

THE FUTURE OF HEALTHCARE DEPENDS ON SEAMLESS MOBILE SERVICE

Connected healthcare is here to stay. Caregivers, patients, visitors, and associated businesses increasingly rely on consistent, always-on-everywhere mobile service.



TECHNOLOGY IMPROVES PATIENT EXPERIENCE AND HCAHPS SCORES

Good HCAHPS scores come from a patient experience of comfort, responsiveness, personalized support, and ready information access. Connected services facilitate patient satisfaction and better ratings.

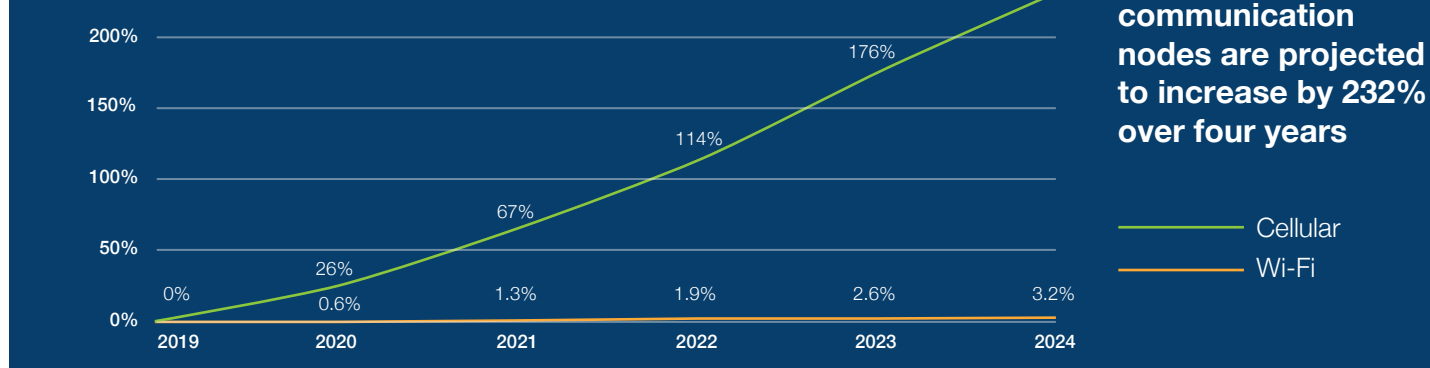
- Digital check-in
- Streamlined paperwork
- Real-time sharing of medical information
- BYOD connectivity
- Online menu choices
- Robust entertainment options

SEAMLESS CONNECTIVITY IS MISSION-CRITICAL

Using mobile strategies to enhance patient care team collaboration is the biggest opportunity for healthcare organizations over the next 3-5 years.

90% are implementing or planning a mobile device initiative

47% plan to increase mobile device usage in the next two years



In-building communication nodes are projected to increase by 232% over four years

MOBILE DEVICES ARE USED EVERYWHERE

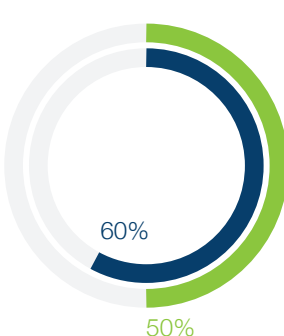
72% of nurses' stations

63% of administrative offices

56% of patient rooms

HOSPITALS REPORT COVERAGE ISSUES

Shielded x-ray rooms, stainless steel operating rooms, building materials, and architectural variations block essential mobile communications.



