

Transforming Patient Experience Through Mobility

Robert Armstrong
Global Lead, Healthcare Solutions
16 August 2011





Co-Organizers



Sponsors



















Global Shifts Driving Changes in Healthcare Delivery Models

Growing Populations – WW growth of 1.2%, HK growth of 0.4%

Wider Access – new mandates for availability of high-quality care

Aging Populations – % of population > 65 – HK 12.8 % and increasing

Clinical Shortage – not enough physicians or nurses; migration

Economic Forces - budget cuts force consolidation & stratification

























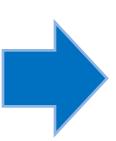






Medical Device

Care Delivery



Medical Information

Care Coordination

Facility

Medical Solution

Health Management

Organizer Patient, anizers



























GLOBAL BEST PRACTICES FOR TRANSFORMING PATIENT EXPERIENCE THROUGH MOBILITY





















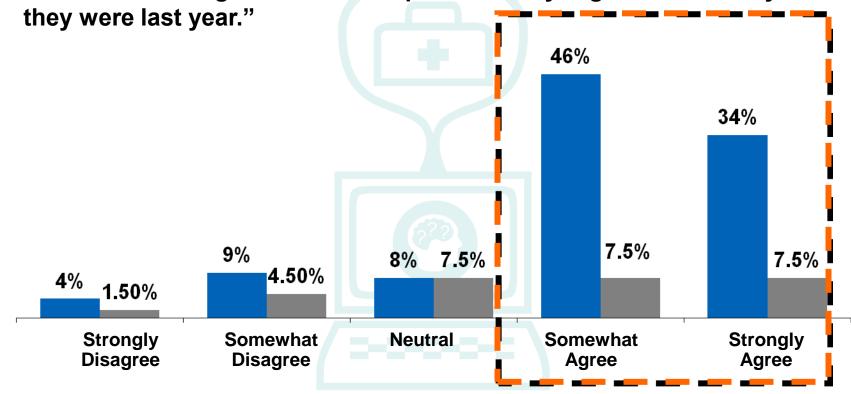






Importance of Mobility in Healthcare Rises

Q: "Mobile technologies are more important to my organization today than



Over 8 in 10 surveyed mobility decision-makers stated that mobility is more important today than it was last year.



Q: "What are your organization's key benefits and challenges with regard to the usage of mobile and wireless technologies?"



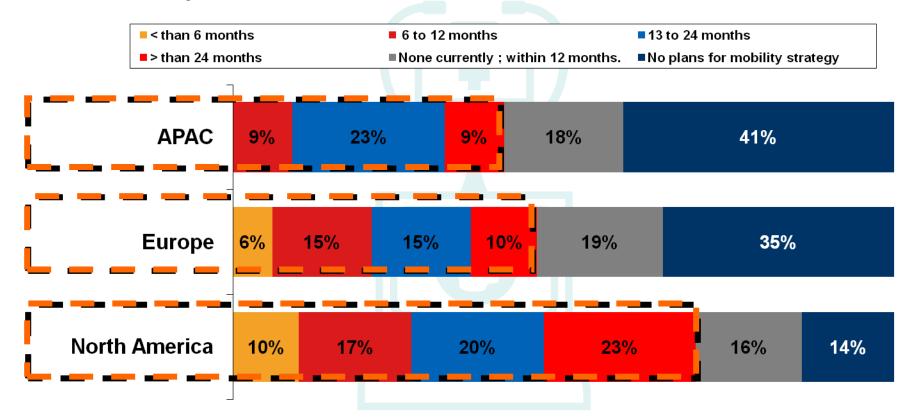


- 1. Reduced manual errors
- 2. Increased order fulfillment accuracy
- 3. Increased employee productivity/efficiency
- 4. Increased compliance accuracy for quality reporting
- 5. Regulatory and/or industry compliance

- 1. Security concerns
- 2. Cost of hardware
- 3. Cost of software, integration, service, and support
- 4. Difficulties integrating mobile apps, existing infrastructure
- 5. Interference/performance problems

Reduced manual errors, increased order fulfillment accuracy and Increased employee productivity/efficiency were cited as key benefits.

