

Messaging to Mobile Healthcare Staff

Then



Now

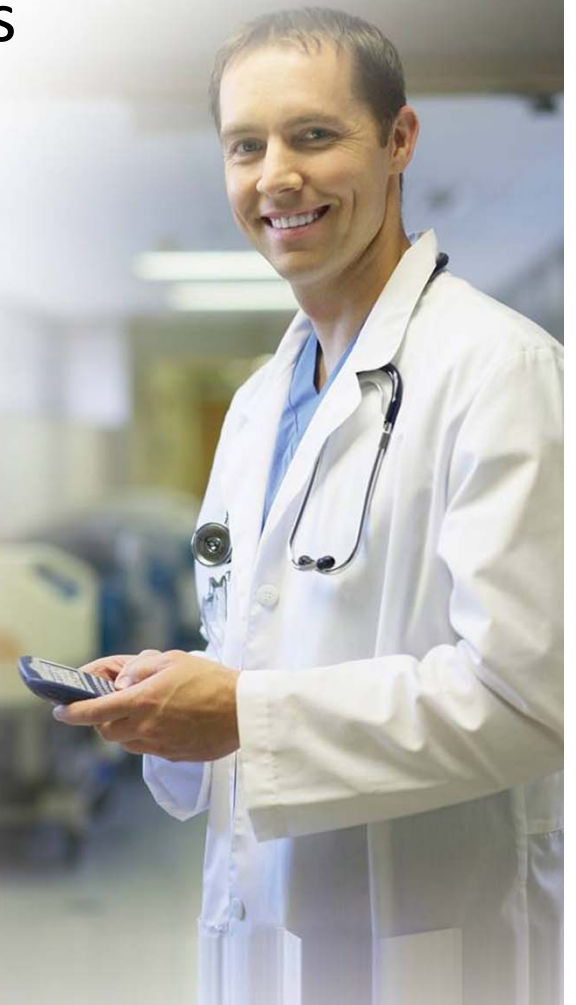


Challenges of Today's Mobile Workforce

- Some staff members carry multiple communication devices
 - i.e. a pager and a cell phone, a wireless telephone and a smartphone, etc.
 - Staff requests to consolidate to a single device
- Different staff use different devices
 - i.e. maintenance staff use pagers, while nurses use wireless telephones and doctors use smartphones/tablets, etc.
- Staff members changes devices frequently
- Staff members forget device or forget to charge device
- Network coverage

Smartphone Messaging in Healthcare

- Many hospitals are evaluating or have begun messaging staff on smartphones
 - Staff are using them anyway
 - Reduce number of devices carried by staff
 - Gradual transition
- Message Differentiation is needed
- Important to know who received messages and when they received it
- Security is essential
 - Messages can contain confidential patient information



Questions to Consider

- Which roles in our organization require smartphones?
- Which types of smartphones are we going to support? iPhone, Android, BlackBerry, or all?
- Who should pay for the smartphones?
- Who should pay for the data plans?



Questions to Consider

- Where do we maintain the contact information/devices for mobile staff?
- How are we going to manage when staff members change communication devices? Who is responsible for making these changes when they occur?
- How will staff differentiate critical messages from other work related or personal messages?
- How do we send the messages to smartphones securely?