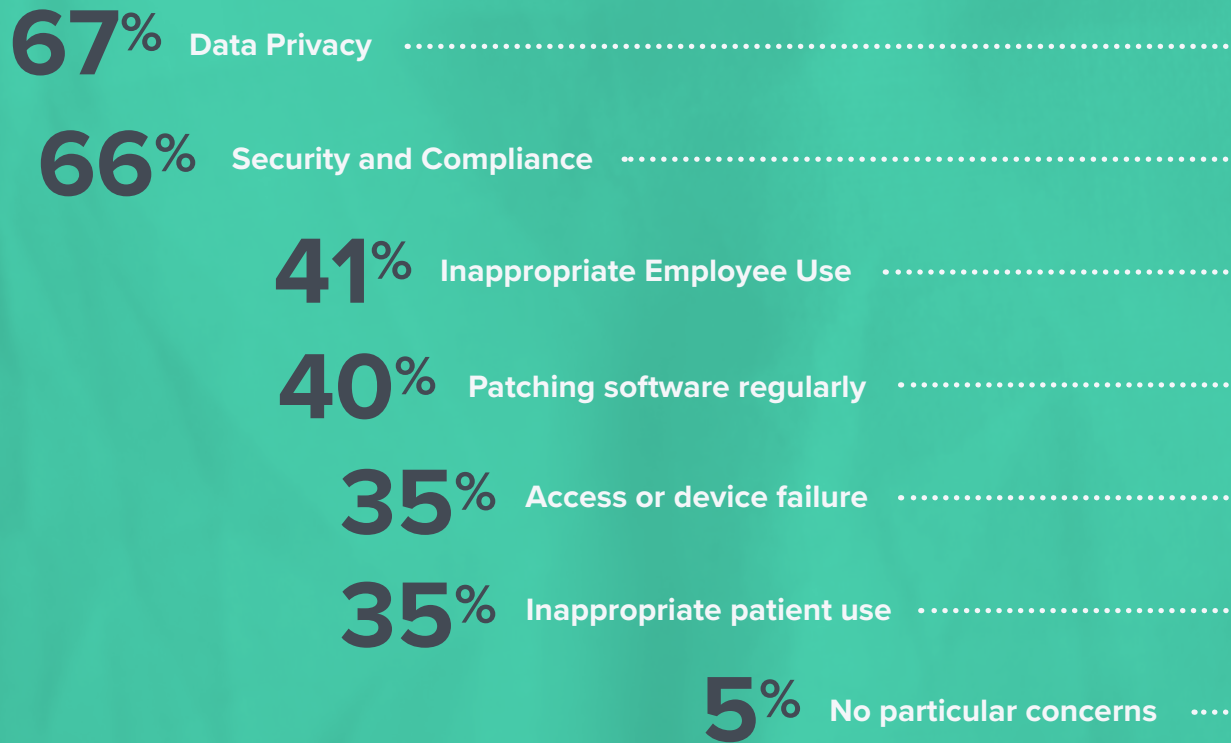
Less than half (45%) of organizations are very satisfied with their mobile device management solution. Nearly all (95%) believe their current solution could improve.

They cited **security**, **cost** and **training** as the main areas needing improvement.



## Mobile Technology Fears

Healthcare organizations that are implementing, or planning to implement, mobile device initiatives are primarily concerned about data privacy and security and compliance. Inappropriate employee use and patching software are also top concerns.



A patient is lying in a hospital bed, holding a tablet computer. The patient's right hand is wrapped in white medical bandages. A clear plastic drip chamber and tubing are visible near the patient's hand. The background is a soft-focus hospital room with a patterned bedsheet. The entire image has a yellow tint.

# Mobile Device Initial Impact





## Top Drivers for Mobile Device Initiatives

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



For Patients





## Tangible Benefits of Mobile Device Initiatives

Decision makers noted that while some of mobile device initiative's positive outcomes directly correlate with the reasons they implemented the program, several other benefits validate its worth.

