

## MARKET BRIEF

# Wireless Boosts Quality of Patient Care and Employee Satisfaction

A quick glance around any health care facility shows that health care is a highly mobile business. Patients arrive by ambulance from the scene of an accident or are transferred from other facilities. While in the hospital or clinic they move from room to room or from diagnostic to treatment areas. Clinicians are constantly on the go from patient to patient, reacting to emergencies and changes in patients' conditions.

No matter where they – or their patients – are, caregivers need immediate, real-time information about each patient's condition and their response to treatment, in order to provide high quality care, improve patient outcomes and reduce errors. Access to decision support systems help caregivers choose the most effective treatments.

Clinician satisfaction increases with improved patient interaction. With the implementation of mobile solutions, less time is required to complete paperwork and check or track down records. With increased job satisfaction, organizations experience greater staff retention, which is critical in the face of increasing health care labor shortages. The more quickly caregivers can access and update information, regardless of where they or their patients are, the greater the caregivers' productivity and efficiency. Doctors and nurses equipped with wireless devices can more easily locate patients, access their latest test results and make better decisions armed with portable databases of diagnostic and treatment information. By entering treatment codes at the point of care, clinicians can help ensure proper charge capture, which results in more timely reimbursement.

Outside the walls of a hospital or clinic, wireless applications also improve the quality of patient care and increase the efficiency of the clinical staff. Wireless applications can schedule caregivers to arrive at a patient's home to administer time-sensitive medication or treatment, provide turn-by-turn directions to the patient's home, deliver the latest test reports or other information and allow the clinician to enter treatment and billing information at the point of care.

### Key Benefits

#### Wireless solutions from AT&T help caregivers:

- Increase patient safety and enhance the patient experience
- Improve the productivity and satisfaction of clinicians
- Improve financial performance by increasing employee efficiency and productivity
- Increase operational efficiency
- Make the most efficient use of existing assets

Source: Info-Tech Research Group

Health care delivery organizations benefit from mobile solution providers who understand not only mobile information technology, but the unique needs and demands of the health care environment. AT&T and its certified alliance vendors are committed to working with health care organizations to improve the delivery of healthcare. Among other healthcare industry activities, AT&T has formed a Health Care Executive Advisory Committee comprised of top leaders in health care technology.

### AT&T at Work

The mission of the Visiting Nurse Association of Florida Inc. (VNA of Florida) is "Improving Home Health, Improving Lives." But before turning to a wireless solution from AT&T, the agency often found itself mired in paperwork that was time-consuming, lowered employee morale and delayed the input of important clinical and billing information.



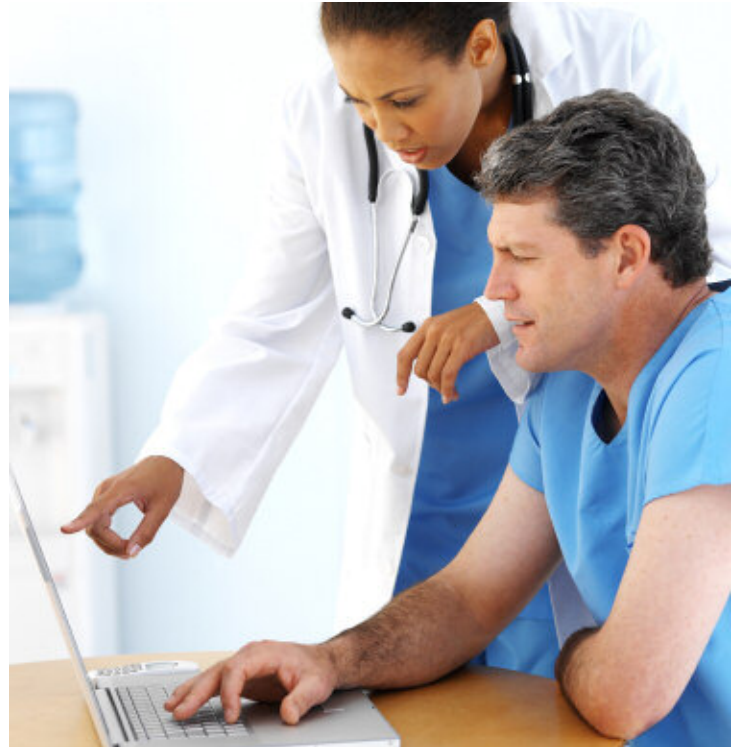
Founded in 1976, VNA of Florida now serves 13 Florida counties through more than 400 home health care professionals. Each month, hundreds of new patients enter the system, each arriving with a file of documents that average six inches in thickness. Before the introduction of the wireless solution from AT&T, nurses and other home care specialists manually wrote their encounter notes, transcribing them after returning home. The central office staff often had to track down timesheets from the field, and then wait for their home health professionals to submit data from home before billing for the services provided.

