HEALTH CARE SOLUTIONS

Kemtah Case Study

Sun Healthcare Mobility

Project Name: Sun Healthcare Mobility & Kemtah Labs

Client: Sun Healthcare

Time Frame: 3 months for pilot (1,000 devices in five centers); one year for total deployment (15,000 devices in 250 centers)

KEMTAH
Transforming IT Services

The Challenge

Sun Healthcare, a publicly-traded leading US healthcare provider, was facing major impacts in billing due to new government healthcare initiatives. At the same time, Sun wished to upgrade the technology at their healthcare provider sites in order to improve patient services and administration. Nurses and clinicians were spending time doing data entry that would have been better spent in patient care. Furthermore, mistakes in this data entry or the inability to submit it in a timely fashion could cause major hold ups in billing.

They sought a solution that could handle high levels of bureaucracy while maintaining high security levels to ensure patient privacy was never compromised. The solution also needed to be flexible to suit the varying needs of 250 very different care centers across 30 states in the U.S. They sought a solution that would be easy-to-use for nurses, physicians, and other clinicians, as well. Furthermore, the solution needed to fit into the healthcare environment and be easy to keep sterile and clean.

In 2010, Sun Healthcare chose the Kemtah Group to address its mobility needs through an introductory pilot program at five clinical centers across the U.S.

The Approach

The solution needed to be tailored specifically to Sun Health's needs, and for Kemtah to provide this solution, communication was key. The Kemtah Group and Sun Healthcare met repeatedly before the deployment to gauge Sun Healthcare's specific needs. Kemtah's approach was flexible and reactive, and Kemtah quickly responded to changing application needs, based on feedback from Sun Health. Although the approach was extremely elastic, Kemtah laid out extensive planning and processes to handle any issue in advance.

Five healthcare centers were selected to serve as test environments, based on their highly specialized and differing environments. The pilot program would be used to determine how best to serve the needs of all 250 clinical centers across the U.S.

Kemtah identified several technical challenges, including:

- Consolidation of over 65 applications to a single platform
- Ability of users to submit data in a timely fashion
- Infection control (sterility)
- Security (HIPAA, privacy)
- Ensuring enough bandwidth would be available for WiFi on all devices

- Transmission speeds
- Management and monitoring of devices to comply with the High Tech Act
- Data needed to be auditable
- Devices had to be locatable and have regular and automatic check in/out capabilities
- Devices needed to be patched and unhackable
- Devices needed to be easily wiped or bricked in case of security breach

The Kemtah Group vetted 10 possible solutions for Sun, and tailored the final solution based on Best Practices, Quality Assurance, Acceptable Use, Security, and Loss Prevention procedures.

The Solution

The Kemtah Group decided on the following products and hardware for Sun's solution:

- Zenprize enterprise mobile device management
- Apple iPads
- Apple servers
- Apple Configurator
- Microsoft Office
- Microsoft Active Directory
- Citrix Receiver/Virtual Desk Interface (VDI)
- iSkin protective covers
- Antro Tablet Charging Cabinet units

Within weeks of the initial agreement for the pilot, the Kemtah Group set up a tech depot site, Kemtah Labs, for device lifecycle management. Kemtah Labs were set up to receive and deploy 1,000 of the Apple iPad devices using imaging selected by Sun.

The Zenprise MDM solution allowed Kemtah to image and provision mobile devices based on Sun's specific needs. The solution could be role- and policy-based, and provided a granular functionality to manage the devices and restrict user access. Geofencing was also a major part of the Zenrpise solution, and allowed Kemtah to monitor devices to ensure that none of the iPads "walked offsite". Zenprise also allowed Kemtah to monitor the devices' functionality, and Kemtah could hot swap non-functioning devices quickly and effectively.

Data Leakage Prevention (DLP) was managed through secure containers with encryption and timers, so that information could be sent to devices safely and securely.

Kemtah's proprietary asset inventory solution, WASPS, was used to track the devices. Kemtah Lab employees could simply scan a device's serial number into Zenprise, and custom fields allowed Kemtah employees to enter the location and other information about the device.

Two possible deployment solutions were identified as most beneficial to meet Sun's specific needs: over-the-air deployment and Anthro Cabinet deployment.

The first solution, over-the-air deployment, involved drop shipping the configured Apple iPads from Kemtah labs to the clinical site, where they could be activated using a pin sent to the user by Kemtah. The second solution, Anthro Cabinet deployment, involved providing the clinical site with one or more Anthro Tablet Charging Cabinets, which would charge and wipe 20 to 50 tablets overnight.

In the end, Kemtah's solution was a hybrid of the Anthro Cabinet and over-the-air methods, depending on the specific needs of each Sun Healthcare location.

Outcome and Benefits

Kemtah delivered on all Service Level Agreements (SLAs) two weeks ahead of schedule.

The solution provided Sun Healthcare with the following benefits:

- Reduction from 65 applications to fewer than 10, which appeared to user as a single application
- Clinicians and nurses had more time to see patients
- Improved ease of use through image-based data entry tool
- Improved accuracy of data
- Improved timeliness of data submission
- Peace of mind regarding security
    - Devices were trackable
    - Devices were able to be bricked remotely
- HotSwapping allowed Kemtah to switch out failing devices under warranty
- Reduced paper usage.