Q: "Does your organization have a mobility strategy and how long has it been in place?"

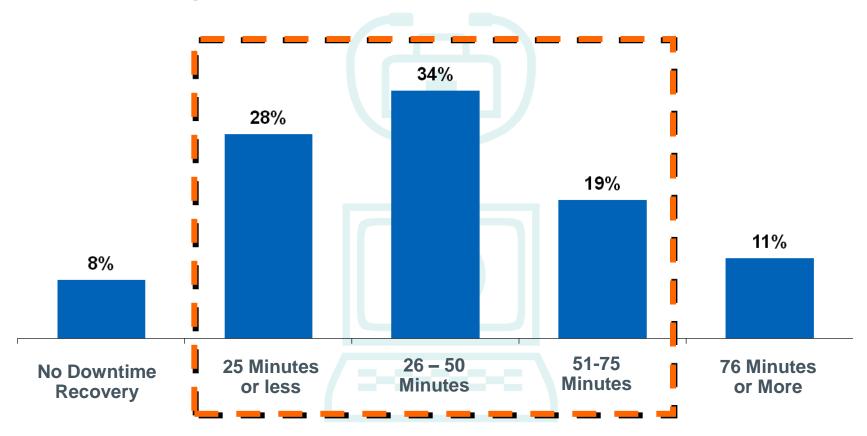


70% of healthcare respondents in N.A. reported having a mobility strategy in place, compared with 46% in Europe, and 41% in APAC.





Q: "How much downtime (minutes per day) does the typical employee save or recover using a mobile application in a healthcare environment?"



The utilization of key cited healthcare mobility applications saves mobile employees 39 minutes per day.









First-Responder & EMS

Healthcare Providers

- All HazardsResponse
- Patient Health (En



- Sponeore
 - Productivity

 MOTOROLA SOLUTIONS

 II Operations
- Workforce
 Productivity

Efficiency

Patient Care

Operational



- **Home Health & Wellness**
- Mobile Clinicians
- Self-Administered
 Care
- Supportin Vacatoriness













WAYS TO IMPROVE PATIENT EXPERIENCE TODAY

1.) Provide higher quality care



Patient Care

2.) Provide complete care at lower total cost



Operational Efficiency

3.) Provide required care in shorter stay



4.) Provide means for increased patient autonomic

























ehealth.org.hk/seminars

EHI Acute Primary Care Industry



Research

Newsletters

Mobile

[] [] ▼Tweet | 6



chain best practices. How standardized data capture saves time and improves care. The challenge: cumbersome manual processes



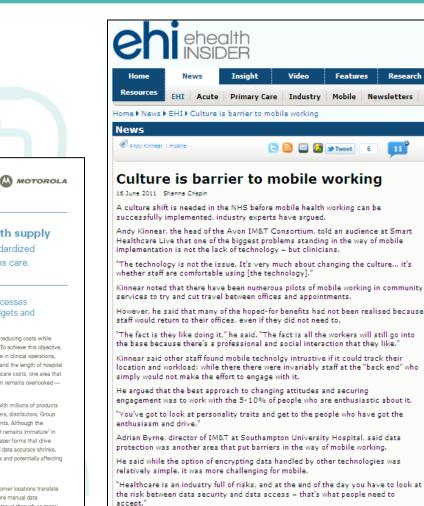
in the healthcare supply chain affect budgets and impact the delivery of care

With extreme pricing pressures on today's healthcare providers, reducing costs while delivering high-quality medical care is a top strategic imperative. To achieve this objective provider efforts have been focused primarily on eliminating waste in clinical operations. for example, through initiatives that reduce unnecessary testing and the length of hospital stays. While these are valid and important ways to reduce healthcare costs, one area that consumes nearly one third¹ of all hospital operating budgets often remains overlooked the healthcare supply chain.

