

Lehigh Valley Health Network Empowers Staff, Optimizes Patient Care Using AirWatch for Mobile Device Management

The Client

Tracing its roots back to the 1890's, the Lehigh Valley Health Network is one of the country's premier healthcare organizations – earning 17 consecutive years of recognition from U.S. News and World Report as a top American hospital. The area's largest employer with more than 10,000 employees, Lehigh Valley Health Network offers more than 37 specialized practice areas across three full-service hospitals, nine regional health centers and 40 primary care clinics. Covering a large geographic footprint, Lehigh is tasked with providing patient care to one of Pennsylvania's fastest growing and most densely populated areas – third only to Pittsburgh and Philadelphia.

To treat a large number of patients, while remaining on the forefront of modern healthcare practices, Lehigh Valley Health Network is employing a fleet of mobile devices that could reach 1,500 by year's end for their workforce. Agile and collaborative, mobile devices empower caregivers to make accurate assessments, to track their work and to coordinate with other departments to ensure optimal patient care. For management of their mobile fleet, Lehigh Valley Health Network is working with AirWatch® – a partnership that is continuing to grow alongside the network's flourishing medical practice.

The Challenge

Prior to deploying AirWatch, Lehigh had no Enterprise Mobility Management (EMM) strategy in place. "We were approached by the obstetrics and gynecology department with a request to deploy tablets as a mobile bookshelf for their residents," said Lehigh IT Analyst and Mobile Device Administrator, Jim Shellhamer. "Following that request, we met with the OBGYN leadership team and the IS department to evaluate their needs." It became readily apparent that tablets were too good of an opportunity to pass up, as well as extremely cost effective.



Solution Overview

- Customer: Lehigh Valley Health Network
- Industry: Healthcare
- Geography: North America
- Features: MDM, MCM, BYOD
- Devices: 1,000-5,000



Mobile devices are also a perfect conduit for compliance with HIPAA regulations, which require stringent management and digitalization of patient records. With a wealth of data flowing throughout the system, Shellhamer began the evaluation process of selecting a vendor that could offer management of the rapidly expanding mobile fleet. "I looked at a number of MDM providers and even though we already had one in house for Windows mobile devices, I didn't even consider them," said Shellhamer. "I truthfully looked at seven or eight different solutions before I focused in on AirWatch."

The Solution

Shellhamer manages devices with AirWatch from a single console with an on-premise deployment. AirWatch multi-tenant architecture enables administrators to manage the entire organization while empowering different departments to manage devices enrolled in their organization groups. Lehigh utilizes AirWatch integration with the Apple Volume Purchase Program (VPP) to manage their more than 2,000 application licenses.

"We roll these devices out, and they just work. It's great for every skill level," Shellhamer said. "The devices are secured, and the users are happy. Our Home Care department is getting 50 4G devices for the nurses that go out to our patients' homes. Our Division of Education is looking at using devices for training new employees. We are deploying devices with Interpreter Services so that patients who don't speak English can video conference with an interpreter right from their room. Additionally, we are deploying tablets to high risk pregnancy patients, with specialized apps, to track certain aspects of the pregnancy. They can even video conference with a doctor or nurse practitioner if need be."

Another attractive feature of AirWatch EMM was the ease-of-use for both the IT team and the end users. Tablets offer an intuitive interface for a wide variety of end-users, no matter if the user is a long-tenured nurses who has never owned a laptop or a young patient care specialist who was raised with technology. People genuinely enjoy interacting with mobile devices, and AirWatch enables them to do so securely.

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