The explosion of smartphones in healthcare is forcing hospital management to develop clear mobility strategies detailing how these devices can be leveraged, who pays for them, and more. In June 2013, Amcom Software surveyed more than 400 healthcare organizations to better understand this trend and how far along hospitals are in devising their strategies. Survey participants were from hospitals of all sizes across the globe and included clinical, IT, and telecommunications leadership. In this document, you will find a summary of the results from the survey. Amcom would like to thank all who participated. Your input is greatly appreciated.

Which types of devices does your organization support?

As depicted in the graph on the right, a large number of survey respondents (72.1%) support smartphones in their organizations. Many hospitals also use both in-house and wide-area pagers, and many of the survey respondents who stated “other” indicated staff use regular cell phones and laptops as well. A key take-away from this is today’s hospitals are supporting a myriad of devices, and the ability to effectively communicate with a diverse array of devices is essential.

Do you have a documented mobility strategy in place at your hospital?

Even with a large number of hospitals supporting smartphones and other mobile devices, 55.6% of survey respondents do not have a documented mobility strategy in place at their organizations. When comparing these results to last year’s survey, there was over a 10% increase in the amount of respondents who said “Yes.” When looking at the results of this question along with the bed size of the hospitals, larger hospitals are more likely to have a documented mobility strategy.
SURVEY RESULTS: Mobility Strategies in Healthcare

**Which of the following areas does your mobility strategy cover?**
(For individuals who answered “yes” to having a mobility strategy)

Of the individuals who stated they currently have a documented mobility strategy in place, 88.1% said it specifies which types of devices their organization supports. Many survey respondents indicated their mobility strategy covered the security measures required for each device, as well as who pays for and procures the devices.

**Which type of hospital Wi-Fi network does your organization allow mobile devices to run on?**
(For individuals who answered “yes” to having a mobility strategy)

Many hospitals have multiple Wi-Fi networks throughout their facilities, including guest, physician, and core clinical networks. More than 70% of survey respondents allow smartphones and tablets to run on the guest network, while more than half allow them to use the physician and core clinical networks.

**Does your organization support a ‘bring your own device’ (BYOD) approach of some sort?**
(For individuals who answered “yes” to having a mobility strategy)

Many hospitals have found that doctors and nurses want to use their personal smartphone or tablet for work-related communications. Of those who have a mobility strategy in place, 56.5% support a ‘bring your own device’ (BYOD) approach.
**SURVEY RESULTS: Mobility Strategies in Healthcare**

**With BYOD: do you load applications on these personal devices?**
*(For individuals who answered “yes” to having a BYOD approach)*

There are a number of useful healthcare apps for smartphones and tablets, such as access to drug interaction information and patient records. Of the survey respondents who have a BYOD approach, 51.5% load apps like these onto staff’s personal devices, with another 28.5% considering doing this in the future.

**Do you allow/require remote wipe of a BYOD device in case of loss or theft?**
*(For individuals who answered “yes” to having a BYOD approach)*

Many hospital communications contain sensitive information, and smartphones and tablets can be easily lost or stolen. 55.4% of survey respondents with a BYOD approach allow or require data on staff’s personal devices to be remotely wiped from the device if it’s missing.

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**Do you allow staff’s personal devices (BYOD) on your Wi-Fi network(s)?**
*(For individuals who answered “yes” to having a BYOD approach)*

Of the survey respondents who have a BYOD approach, 64.9% allow staff with these devices to use the guest Wi-Fi network, and more than one-third allow them on the physician and core clinical Wi-Fi networks. Only 6.5% of survey respondents don’t allow BYOD devices on Wi-Fi networks in the facility.
**SURVEY RESULTS: Mobility Strategies in Healthcare**

**Why is there no mobility strategy in place at your hospital?**
(For individuals who answered “no” to having a mobility strategy)

Of the individuals who stated they do not have a documented mobility strategy, 30.2% are in the process of developing a strategy. The results of this question were split, but nearly one-fourth of survey respondents are completely unsure of why there is not a strategy in place. A number of organizations (20.3%) have a verbal, but undocumented, strategy.

**Is creating a documented mobility strategy a future initiative for your organization?**
(For individuals who answered “no” to having a mobility strategy)

Many hospitals that don’t have a documented mobility strategy are considering it for the future. More than 62% of survey respondents who lack a strategy foresee creating one. A few hospitals indicated that they are in the process of implementing a strategy now. Only 37% of respondents stated there are no plans to implement a mobility strategy in their organization.
Who will be involved in creating your mobility strategy? Choose all that apply.  
(For individuals who answered “no” to having a mobility strategy)

Implementing a mobility strategy cannot be accomplished by just one department or group in a hospital. Of the survey respondents who do not have a mobility strategy in place, 85% stated the IT department will be involved in creating one. This is followed by clinical leadership and the telecom department.

