Got Mobile?
The Building Blocks of Mobile Health

e-Health 2016: Reimagining Healthcare Delivery in Canada

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Better health. Best in health care.

Objectives of Session

- Provide an overview of Mobile Health
- Highlight the building blocks of Mobile Health at FH
- Share the lessons learned gained from the implementation

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Fraser Health serves a diverse community focused on better health and operational excellence that is best in healthcare

Our community

- **1.6 million** people
- **20** communities

Our people

- **25,000** staff
- **2,600** physicians
- **8,000** volunteers

Our services

- **$3.3B** annual operating budget
- **12** acute care hospitals
- **1** outpatient care & surgery centre
- **7,760** residential care beds
- Mental health care, public health, home and community care

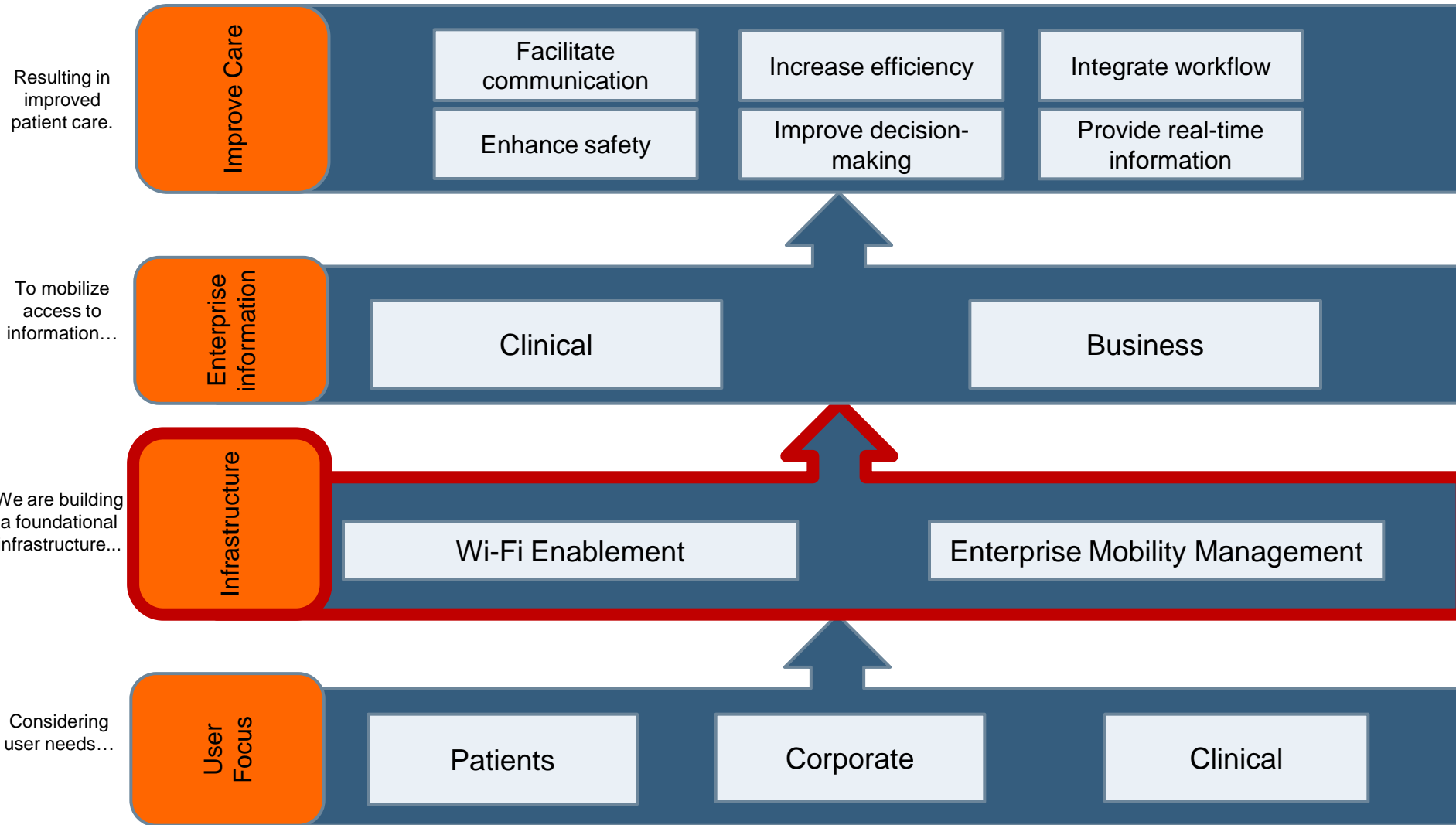fraserhealth

What is Mobile Health (mHealth)?