When it comes to expenses, supplies are second only to labor, with millions of products moving along the supply chain every day - through manufacturers, distributors, Group Purchase Organizations (GPOs) and healthcare providers to patients. Although the healthcare supply chain is one of the oldest and most complex, it remains immature¹ in its level of collaboration, driven by a lack of data standards and paper forms that drive errors and duplication into the process. Cycle times increase and data accuracy shrinks, ultimately increasing supply chain costs, general healthcare costs and potentially affecting

The impact on healthcare supply chain costs

Inconsistent data standards for product, trading partner and customer locations translate into substantial inefficiencies in the healthcare supply chain, where manual data processing is typically required as orders and product shipments travel through as many as 17 different locations.2 Inefficiencies may start inside the hospital at the beginning of the demand cycle, where inventory management procedures require workers to collect information on paper that must then be entered into the computer - a double-touch of

















Fellow panellist and member of Staffordshire's joint commissioning unit, Jim Ellam,













- Weak Culture of Safety
- Workarounds
- Force-fitting a device to a workflow
- Readability Issues Bad or No Barcodes
- Gaps in Process



- Leadership Must be Committed
- Position Nursing for Success
- Consider the big picture for Medication Management
- Optimize Nursing Process within Context
- Create a coordinated pharmacy automation plan
- Ensure readability of all barcode labels move to 2D
- Ensure enabling wireless infrastructure is up to task
- Build a strong team
- Optimize the system over time
- Plan for future expansion





















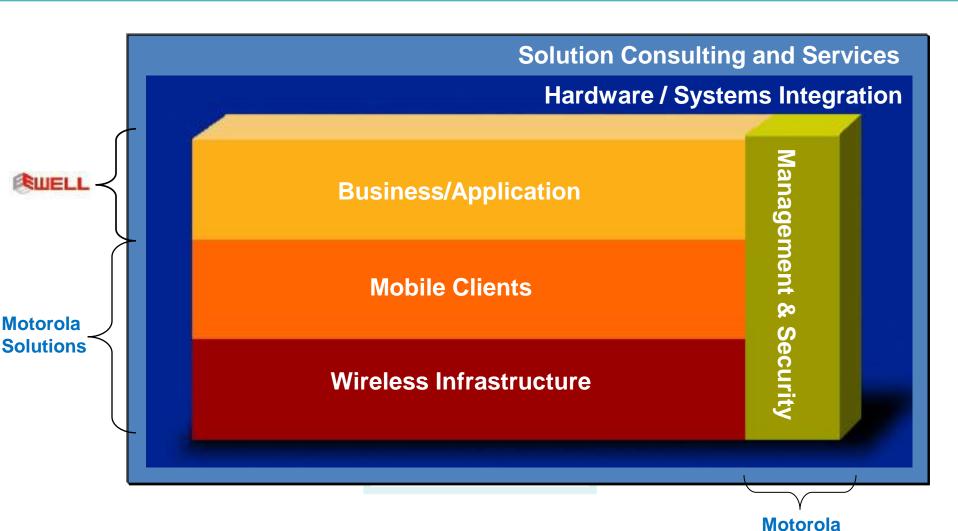
















Co-Organizers





Sponsors















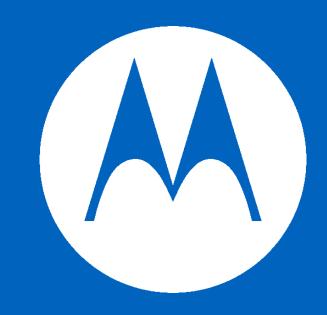


MOTOROLA HELPS PEOPLE BE THEIR BEST IN THE MOMENTS THAT MATTER









THANKYOU











Sponsors

















