SOTI®

Visiting Nurse Association (VNA) of the Treasure Coast

Case Study

Secure Enterprise Mobility Management

About VNA of the Treasure Coast

The Visiting Nurse Association (VNA) of the Treasure Coast, USA is a provider of home healthcare services including Medicare-reimbursed and private-duty nursing, home health aides, physical, speech and occupational therapy, in-home companions as well as personal transportation throughout Florida's Treasure Coast. The agency is the only licensed hospice provider in Indian River County, offering end-of-life care in patients' homes, local hospitals, nursing homes, assisted living facilities and the VNA Hospice House. The non-profit organization also provides community wellness services such as flu vaccinations, no-cost blood pressure/blood sugar screenings and speakers on health-related topics for local community groups.

Today, the role of VNA is more important than ever as patients spend less time in the hospital and the population continues to age. To meet demands of healthcare services in the 21st century, VNA's highly trained clinical staff members use the latest technology to deliver comprehensive patient care.

The Business Challenge

Healthcare providers today are adopting mobile devices at a rapid rate, resulting in quicker and simpler access to data and better care for patients. To achieve these benefits, VNA equipped their nurses with Samsung Galaxy tablets, enabling them to remotely access patients' information when providing in-home nursing care. However, after the deployment of these tablets, VNA's IT team quickly realized that a reliable, easy-to-use Enterprise Mobility Management (EMM) solution would be instrumental in ensuring the devices are effectively managed, supported and secured.

One of the biggest challenges for VNA was that their IT department lacked the ability to provide remote support for devices out in the field. When encountering a device malfunction, VNA nurses had to drive back to VNA's main office for IT support, taking time away from their patient visits and incurring travel expenses. Furthermore, with devices being taken to remote locations, VNA was concerned about the security and privacy of their sensitive patient data, especially if a device is lost or stolen.

Vertical: Healthcare
Location: Treasure Coast, USA
Deployment: Tablet
OS: Android
Mobile Devices:
Samsung Galaxy 10.1 Tablets

Mobility Challenge
▪ A home care services leader and the biggest senior services provider in the United States. Challenges Patient Data Security, Remote Mobile Device Support and Software Deployment

Mobility Benefits
▪ Device Lockdown, Password Authetication, Centralized Remote Control, Help Desk Tools, Zero End-User Intervention, Easy-to-Use and Real-Time Device Information

Solution Benefits:
▪ Fast remote device support
▪ Reduced device downtime
▪ Optimized efficiency and productivity of medical staff
▪ Improved medical data security
▪ Enhanced patient care and satisfaction
▪ Quick application installation and updates
▪ Savings in device management costs
▪ Higher mobility ROI

"SOTI MobiControl is our EMM solution of choice for managing and securing our Samsung devices. Thanks to SOTI MobiControl, we have optimized the operational efficiency of our home healthcare services, resulting in better patient care."

William Wright
Supervisor of
Health Information Technology
VNA of the Treasure Coast

SOTI MobiControl
Benefiting Brookdale Senior Living

SOTI®

To streamline their device management process and address security concerns over confidential patient data, VNA required an enterprise-grade and feature-rich mobility management solution.

The Solution

After evaluating the leading EMM solutions on the market, VNA realized that SOTI MobiControl is the most comprehensive EMM solution available for managing Android-based mobile devices.

VNA successfully implemented SOTI MobiControl after initial testing of key functionalities. They did not require any training as MobiControl's web-based user interface is very intuitive and easy-to-learn. William Wright, Supervisor of Health Information Technology of VNA of the Treasure Coast, recounted, "Installing MobiControl did not require a great deal of technical knowledge, and as a result, we did not need any outside assistance to get it up and running. When we had any questions after the installation, SOTI's knowledgeable sales and support team provided us with exceptional customer support."

MobiControl has enabled VNA to easily manage, support, secure and track their Samsung devices, saving their IT department both time and effort. With MobiControl's robust remote control and Help Desk technology, IT administrators can diagnose and fix device issues over-the-air in real-time. Furthermore, MobiControl prevents unauthorized individuals from accessing electronic health records and other sensitive data by enabling IT to remotely locate, lock and wipe a device in the event of loss or theft.

The Result

Implementing MobiControl has allowed VNA to overcome many challenges with their mobile operations. Prior to MobiControl, it could take them several days to receive a device, troubleshoot and return the fixed device back to the user. Leveraging MobiControl's advanced management capabilities, VNA can provide real-time remote support and fix device issues in minutes. This has considerably reduced the downtime experienced by nurses and enhanced their efficiency, giving them more time to focus on helping patients. This has also helped VNA reduce device management and support costs, saving over thousands of dollars.

MobiControl's enhanced security features have been used to safeguard sensitive patient information. If a device is ever lost or stolen, IT can immediately lock and wipe a device. This ensures that VNA avoids penalties and damaged reputation from breaches of the Health Insurance Portability and Accountability Act (HIPAA).

"We are very pleased to have selected SOTI MobiControl to manage and secure our Samsung devices," said Wright. "At VNA, we strive for the highest possible level of service and patient care. Thanks to SOTI MobiControl, we have optimized operational efficiency of our services while enhancing the quality of patient care."

To ensure continued success, VNA is purchasing additional SOTI MobiControl licenses on a monthly basis to support and secure their growing number of mobile devices.

Contact a SOTI Mobile Advisor to discuss your enterprise mobility strategy at sales@soti.net

Contact Info:

+1-905-624-9828 | Toll Free +1-888-624-9828
(Toll free from US & Canada only)

SOTI Inc. North America

5770 Hurontario Street, Suite 1100, Mississauga, Ontario L5R 3G5 Canada
www.soti.net

Social Media:

facebook.com/soti.net
twitter.com/soti_inc
linkedin.com/company/soti-inc
youtube.com/user/sotiinc