- Covers emerging trends in wireless technologies and mobility platforms
- Complexity is often underestimated
- Impact at an enterprise-level within the health sector is significant

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What is Mobile Health (mHealth)?

Mobile Platforms

Mobile Devices

Mobile Apps

Wi-Fi Systems

Pervasive Technology

Got Mobile?

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Vision: Inspiring others through mobility and organizational integration to improve patient experience and health outcomes

Resulting in improved patient care.

Improve Care

Facilitate communication	Increase efficiency	Integrate workflow
Enhance safety	Improve decision-making	Provide real-time information

To mobilize access to information…

Enterprise information

Clinical

Business

We are building a foundational infrastructure...

Infrastructure

Wi-Fi Enablement

Enterprise Mobility Management

Considering user needs…

User Focus

Patients

Corporate

Clinical

Our mission defines us and our team values define how we work.

Mission: To facilitate collaboration through mobile and wireless technology

Engagement

Innovation

Integrity

Intuitive

Creating an mHealth Strategy

- Develop strategies to support a BYOD and Wireless Plan

- Keep the enterprise in mind for acute, community and patient-home sites

- Consider the wireless form factors when developing appropriate platform, policies and procedures

- Develop strategic partnerships to better understand the clinical and business applications that are reliant on mHealth

GOT MOBILE? SURVEY RESULTS

Physicians see opportunities for
professional use of personal mobiles devices | 60 Responded

3%
Have a Fraser
Health provided
mobile device

97%
Have a personal
mobile device

18%
Carry 2 or more
mobile devices at
work

87%
Are very interested in
using a personal
device for work

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The mHealth Building Blocks

What is Enterprise Mobility Management?

- Supports mobile device management in an enterprise environment

- Allows BYOD to enroll personally-owned devices to securely access corporate information from anywhere via mobile apps

The mHealth Building Block includes Enterprise Mobility Management

AirWatch Agent

- Secure way to access Fraser Health information
- Separates personal and work
- Enables access to corporate AirWatch Wi-Fi