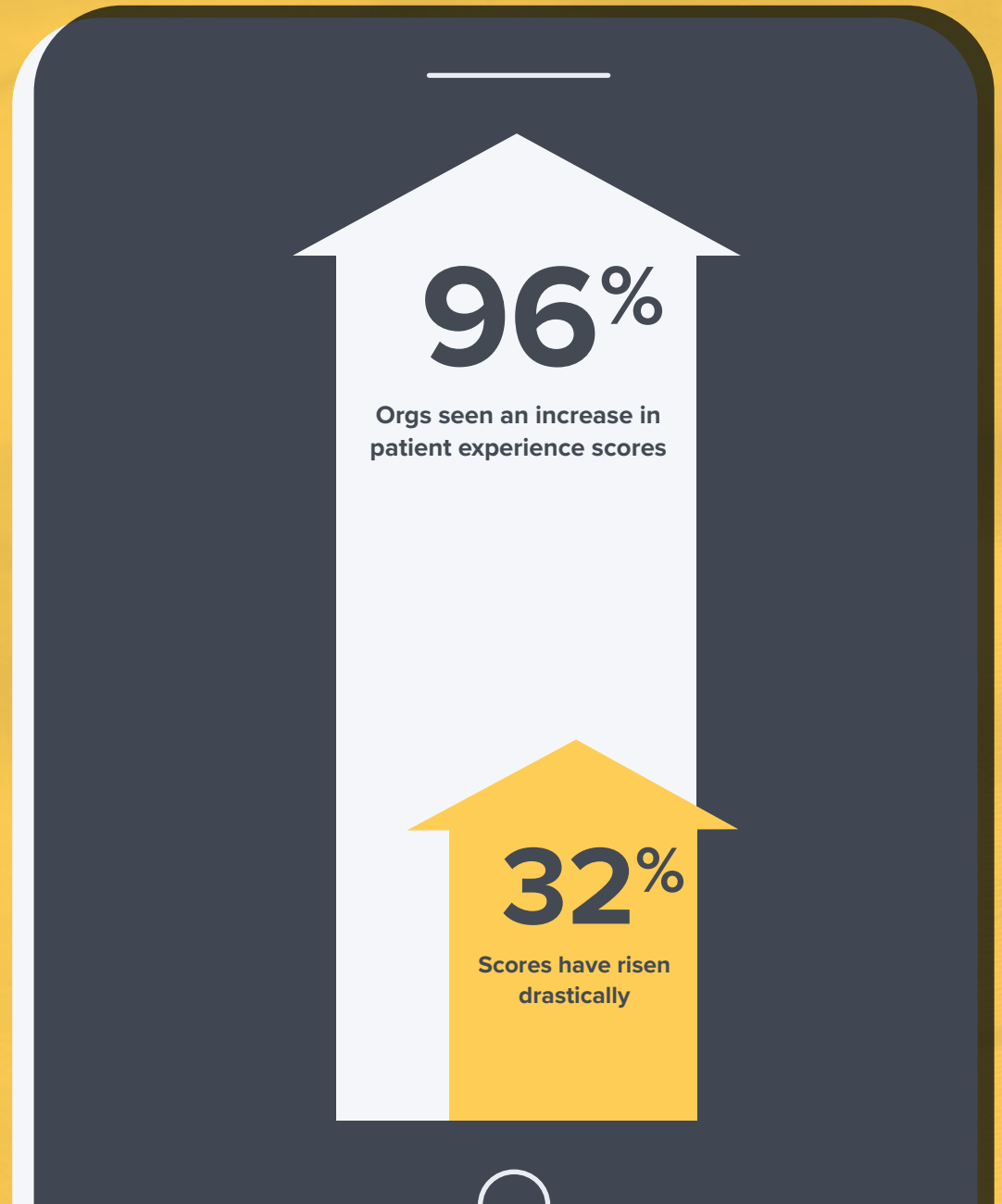
Half of respondents cited improved communication across staff and departments as a result of the program, while nearly half said having a mobile device initiative yielded more efficiencies when transferring information and improving communications between patients and staff.





## Mobile Devices and the Impact on Patient Satisfaction

Ninety-six percent of organizations that implemented a mobile device initiative report seeing an increase in patient experience scores. Of that percentage, 32 percent say their scores have risen drastically.

