SOTI

SILVER CHAIN
Healthcare

SOTI MobiControl Mobilizes Healthcare

The Silver Chain Group is one of the largest not-for-profit health and community care organisations in Australia. The Silver Chain Group prides itself on its history, innovation and leading services in healthcare to assist their clients as long as possible. They provide a range of healthcare services to assist patients in their homes. They are committed to providing "hospital in the home" care to their clients, taking the load off of hospitals in regard to wait-times and costs while saving patients from travelling, and proving them a better recovery time at home.

Silver Chain Group's Telehealth has been successfully achieved with the use of mobile technology. Mobile devices are the centre of Silver Chain Group's universe, and an integral part of their healthcare services. "From containing confidential information about our client's care, to routing our nurses day, our mobile devices must be functional and secured at all times," says Aaron Burt, Group Manager of IT & Communications and Business Productivity. "There is no option of having any downtime from non-working devices." Nurses are heavily dependent on their mobile devices for necessary client information and/or for referencing. They can get client scheduling and a complete history of the patient. When the nurses finish their treatment, they will then input their findings and list the consumables that were used. These tablets make the nurse's daily operation easier and more efficient. Having trust in their mobilized technology is paramount in providing the highest level of in-home care that their clients are accustomed to.

Providing the Best Level of Support with Mobility

In 2010 RDNS (SA) investigated enterprise mobility management (EMM) providers to enable effective management of mobile technology that would provide the best level of support for healthcare. RDNS (SA) staff of around 900 including 650 nurses were equipped with Palm Treos (Windows-based) devices. SOTI was selected as their mobile device management provider as they were leaders in the management of mobile devices, and in particular SOTI MobiControl's remote control capabilities far surpassed that of other providers.

In 2012 Silver Chain Group and RDNS (SA) merged allowing expansion across Australia to further innovate their community nursing and care services in the home. Post-merger the Silver Chain Group standardized on Android mobile devices, and re-evaluated the EMM space to ensure that SOTI met their expectations in Android management while still offering the latest cutting-edge features. SOTI came on top once again. SOTI's remote control and remote view provided Silver Chain Group the requirements they needed to manage their expanded fleet of tablets and mobile devices. Changing over all of their SIM cards and enrolling all new devices demanded a seamless approach, and this was easily provided by SOTI.

Vertical: Healthcare
Deployment: Corporate-liable
OS: Android, Windows
Mobile Devices: Samsung Note 8, Note 10.1, Tab 2 10.1, S2, S3, S4

Mobility Challenge
- Safely and securely deploying mobilized technology in Healthcare
- Adopting a new operating system, as well adding an increased number of mobile devices, that would have little to no impact on their day-to-day operations

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Mobility Benefits
- Great initial and ongoing engagement from SOTI to understand Silver Chain Group's requirements and budget constraints

- Increased productivity from being able to remotely manage all mobile devices, ensuring continued uninterrupted high-quality care operations

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"MobiControl has provided the ability for Silver Chain to effectively manage and support our mobility strategy. It enables our staff to build community capacity to optimize health and wellbeing, and manage technology provided to our Telehealth clients."

Aaron Burt,
Group Manager
IT Communications & Business Productivity

Key SOTI MobiControl Features Benefitting the Silver Chain Group:

Remote Help Desk

Silver Chain Group's help desk now has the ability to remotely access and control devices to walk their nurses through troubleshooting. As nurses can be hours away, and can continue on their day with very little impact to the client's treatments and their schedule.

Application Management

Silver Chain seamlessly deploys custom healthcare applications to their nurses, while also allowing client's to have real-time access to advice and remote assistance via a kiosk solution. Their clients can now receive a higher standard of one-to-one care in their own home.

Content Library

Push policies and procedures with Content Library provide Silver Chain's staff with the current resources. The ability to deploy updated files within 20 minutes to remote staff is a game-changer for the home healthcare industry. Policies previously managed from paper are now rapidly deployed to all remote devices.

Silent Install

Streamlining the process to push, install and update absent content on all devices without the need for input or interaction from the nurses allows Silver Chain to focus on their client's needs, as opposed to worrying about technical details of their device. Silver Chain Group's commitment is that the client always comes first.

Kiosk Mode

Silver Chain uses kiosk mode for the devices that are left at home for their clients. The home screen is customized to only display pertinent and relevant healthcare content. The clients can only use the tablet for healthcare purposes instead of spending time scrolling through unnecessary and distracting applications.

Data Protection for Patients

4,050 mobile devices are being used at Silver Chain every day. There is a high risk that devices may get stolen or lost. If this happens, IT can immediately lock the device with MobiControl. A message will appear that states "Property of Silver Chain Group, Contact Us", or if the device comes back online Silver Chain Group will be immediately alerted.

Asset Tracking & Reporting

With SOTI MobiControl, Silver Chain Group can now get up-to-date reports to monitor device usage – from battery replacement to connectivity status. This also allows Silver Chain Group to identify problems before they arise.

Alerts

The Silver Chain Group nurses operate all over Australia. If the device exits the designated state boundaries, this roaming will trigger an alert and check it against the register. These alerts will sound if their tablets/mobile devices have entered roaming mode.

The Results

SOTI MobiControl has enabled, optimized and secured Silver Chain Group's mobile healthcare program. Having peace of mind, knowing that their devices are always functional, safe and reliable, are paramount to the success of their home care operations. Silver Chain Group staff is confident that they are always equipped with safe and secure technology. Clients can also use video conferencing to get more information directly from their nurse, without having to wait for an in-home visit. Clients are remotely monitored to take their medication so they are taking the right amount, they can talk to a team of nurses for quick diagnosis, and can even have their injuries assessed by a wound specialist. The results are extremely positive for both Silver Chain Group and their clients.

Today, Silver Chain Group has over 3,300 smartphones and 1200 tablets deployed in the field all 100% managed by SOTI MobiControl. "There were incremental MobiControl features beyond our initial requirements that provided us with so much more than anticipated. This provided tremendous ongoing business value to Silver Chain Group." said Aaron Burt.

The Future

The Silver Chain Group is looking at determining their viability to move to a cloud deployment with SOTI, as well as refining their Geofencing policies for all of their nurses and patients' tablets. They are also looking at improving their security and privacy of data, as well as containerization. SOTI is looking forward to providing their expertise in managing the full mobility management of Silver Chain's mobile devices to enhance their in-home healthcare services with the greatest advancements in technology.