60% say cellular coverage is problematic

50% say there is poor Wi-Fi coverage



MOBILE GIVES CAREGIVERS TOOLS FOR GREAT CARE

NURSE LEADERS REPORT POSITIVE IMPACTS OF MOBILE COMMUNICATION

- 61%** fewer medication errors
- 58%** more time to care for patients
- 52%** fewer specimen collection errors
- 46%** fewer preventable medical errors
- 28%** fewer patient care errors

GETTING THE RIGHT ALARM TO THE RIGHT PERSON AT THE RIGHT TIME RELIEVES ALARM FATIGUE



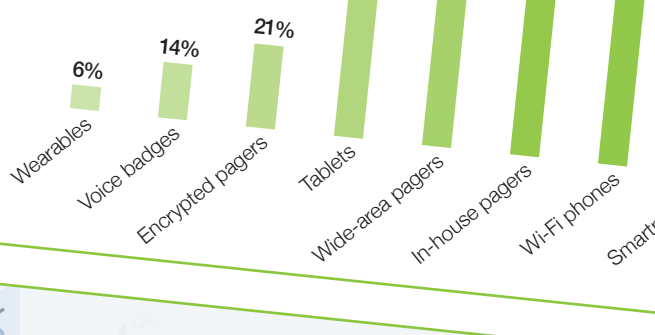
Sarasota Memorial reduced alarms per nurse per shift by 33%



Sloan Kettering reduced tachycardia alarms by 78%



Smartphones Are the Most Popular Devices Used in Healthcare



TRACK HIGH-VALUE ASSETS AND EQUIPMENT

Know where medical devices, cleaning carts, and wheelchairs are at all times.

BRING-YOUR-OWN-DEVICE REQUIRES ALWAYS-ON MOBILE COVERAGE

71% of hospitals allow BYOD

22% increase year-over-year

ALL HEALTHCARE ROLES USE BYOD

- 62%** of physicians
- 54%** of IT staff
- 53%** of nurse practitioners
- 49%** of administrators
- 43%** of nurses

WHAT DRIVES BYOD?



PATIENT EXPERIENCE IMPROVES WITH MOBILE USAGE

MOBILE DEVICE USE BY CAREGIVERS INCREASES PATIENT SATISFACTION

96% of organizations had increases in patient experience scores

32% saw dramatic increases



FASTER DATA STREAMLINES CARE

- Instant caregiver access to critical patient data
- Point-of-care data access and input
- Immediate drug interaction checking

PRESSURE INJURIES REDUCED WITH SMARTPHONE USE

42% reduction in hospital-acquired pressure ulcers

SMARTPHONE USE DECREASES WAIT TIMES

Patients discharged **26 minutes** faster due to quicker lab results

Nurses connect with providers **7 minutes** faster



TELEMEDICINE IMPROVES PATIENT ACCESS AND CONVENIENCE

- Protection from contagion in vulnerable populations
- Care for patients with transportation challenges
- Effective option for busy parents
- HD cameras improve communication quality
- IoT sensors can make remote diagnosis a reality
- High-quality networks are critical



NETWORKED SECURITY KEEPS PATIENTS SAFE

Monitoring of entrances, exits, stairs, hallways, elevators, and parking lots

Facial recognition technology is emerging

VISITORS AND OTHER USERS

MOBILE APPLICATIONS EASE PARKING AND WAYFINDING STRESS

- Offer touch-screen kiosks for directions
- Show real-time parking space availability
- Provide directions to open parking spots
- Guide visitors to parked vehicles



IMPROVE CONNECTIVITY FOR VENDORS/TENANTS

- Vending machine providers monitor product levels
- Gift shops track inventory in real time
- Cafes or restaurants make POS transactions
- Pharmacies check prescription validity
- Medical offices connect to the cloud for patient data



SOLID In-Building Mobile Solutions Are the Answer

SOLID in-building mobile solutions provide consistent, on-demand capacity, giving caregivers immediate access to information and communication.

SOURCES

The Impact of Mobile Devices on Hospital Patient Satisfaction
Practice Alert Outlines Alarm Management Strategies
Sarasota Memorial Health Care System
Memorial Sloan Kettering Cancer Center

Patient Safety and Quality Healthcare
2022 Hospital Vision Studies
Five Ways Smartphones Can Make Hospitals Safer
The Quest for Better HCAHPS Scores