Enabling better health through information technology.
Mobile Study Introduction

The use of mobile technology within our daily lives has become habitual. People can use their smart phone, tablet or laptop to do most everything they need, such as shopping, staying in touch with friends and family, or conducting business. However, the use of mobile technology has not easily translated to clinician needs around providing better patient care.

This study is a commentary on a snapshot of the current use of mobile technology, specifically smart phones and tablets, in U.S. hospitals. While many might agree that mobile technology can help improve clinician communication and enhance access to needed clinical and non-clinical data, continued innovation needs to occur to improve care quality and workflow efficiencies. Needed areas of mobile functionality innovation as highlighted by study respondents included improved data and solution integration, communication capabilities with non-clinical staff, patient registration processes, and providing discharge instructions and patient education.

But perhaps the biggest hurdle to the increase in adoption of mobile technology is security. Healthcare organizations saw an unprecedented number of attacks on their networks in 2016 with little to suggest these attacks would diminish in 2017. Improvements in mobile device security should be developed in lock step with other areas across the healthcare IT spectrum to stimulate adoption and provide clinicians the necessary tools to improve the quality of care delivered.
Study Demographics

Methodological Approach: Web based survey
Dates of Data Collection: February 9, 2017 to February 15, 2017
Target Audience(s): C-Suite, IT professionals, clinicians, department heads
Number of Respondents: 129

<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated delivery network (IDN)</td>
<td>25%</td>
</tr>
<tr>
<td>Specialty Hospital</td>
<td>10%</td>
</tr>
<tr>
<td>Acacemic Medical Center (AMC)</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
</tr>
<tr>
<td>Multi-hospital health system</td>
<td>29%</td>
</tr>
<tr>
<td>Stand-alone hospital</td>
<td>44%</td>
</tr>
<tr>
<td>Greater than 501 beds</td>
<td>17%</td>
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<tr>
<td>251 to 500 beds</td>
<td>14%</td>
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<tr>
<td>101 to 250 beds</td>
<td>20%</td>
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<tr>
<td>50 to 100 beds</td>
<td>16%</td>
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<tr>
<td>Less than 50 beds</td>
<td>33%</td>
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<tr>
<td>Greater than 501 beds</td>
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</tbody>
</table>
This study is focused on mobile technology, specifically smart phones and tablets, and how they are used in the clinical setting to coordinate, support and provide patient care. Which of the following devices do you use to access the information to provide and coordinate patient care? (please select all that apply)

Regardless of being hospital provided or ‘bring your own device’ (BYOD), mobile technology has found a place in the clinical setting to help coordinate, support and provide patient care. While many organizations still rely heavily on desktop computers, tablets and smart phones have been incorporated into the clinician’s and non-clinician’s day to day routine.

This market snapshot of mobile devices in the healthcare market is meant to paint a picture of how tablets and smart phones are being used and what users feel are strengths and weaknesses of these devices to coordinate, support and provide patient care.

Tablets have seen an increase in usage over smart phones most likely due to the larger screen, allowing more face to face interaction with patients, and easier to maintain/track within the department/organization. Additionally, with the complexities that may come with a bring your own device (BYOD) program, end users may not be willing to give up their personal device for work-related functions.
In which of the following areas are smart phones/tablets used to coordinate and support your clinical responsibilities?

(please select all that apply)

- Use of applications to access clinical information
- Access to electronic health record (EHR)
- Use of application to access non-clinical information (i.e.: educational resources)
- Use of system wide communication system (including secure texting, voice over internet protocol (VOIP))
- Consultations with other clinical staff
- Use of SMS texting
- Image viewing

Respondents indicated the use of smart phones and tablets through applications to gain access clinical and non-clinical information as well as getting access to their in-house EHR. While EHR access through mobile technology is significant, there are still improvements that can be made in this area. In response to what mobile technology users and non-users would like to see from vendors in the future to help coordinate and provide care, many indicated the ability to access a mobile version of their EHR with the ability to document, write orders and communicate with other care team members.

There seems to be a number of areas to address around organizational communication when considering mobile devices. While consultations and texting are used by roughly 42 percent of respondents using smart phones and tablets, users indicated they would like to see additional texting capabilities (to patients), order entry, discharge planning, and medication administration scanning and documentation.
Strengths in communication and data access

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Gains needed in care coordination, quality and safety

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Mobile technology effectiveness needs to improve

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Mobile technology effectiveness needs to improve

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Innovation needed to drive mobile device adoption

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Data access and communication driving adoption

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Investments look to address care quality, coordination

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Industry security concerns affect mobile technology too.

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Mobile Technology Adoption: Smart Phone

DATA AND INSIGHT AVAILABLE IN PREMIUM ESSENTIALS BRIEF
Mobile Technology Adoption: Tablet

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HIMSS Analytics Toolkit

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CapSite
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Lead by former CIOs and vendor executives.

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Advisory Services
Consultative Insight
More than just theory. Executive insights.

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We drive the health IT market in the direction it needs to go

**EMRAM**
- EMR Adoption Model

**O-EMRAM**
- Outpatient EMR Adoption Model

**AMAM**
- Analytics Maturity Adoption Model

**CCMM**
- Continuity of Care Maturity Model

**Improved Patient Care and Health IT Insights**
Highlights from the 2017 Mobile Study include:

- Current and future adoption of mobile technology
- Healthcare use cases
- Mobile technology strengths and weaknesses

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