

VITAS Healthcare Selects AirWatch to Provide Seamless Patient Care

The Client

VITAS Healthcare, a pioneer and leader in the hospice movement since 1978, is the nation's leading provider of end-of-life care. With headquarters in Miami, VITAS operates 49 hospice programs in 16 states and the District of Columbia. VITAS employees care for terminally ill patients daily, primarily in the patients' homes, but also in the company's 34 inpatient hospice units as well as in hospitals, nursing homes and assisted living communities/residential care facilities for the elderly.

The Challenge

The decision to "go mobile" was deeply rooted in the positive impact mobile technology could have on VITAS' patients, as well as the healthcare industry's shift towards mobility. Tim O' Toole, CEO of VITAS Healthcare, had the vision to build a mobile infrastructure and directed the IT team to find a solution to support it. "Hospitals all over the country are coming to the realization that the continuum of care has moved beyond the four walls of the facility," said Patrick Hale, senior vice president and chief information officer, VITAS Healthcare. "It is now critical that care for patients extend into their communities and into their homes. We want to be the company that bridges this gap and delivers a combination of technology and business processes that address the challenges of end-of-life care. Mobile technology is how we will realize that vision," he said.

At VITAS, 80 percent of employees are engaged with delivering post-acute care in a patient's home. Nurses have dynamic daily schedules where work is driven by crisis intervention. The speed with which VITAS caregivers arrive at a patient's bedside to relieve suffering or counsel a family in distress is paramount. Likewise, the organization must coordinate and inform that caregiver as to the latest medical information to provide a seamless experience.

VITAS specializes in care transitions - moving care from the hospital or an acute setting to the home. "With the advent of mobility we believed we could make our service even more effective," explained Hale. "The first step in that direction was finding a streamlined way to manage our mobile devices."

VITAS
Healthcare

Solution Overview

- Client: VITAS Healthcare
- Industry: Healthcare/Hospice
- Geography: North America
- Features: MCM, MDM, MEM
- Devices: 2,200



The Solution

To achieve its goals of providing caretakers with reliable, real-time data at the patient's bedside, Hale and his team evaluated solutions from several enterprise mobility management providers and ultimately selected AirWatch[®] by VMware[®]. "The ease of administration and AirWatch[®] Content Locker were major factors in our decision to go mobile with AirWatch," said Hale. VITAS is currently deploying more than 2,200 mobile devices, a mix of corporate-owned iPhones and iPads, to a range of employees, including physicians, chaplains, nurses, community liaisons and admissions liaisons.

Before implementing AirWatch[®], VITAS admissions nurses carried binders, which stored the latest information from hospitals and local physicians about patient health and needs. As experts in care transitions, this "book" was critical to the nurses' ability to visit hundreds of locations and keep track of referral sources, preferences and the rules in these facilities.

Hale and his team digitized the "book" and put it in AirWatch Content Locker. Now, updates to referral sources procedures, addresses and contact information are done in one place and updated automatically, giving nurses more time to focus on the patient and reducing the amount of equipment they have to carry from location to location. Content Locker equips nurses with the latest data available at the touch of a button and enables nurses to make appropriate adjustments to their patient care schedules while in the field.

VITAS has also expanded its use of mobile devices to assist in day-to-day pain care for patients. With AirWatch, nurses can record patient issues in real-time, leading to more immediate care for patients compared with the previous paper-based system. Additionally, when nurses are notified that another patient in their facility requires attention, the patient's information is already updated on their devices, enabling them to quickly attend to patient needs without making an extra trip. "Our nurses in the field love this new technology," said Israel Perez-Siam, IT business process improvement center operations manager, VITAS. "On top of being able to get them away from a labor intensive paper process, this is the first time they are able to get live patient data at their fingertips."

"The ease of administration and AirWatch Content Locker were major factors in our decision to go mobile with AirWatch."

– Patrick Hale
Senior Vice President and CIO
VITAS Healthcare

