Australian Health District Improves Patient Experience and Care with AirWatch

The Challenge
Combating a disease or illness is never easy, and traveling a long distance to receive care can further complicate the situation, especially for pediatric and geriatric patients. Modern day mobile technologies create a virtual bridge for healthcare. These innovations benefit patients, but can challenge healthcare providers to protect patient data, track costly devices and secure web browsing experiences.

The Client
A local health district in NSW provides a range of public health services to the diverse region. The district delivers services to approximately 850,000 people, employs 15,500 staff and 1,600 volunteers, and serves a geographical area in Australia about the size of England.

For some medical services, patients must travel up to 10 hours to access specialist care. That was before the district implemented a telehealth initiative with a pilot program of around 60 tablet devices to bypass that distance barrier. However, the health service also needed a way to secure those tablets and enable patient care through applications. Lastly, the district needed to filter Internet searches for pediatric patients while providing all age groups with beneficial mobile applications.

The Solution
The telehealth and video conferencing tools provide a link between a clinician and a patient at home, particularly for critical patients. The health service wanted to create a simple experience for patients so the organization chose a video conferencing application that only required a patient to make two presses: the application icon and the button to launch the video conference. Clinicians at any one of 600 end-points can instantly connect with the patient to address problems or concerns, via a webcam-enabled tablet, laptop or desktop. “Tablets are great for patients of all ages because they are so intuitive,” said a business analyst from the organization. “They help our patients reduce travel time and receive better care, which has made the transition to telehealth very easy.”
The health service partnered with AirWatch® to implement its mobility program. Now clinicians can configure devices before they are given to patients and provision the appropriate set of mobile applications based on three age ranges. “Some patients might receive a relaxation app while others receive a speech therapy app along with video conferencing and other applications beneficial to recovery and overall health,” said the business analyst. “Once the tablet is ready, patients are trained on how to use the various applications.”

AirWatch allows the organization to track the tablets, which enables IT administrators to recover lost tablets and wipe stolen devices. “Recently a tablet wasn’t returned for a long period of time,” said a staff member. “Using AirWatch GPS tracking, we were able to locate the device and send messages to the tablet. Along with reporting the device missing with the courier company, we found the tablet and it was quickly returned.”

The health district also uses AirWatch to ensure pediatric patients are kept safe from browsing unsafe material on the web, which also keeps the health system compliant with Internet safety laws and NSW health policies.

AirWatch offered the organization capabilities like application management, secure web browsing through AirWatch Browser™, and asset tracking that made the transition to mobile effortless.

**Up Next**

The health district is evaluating the return on investment of telehealth program. The benefits for patients have demonstrated the value of going mobile, so the organization is considering development of its own internal applications.