

# Stockport NHS Foundation Trust Improves Patient Care with AirWatch

## The Challenge

The healthcare industry has seen a dramatic increase in the use of mobile devices in the last few years. New technologies and applications are helping organizations lower costs and provide a higher quality of service to patients. Doctors and nurses are using mobile devices to access medical records, submit prescriptions and diagnose illnesses.

The Stockport NHS Foundation Trust provides hospital services for children and adults across Stockport and the High Peak, as well as community health services for Stockport, Tameside and Glossop. Stepping Hill Hospital treats more than 500,000 patients per year and the community health services unit, which includes midwives and mobile district nurses, treats patients at more than 40 locations. With the goal of providing the best care available to thousands of patients each day, the Stockport NHS Foundation Trust turned to an enterprise mobility management (EMM) provider to streamline internal processes by going mobile.

## The Client

Previously, patients receiving treatment at the hospital's emergency department were admitted by the reception team using green screen monitors. A printed copy of a casualty card containing the patient's information served as the main record of care for the patient throughout their visit. Each casualty card was managed by the hospital's administrative teams and was transported with the patient as they were transferred from triage to treatment. Every staff member involved in the treatment process wrote notes on the card and then typed it into the patient administration system.

The Stockport NHS Foundation Trust is one of the few organizations in the UK that can electronically deliver patients' medical records to general practitioners outside of the hospital. "When a patient was discharged, a summary record of their visit was manually entered into another system and sent electronically to their doctor to deliver the most appropriate follow-up care," said Ian Curr, assistant director of information, Stockport NHS Foundation Trust. "This process was time consuming, required a lot of paper and could cause delays in providing general practitioners with vital information."



### Solution Overview

- Customer: The Stockport NHS Foundation Trust
- Industry: Healthcare
- Geography: UK
- Features: MAM, MCM, MDM, MEM
- Devices: 100-500



## The Solution

The Stockport NHS trust adopted AirWatch<sup>®</sup> Enterprise Mobility Management to safeguard patient data. They use AirWatch solutions to enhance security features on its fleet of around 250 mobile devices and to ensure patient data is not compromised or lost in the emergency department. If a device is lost or stolen, Mr. Curr can easily perform an enterprise wipe to remove sensitive information. "We use AirWatch to control the configuration of our mobile devices," he said. "This includes the ability to disable the camera, stipulate password length, and customize email, calendar, and Wi-Fi configurations. We also distribute applications to staff with AirWatch, including our in-house emergency app, AdvantisED, which improves accuracy and access to patient data records."

The app collects bookings every 60 seconds from the reception system, passes the information to a large plasma screen in the emergency department and then transmits the data to every staff member's mobile device. As the patient passes through triage and into treatment, each clinician has immediate access to comprehensive, accurate information. The data is updated on the iPad in real-time by the clinician as the patient is examined and treated.

"Following the deployment of our emergency app, we have better visibility of where the patients are in the emergency department. We know if they leave the department to go somewhere else in the building, and we can also view which nurse or doctor is assigned to them," said Mr. Curr. "Now, when a patient is discharged, the complete record of their visit, including all clinical notes, is sent immediately to their doctors. This provides more detailed and accurate information so follow-up care can be of the absolute highest quality."

In addition to the ability to share different types of electronic patient records and the resulting improvement in patients' quality of care, the introduction of the emergency app has resulted in an annual savings of £38,000 in printing costs. "When selecting an EMM provider, we produced a comparative table of vendors. Although some of the EMM products were similar, AirWatch came up on top, thanks to the free trial we participated in. It was very easy to evaluate the AirWatch solution, plus the support staff is very knowledgeable," said Mr. Curr.

## Up Next

The trust's leadership team plans to give tablets to traveling nurses to enable access to medical data and to record their interaction with patients, further improving the exchange of information between the community and the hospital.

"AirWatch gives us the ability to control the configuration of the mobile devices and easily distribute AdvantisED, our in-house emergency app, which improves accuracy and access to patient data records."

– Ian Curr  
Assistant Director of Information  
Stockport NHS Foundation Trust