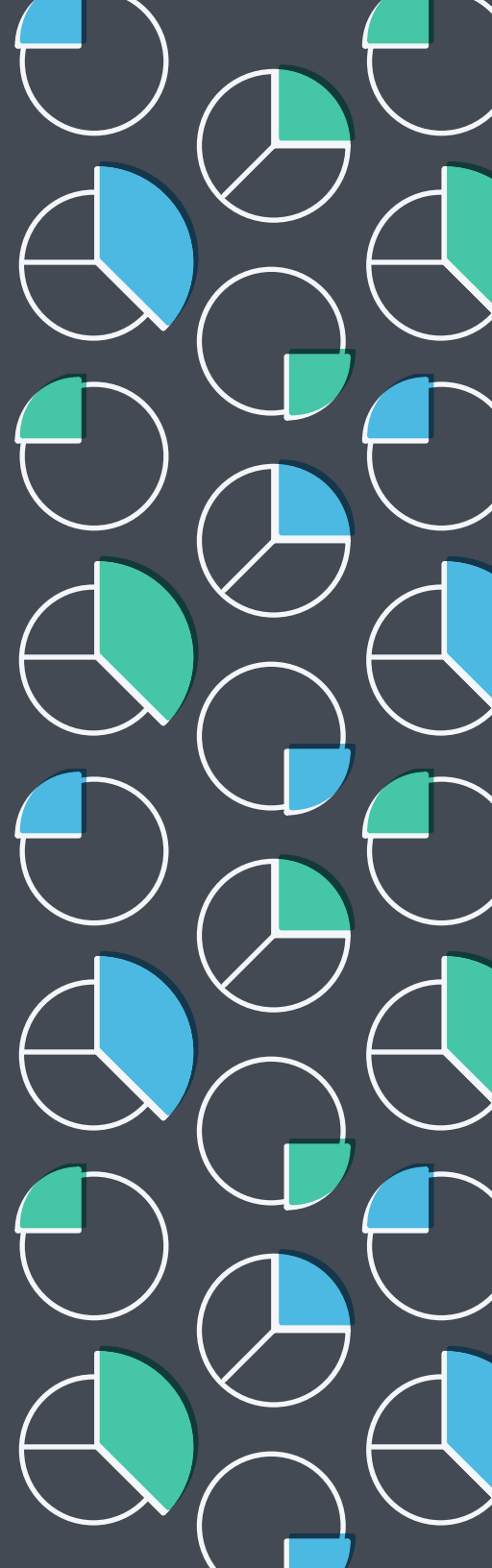


# Conclusion

The 90 percent of healthcare organizations that have implemented, or are planning to implement, a mobile device initiative within the next year expect to see improvements in their internal communications, have more visibility into patient records and obtain the ability to share resources with patients in a more timely manner.

However, of those who have a mobile device initiative in place, only **78 percent** have a mobile device management solution, and less than half (**45 percent**) are very satisfied with their current MDM.

In order to overcome their primary concerns around implementing a mobile device initiative, healthcare organizations need a mobile device management solution they can trust. Only then will they experience the full benefits of their mobile devices, while also mitigating security risks and improving overall patient and staff satisfaction.



# iOS and Jamf for Healthcare

An iPad away from better care.

As Apple continues to pave the way in innovative technologies and transform the user experience, the healthcare industry is beginning to take notice. They are fully embracing the Apple platform as a primary means to improve experiences for their patients and care teams.

With Apple iOS devices, healthcare organizations can benefit from:

- + A secure platform with less vulnerabilities than competing operating systems.
- + The most robust third-party developer community for enterprise apps.
- + The best hardware quality, often outperforming other devices and maintaining residual value.
- + An extensive framework for MDM, complete with a zero-touch deployment model, as well as a bulk app distribution model.



When paired with a mobile device management solution, organizations can unlock the full potential of Apple devices. Jamf specializes in iOS, macOS and tvOS and is dedicated to helping organizations succeed with the Apple platform.



# 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.

[Free Trial](#)