On a scale from 1-5, how important are the following areas when and if you develop a mobility strategy?  
1= Not at all important; 5= Extremely important  
(For individuals who answered “no” to having a mobility strategy)

As depicted on the graph below, security of devices and security of information transmission over networks had the highest average rating of importance when developing a mobility strategy. This is vital when meeting HIPAA and Joint Commission guidelines. The results show that of the individuals who do not have a mobility strategy in place, a high level of importance is placed on almost every category.
SURVEY RESULTS: Mobility Strategies in Healthcare

What are the main drivers of using smartphones and other mobile devices?

The results show that greater efficiency is the number one driver of using smartphones and other mobile devices for communications in healthcare, with nearly 77% of respondents selecting it as a main driver. This is closely followed by better facilitating communications with physicians. Of the individuals who selected “Other,” many indicated the convenience factor, improved safety, and patient satisfaction as being main drivers.

Approximately how many smartphones and tablets are in use today at your hospital?

Many survey respondents (31.3%) reported only having 1-250 smartphones and tablets in use at their organizations. A few individuals indicated the number of smartphones and tablets in their organization continues to grow. Nearly 26% of respondents were unsure of the number of devices in use.

What percentage of these devices are hospital-issued? What percentage are personal devices?

Today’s hospitals use different combinations of hospital-issued and personal devices. When averaging the responses to this question, the results are almost evenly split with nearly 45% of the devices being hospital issued.
What types of information do smartphone users have access to today and will have one year from now?

As you can see in the graph below, 64.9% of hospital staff already have access to drug reference applications on their smartphones, and an additional 20.9% are expecting access to these a year from now. Almost half of the survey respondents stated that smartphone users have access to directory lookup from their smartphones and nearly a one-fourth expect to have this capability a year from now. Since last year’s survey, the number of respondents indicating they have plans to implement an encrypted, traceable peer-to-peer messaging application rose over 10%.

Do you have any concerns about the security of patient health information on smartphones?

A majority of survey participants (63%) have concerns about the security of patient health information on smartphones. Many indicated that security and a lost or stolen device are the biggest concerns.

Are you aware of the Joint Commission guidelines on texting patient orders?

The Joint Commission guidelines state that “it is not acceptable for physicians or licensed independent practitioners to text orders for patients to the hospital or other healthcare setting.” Nearly 41% of survey respondents were unaware of this guideline.
SURVEY RESULTS: Mobility Strategies in Healthcare

### Does your organization have stated goals to improve the following areas?

Many organizations have created and set goals to improve specific areas of communication throughout their facilities. Physician-to-physician communications and nurse-to-physician communications ranked number one and two, respectively, with more than 72% of survey respondents having stated goals to improve these areas.

![Bar chart showing goal percentages for various communication areas.]

**Nurse-to-physician communications:** 74.35%
**Physician-to-physician communications:** 72.17%
**Critical test results management (including sending of results and closed-loop communications around lab):** 68.02%
**ER / Bed turnover:** 65.78%
**Nurse call and patient monitoring alerts to mobile device:** 58.81%

### Do you have initiatives around smartphone use between staff and patients?

As the earlier results show, many hospital staff members use smartphones to communicate with other staff members, but as depicted in the graph on the right, this is not the case with smartphone use between staff and patients. More than 70% of survey respondents do not have initiatives in place at this time.

![Pie chart showing smartphone use initiatives.]

**Yes, 28.9%**
**No, 71.1%**
SURVEY RESULTS: Mobility Strategies in Healthcare

Are you using a Mobile Device Management (MDM) solution in your organization?

Only 21.3% of respondents indicated they use a Mobile Device Management solution at their organization. Almost half (47.9%) have no plans to implement a solution in the future. Of those indicating they use a MDM solution, device encryption, device password enforcement, and remote wipe/lock were ranked as the most important features.

Are you using MDM on corporate or individually owned devices?

Of those who indicated they use a Mobile Device Management solution in their organization, nearly 85% use it on corporate-owned devices and more than 56% on individually owned devices. Some of the top MDM software brands being used by respondents are Citrix XenMobile®, Symantec® and McAfee®.

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