A wireless solution based on Windows Mobile® handheld devices and AT&T's wireless network has significantly reduced the time that home health professionals spend on paperwork, while speeding everything from scheduling to reimbursement and compliance with Medicare regulations. Nurses can view their daily schedules on the device, find directions to a patient's home, enter data about the visit and the patient's condition and even capture the patient's signature verifying the visit took place. Transcription errors are reduced because the health care professionals enter information at the time of the visit, not hours later at the end of a busy day. The home health care professionals can also contact physicians through email or by phone whenever a change in a prescription or other medical order is needed.

Going mobile with AT&T has helped VNA of Florida improve patient care, reduce billing times, and spend less time dealing with paperwork and more time caring for their patients.

Solutions from AT&T and its certified alliance vendors help provide wireless access from mobile devices which include PDAs, Tablet PCs and computers-on-wheels to increase administrative and clinical efficiencies, decrease costs and improve the patient experience.

- The AT&T wireless network and broad portfolio of wireless devices offers unmatched coverage, reliability and availability as a platform for mobile health care applications provided by certified alliance vendors.
- AT&T wireless LAN Solutions extend the current desktop boundaries to the patient room, the purchasing department, treatment locations, conference rooms and even to a facility across town. AT&T wireless LAN offers health care organizations the chance to deliver data to the point of service.
- Sensor-based Network Solutions for Health Care using Radio Frequency Identification (RFID) enable health care professionals to increase efficiency, reduce costs and improve patient safety and quality of care by enhancing the ability to locate and track mobile assets and improving access to information at the point of care.
- AT&T OfficeReach<sup>SM</sup> is a voice-based Virtual Private Network solution for using GSM® service and devices within a defined geographic area or zone that allows hospital administration, staff and clinicians a way to increase accessibility, response time and better manage wireless expenses.



- Enterprise Paging allows health care organizations to simply and easily add paging functionality to any AT&T mobile device and enables enterprise paging and dispatch applications to be used with any AT&T text messaging device.
- AT&T Integration Solutions utilize mobility and security experts from AT&T to supplement the in-house IT staff, helping assure cost-effective integration of wireless/wireline applications and networks and to help customers comply with their key privacy standards.

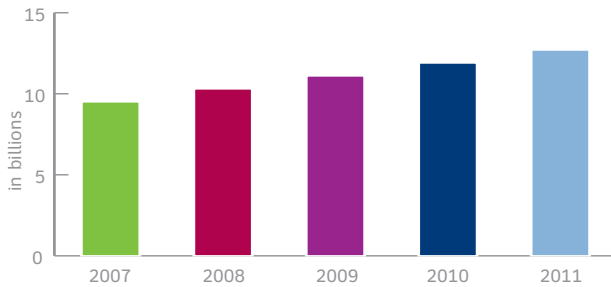
AT&T's rich ecosystem of certified alliance vendors includes:

Epocrates from Epocrates, Inc., is a drug, disease and laboratory test reference database. Downloadable software features include Rx Pro, an enhanced drug and formulary reference with integrated ID treatment guide; Dx, a disease diagnosis and treatment reference from Griffith's 5-Minute Clinical Consult and Lab, a diagnostic and laboratory test reference.

The Physician Information System from PatientKeeper Inc. makes physician work processes simpler and more efficient by integrating patient data from multiple systems, providing physician-specific applications and allowing access anywhere from any computing device. It is based on the PatientKeeper® Platform, an open, extensible infrastructure for integrating, managing, developing and deploying modern health care applications on top of disparate legacy systems across different organizations and data environments.

MercuryMD® Mdata® from Mercury MD provides patient management and tracking software, delivering patient information such as laboratory results, diagnostic reports, medication lists and consults to mobile devices. Modules include MData® Carefocus,™ a customizable

## Projected Health Care Wireless Spending U.S. Health Care Wireless Services and Equipment Spending, 2007-2011



Source: Compass Intelligence

profiling engine to identify high-risk patient populations; MData® Charge Capture which enables physicians to quickly record and transmit procedure and diagnosis codes for improved revenue capture and MData® Schedule, which gives physicians a view into their daily schedule from a mobile device.

Horizon HomeCare from McKesson Home Health Care is a home health care application running on PDAs or laptops which provides real-time communication with physicians and colleagues to help ensure proper treatment. Real-time database updates help eliminate paperwork and reduces errors. Proper documentation helps reduce risk of medical liability.

Horizon MobileCare™ Rounding from McKesson Corp. Horizon MobileCare™ is a rounding patient management and tracking application. Direct access to the clinical repository helps ensure patient safety and reduces IT costs.

NetMotion Wireless' NetMotion Mobility® XE is a software-only mobile virtual private network (Mobile VPN) that provides secure, continuous remote access to network resources and applications from mobile devices over any wired or wireless IP-based network. Industry leading Mobility XE enables organizations to maximize the productivity and management of their worldwide workforces and safeguard the security of their data and networks.

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