



# PATIENT EXPERIENCE ESSENTIALS

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# THE IMPORTANCE OF THE PATIENT EXPERIENCE

## What is patient experience?

According to the US Department of Health and Human Services' agency for Healthcare Research and Quality,<sup>1</sup> [Patient experience encompasses the range of interactions that patients have with the health care system.](#)

## What matters most to patients

Patient experience that patients value most include "... digital access to educational and medical services that help them participate in their own care. Patients increasingly expect diagnostic procedures and treatment paths to be personalized to incorporate their preferences and needs."<sup>2</sup>

## Improved patient outcomes

A better patient experience improves outcomes.<sup>3</sup>

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1. <https://www.ahrq.gov/cahps/about-cahps/patient-experience/index.html>

2. <https://hbr.org/sponsored/2019/01/why-improving-the-patient-experience-is-vital-for-the-health-care-industry-and-how-to-do-it>

3. DiMatteo, MR. Enhancing patient adherence to medical recommendations. JAMA 1994;271(1):79-83.

4. Hickson GBC, Clayton EW, Entman SS, et al. Obstetricians' prior malpractice experience and patients' satisfaction with care. JAMA 1994;272:1583-7.

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In the US, more than

# 60%

of health care spending is driven by patient choice.<sup>2</sup> And good patient experience correlates to

## LOWER MEDICAL MALPRACTICE RISK.<sup>4</sup>

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# A BETTER PATIENT EXPERIENCE WITHOUT THE IT VISIT.

With Apple devices at the center of the patient experience, healthcare providers can transform the patient bedside experience as we know it: offering patients access to the information and easy, direct communication they most value.

Using Jamf to remotely enroll, deploy and manage devices gives patients more control and a better overall experience. They can see their medical records, close the blinds, communicate with friends and family, read educational materials about their condition and call a nurse – all from an iPad that can be securely and remotely erased between patient visits.

## How it works:

1. Hospitals provide patients with Apple devices for the duration of their stay.
  2. IT deploys iOS and tvOS apps using [Jamf Pro](#). These apps engage, educate and connect patients in new ways.
  3. Upon discharge, [Jamf Healthcare Listener](#) auto-wipes the devices of all patient data.
  4. Jamf then automatically re-configures the devices for the next patient – all without IT touching a device.
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## AN IMPROVED PATIENT EXPERIENCE:

- Helps patients demonstrate greater self-management skills and experience a better quality of life
- Correlates with adherence to medical advice and treatment plans
- Can drive better health outcomes

\* Agency for Healthcare Research and Quality



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# Streamline the patient experience with Jamf Healthcare Listener

Jamf Healthcare Listener is the only over-the-air solution to automatically deploy and digitally sterilize iPad and Apple TV.

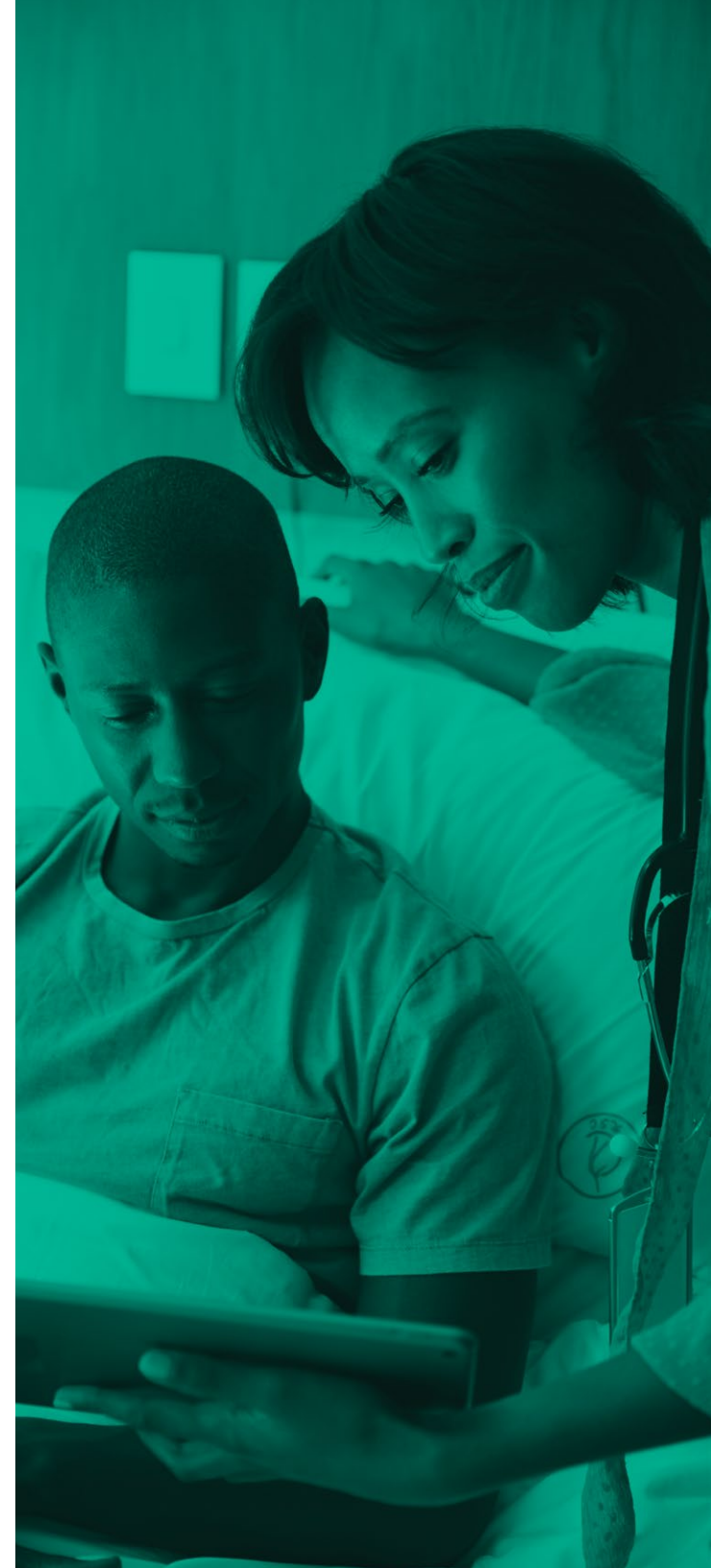
A secure electronic medical record integration with Jamf Pro, it receives HL7 ADT messages such as discharge and transfer from an electronic medical record (EMR) system. This automatically triggers remote mobile device management (MDM) commands in Jamf Pro, such as remote wipe and remote lock for iOS and tvOS devices.