App Catalogue

- Will contain Fraser Health apps
- Access Fraser Health information any time, from any where
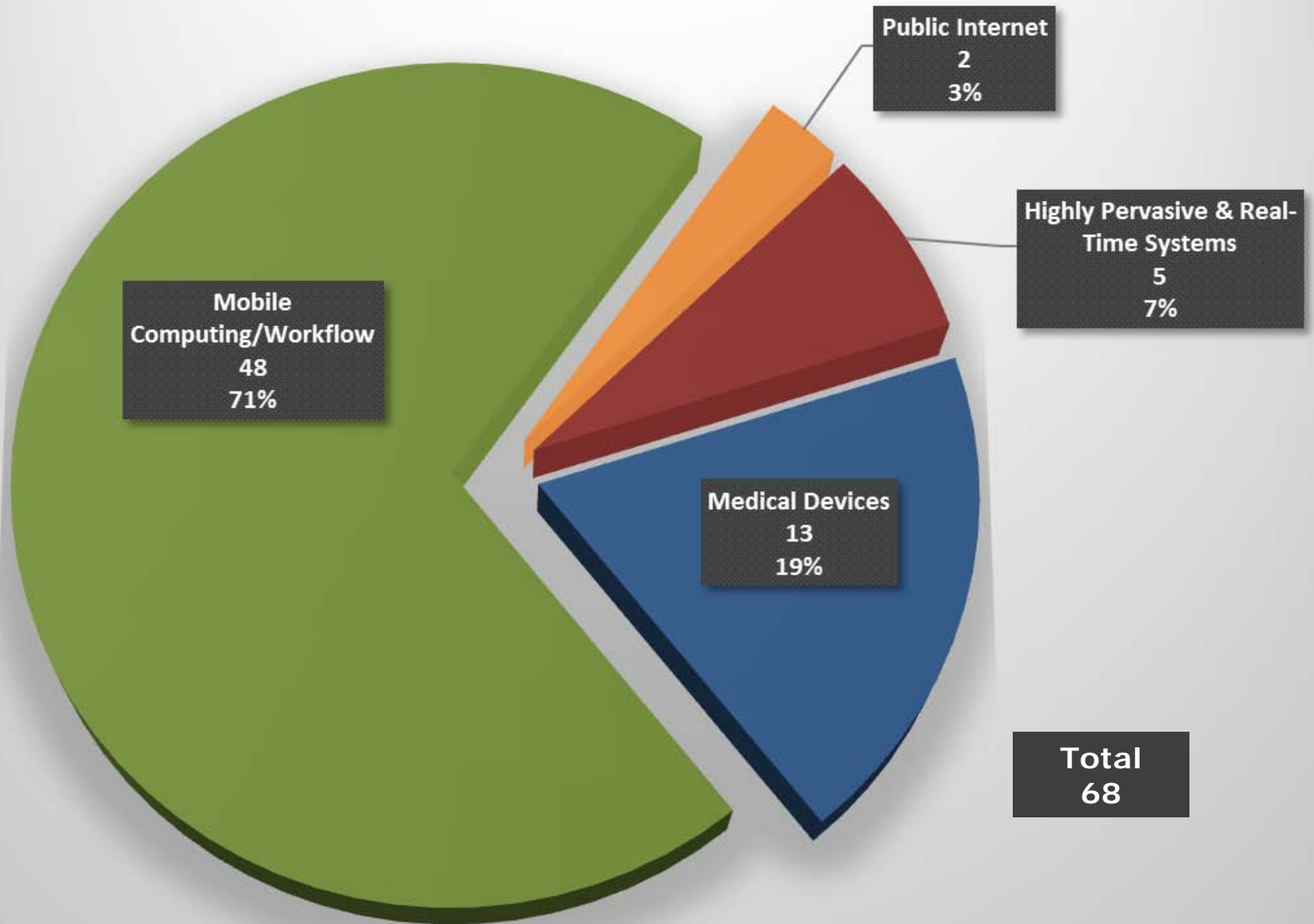- First app will be Meditech® Mobile Rounding app

MEDITECH® Mobile Rounding App

The MEDITECH® Mobile Rounding app allows providers to:

- Access patient data from EMR:
  - Labs
  - Imaging reports
  - Code status
  - Demographics
  - Medications
  - Allergies/Adverse reactions

- Add or a remove a patient from the rounding list

- Look up the location of a patient (e.g. name, account, hospital)

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Class of Use

Public Internet 2 3%

Highly Pervasive & Real-Time Systems 5 7%

Mobile Computing/Workflow 48 71%

Medical Devices 13 19%

Total 68

Legend: ■ Highly Pervasive & Real-Time Systems　■ Medical Devices　■ Mobile Computing/Workflow　■ Public Internet

The mHealth Building Blocks

What is required for Wi-Fi Enablement?

- Wireless connectivity that meets site-wide coverage clinical/corporate requirements
- Supports the demand for wireless and mobile technologies

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The mHealth Building Block includes Wi-Fi Enablement

- The clinical and capital initiatives in place to support the expansion of Wi-Fi infrastructure in our sites include:

  - Limited Wi-Fi to support the Alaris Large Volume Infusion Pumps (LVIP) only,

  - Site-wide Wi-Fi, initially to support MEDITECH's Integrated Plan of Care (IPoC) project, but with availability to support a much wider range of uses,

  - Redevelopment projects, such as RCH, which have their own priorities to deliver Wi-Fi, and

  - Network, Sustain & Growth which supports refresh of end-of-life network equipment.

Lessons Learned

- Identify the priority clinical driver to support your mHealth business case

- Prepare the roadmap for the future potential apps and wireless use cases

- Innovation requires robust infrastructure, policies and collaboration

- Identify ongoing funding sources to sustain innovation

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Conclusion

- Developing a successful mHealth portfolio has allowed FH to achieve great successes in this advancing and complex space. This includes the mobilization of access to information and front-line technologies. It has optimized, simplified and integrated workflows, which thereby allow staff and clinicians timely access to clinical, and business information. Finally, cost efficiencies and utilization of mHealth building blocks promotes the advancement of all areas within the health authority and a future for mHealth possibilities.

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Thank You!

Questions?

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