

# Advocate Health Care Puts Patient Privacy First with AirWatch

## The Challenge

Mobility in the healthcare industry creates speed and efficiency for physicians and nurses, cutting down on wait times and accelerating patient care. Tablets are light weight, convenient and an efficient way to quickly take notes on patients. In fact, in 2012, doctors' tablet use almost doubled from the beginning of the year. Additionally, more than two-thirds of physicians use video content to learn and to stay current on clinical information. All of these practices can be accomplished with a mobile device, and because of the sensitive patient information that is stored on the devices, mobile security is critical for healthcare organizations. Mobile device management (MDM) providers ensure that healthcare organizations follow strict HIPAA regulations. At Advocate Health Care, nurses also needed a more efficient way to log patient information, rather than waiting at the nurses' station to use a computer. Advocate understood the need to keep up with new and emerging technology, while also ensuring safe and confidential communication on patient information. With the introduction of tablets, Advocate IT needed a mobile management provider in place to secure the devices, stay HIPAA compliant and increase productivity.

## The Client

Advocate employs more than 35,000 physicians, nurses, and hospital staff in, and around, the Chicago area and is home to a level-one trauma center and numerous specialist groups. When mobile technology became a trend in healthcare, Advocate made the decision to invest in tablets to stay current in the industry. Doctors and nurses in the practice were excited about the opportunity to use tablets in the field, and IT knew that the mobile trend in healthcare was here to stay. Cathy Graykowski, Lead System Administrator at Advocate Health Care, explains, "We knew that mobility in the hospital would be in huge demand, so we ordered the tablets, knowing we would need an MDM solution to keep them secure. That's when we chose AirWatch to provide our enterprise mobility management." Graykowski wanted a solution that was cost effective, secure and easy to deploy and manage.



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### Solution Overview

- Customer: Advocate Health Care
- Industry: Healthcare
- Geography: North America
- Features: MDM
- Devices: 500 – 1,000





mobile device management  
mobile application management  
mobile content management

## case study

### The Solution

AirWatch® provides Advocate with full device protection, password enforcement and asset tracking. Graykowski runs weekly reports on subscription usage to manage device users. “The safety AirWatch supplies is incredible, and we know that our clinical information is protected. One of our top executives had his tablet stolen out of his office. We didn’t panic because we knew we could easily do a device wipe of all sensitive information with AirWatch,” says Graykowski. AirWatch’s MDM platform ensures that Advocate stays HIPAA compliant and satisfies the government compliance standards as well.

AirWatch helps Advocate to be more efficient in hospital operations. Now, nurses and other clinical staff can look up lab and test results without having to go back to the nurses’ station and wait for a computer. “Things are much more productive with the tablets. It’s a major time saver to have ready access to information and the ability to read email on the go,” explains Graykowski. Tablets are also critical to the Home Health Division, allowing nurses to take photos for medical records and allowing quick access to critical information for wellbeing checks and follow-up patient visits. AirWatch allows information to be shared easily under stringently protected environments. The AirWatch console also allows Graykowski and the rest of the IT department to be more efficient with the multi-tenant architecture. “The staging account is fabulous. Any of my network admins can set up tablets for people at any site, which makes our IT teams more streamlined,” says Graykowski.

“With AirWatch managing our devices, we are able to provide a higher level of patient care. In addition to providing security, AirWatch fits into our culture,” explains Graykowski. “We take patient privacy very seriously. Patient care comes first, and AirWatch helps us to increase our overall patient satisfaction.”

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– Cathy Graykowski  
Lead System Administrator  
Advocate Health Care



\*Vecchione, Anthony. “Doctors’ Tablet Use Almost Doubles In 2012”  
InformationWeek – May 16, 2012