Here's how Jamf Healthcare Listener improves the patient experience while saving staff time:

- **Enables patient access:** When an admitted patient receives a bedside iPad and/or an in-room Apple TV, the device is already wiped of the prior patient's information.
- **Ensures patient privacy:** Jamf Pro automatically deploys security and configuration profiles alongside the apps determined and customized by the hospital's IT team.
- **Executes MDM commands from patient status:** When patient is discharged or transferred within the EMR system, Healthcare Listener automatically wipes the devices and readies it for the next patient using Jamf Pro's integration with Apple Business Manager or Apple School Manager.

[Demo Jamf Healthcare Listener](#)

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# JAMF'S PARTNER INTEGRATIONS EXPAND WHAT'S POSSIBLE

Go above and beyond Jamf Healthcare Listener, Jamf Setup and Jamf Reset for an even more impressive patient experience.

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## **BeagleBoxx Bedside** (Powered by BrightFish)

A patient-friendly software platform for bedside tablets. It aims to increase patients' wellbeing and improve efficiency for both the patient and the institution.

[View in Jamf Marketplace](#)

## **iPads for Kids Program** (from the Bungie Foundation)

This program provides customized, age-appropriate entertainment for pediatric patients. These provides distraction, therapeutic play and a sense of normalcy to pediatric patients while they are in the hospital.

[View in Jamf Marketplace](#)

## **ionIDe**

IonIDe provides a digital smart room solution for hospitals, offering patients and care teams engagement, communication and entertainment via iPad and Apple TV.

*Coming soon to the Jamf Marketplace*

## **Sentean**

Sentean Technologies offers an all-in-one iPad application that provides patients access to hospital services, infotainment and health information.

[View in Jamf Marketplace](#)

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# Transforming telehealth and the patient experience amid a global pandemic

## Alberta Health Systems (AHS)

With iPadOS solutions from Jamf, AHS started a pilot program to replace their TV system with patient-bedside iPad devices to entertain patients and improve the patient experience. But the experience turned out to be so much more: staff realized that iPad could do more — it could support a better care experience for patients.

Then came the Covid-19 pandemic. In a matter of days AHS halted family visitations and put visitor restrictions in place. AHS staff felt strongly that with a physical separation, technology could bridge the gap — and discovered that the iPads at the bedside could be the conduit.

Enter Virtual Visits powered by Jamf. Thanks to AHS already having a patient bedside iPad pilot program, they needed only to use Jamf's new workflow to, automate the use of Zoom for ad-hoc video telehealth sessions. Patients could securely connect with loved ones who were not allowed to or unable to visit. Virtual Visits was configured for AHS two days after Jamf's initial proposal, and four days later, the solutions had been tested and implemented across the 500



iPad devices. Since the rollout of Virtual Visits, there have been more than 10,000 Virtual Visits launched and 100,000 minutes of virtual communication at AHS.

Shortly after the solution was rolled out to the patient bedside devices, a long-term AHS patient was able to FaceTime with their father who had fallen ill at home. Although the patient could not be with their father on the other side of the country, the iPad allowed them to connect one final time for a virtual goodbye. This incredible example of the versatility of technology and IT shines a light on the patient-first philosophy that is behind the AHS mission.

Thanks to Jamf's solutions, AHS was able to pivot on a dime and continue to offer the best patient experience possible in the most trying of times.

# The power of distraction that yields faster healing

## Seattle Children's Hospital

Seattle Children's was the first pediatric hospital in the country to provide its patients with a unique offering: iPads for Kids. Together with Jamf and The Bungie Foundation, Seattle Children's uses iPad devices as a way to attend to not only the sickness but also the wellness of their patients.

Patients find iPad devices an enjoyable distraction as they undergo simple procedures like blood draws, and popular games and videos are instrumental in helping kids have a more pleasant experience while in the hospital. And iPad devices have a more profound impact on certain patient populations, such as in the rehabilitation unit. iPad devices with their unique accessibility features gives children with physical disabilities the ability to interact with the smallest touch of a screen or simple head movements. This helps communication with parents and caregivers.

In addition, patients and parents who use the iPad to receive patient education prior to meeting with nurses, doctors and social workers start conversations in a very different place.



Before the program, pharmacists used to spend an average of six to 12 hours at the bedside with some organ-transplant patients focused on helping the families understand how the medications work. Now, they clock an average of only one to two hours at the bedside, because the families already had an opportunity to review the materials.

With an iPad in hand loaded with important information, patients and families feel more in control and be more expert in conversations with carers.





## EXPLORE WHAT'S POSSIBLE WITH THE STANDARD FOR APPLE IN HEALTHCARE.

See how your healthcare  
organization can:

- Automate the iPad and Apple TV set up process for patients
- Deploy apps that enhance the patient experience
- Digitally sterilize the devices between patients

[Get Started](#)

Or learn more at [jamf.com/healthcare](https://jamf.com/healthcare)