

# VITAS Innovative Hospice Care Selects AirWatch to Provide Seamless Patient Care

## The Client

VITAS Innovative Hospice Care, 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 51 hospice programs in 18 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 37 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's patients, as well as the healthcare industry's shift towards mobility. Tim O' Toole, CEO of VITAS Innovative Hospice Care, 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 Innovative Hospice Care. "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 care 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,"

### Solution Overview

- Client: VITAS
- Industry: Healthcare
- Geography: North America
- Features: MCM, MDM, MEM
- Devices: 100-500



explained Hale. “The first step in that direction was finding a streamlined way to manage our mobile devices.”

## 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®. “The ease of administration and AirWatch® Secure Content Locker™ were major factors in our decision to go mobile with AirWatch,” said Hale. VITAS is currently deploying more than 100 mobile devices to enable its care continuum, starting with admissions, sales and e-prescribing teams. Employees that receive mobile devices, a mix of corporate-owned iPhones and iPads, range from physicians, chaplains, nurses, community liaisons and admissions liaisons.

Before implementing AirWatch, VITAS admissions nurses carried large binders, which stored the latest information from hospitals and local physicians. 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 Secure 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. With updated information automatically pushed to devices through SCL, nurses have the latest data available at the touch of a button.

“We have expanded our use of SCL to include marketing content and patient education materials. There is even a video in our locker that we use when a patient is in a serious situation and their pain cannot be controlled in the home,” said Hale. “When this happens, the patient is usually transported to one of our Inpatient Units. These special units are designed for maximum comfort and peacefulness, more like a home-away-from-home than a hospital setting. Some people are fearful of going back to a hospital setting, so this video allows us to show the patient and their families the location they will be traveling to and calms the anxiousness that’s introduced by the unknown.”

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– Patrick Hale  
Senior Vice President and CIO  
VITAS Innovative Hospice Care

