



IMPROVING PATIENT EXPERIENCES WITH TRANSFORMATIVE MOBILE TECHNOLOGY

In today's healthcare sector, mobile technology is critical in ensuring operational efficiency, safety, and patient care. For frontline staff, mobile devices now host the applications they need to carry out their vital – often life-saving – day-to-day tasks.

When the leading pediatric healthcare provider in North Texas needed to refresh its existing mobile solutions, Denali stepped up to deliver. Denali enabled the delivery of a mobile solution that met the provider's goal of expansion with hosted, native, and web-based applications, and deployed the mobile devices capable of withstanding hospital-grade sanitation.

The pediatric healthcare provider raised its levels of staff satisfaction and productivity, process efficiency, innovation and patient care.

ABOUT THE CLIENT

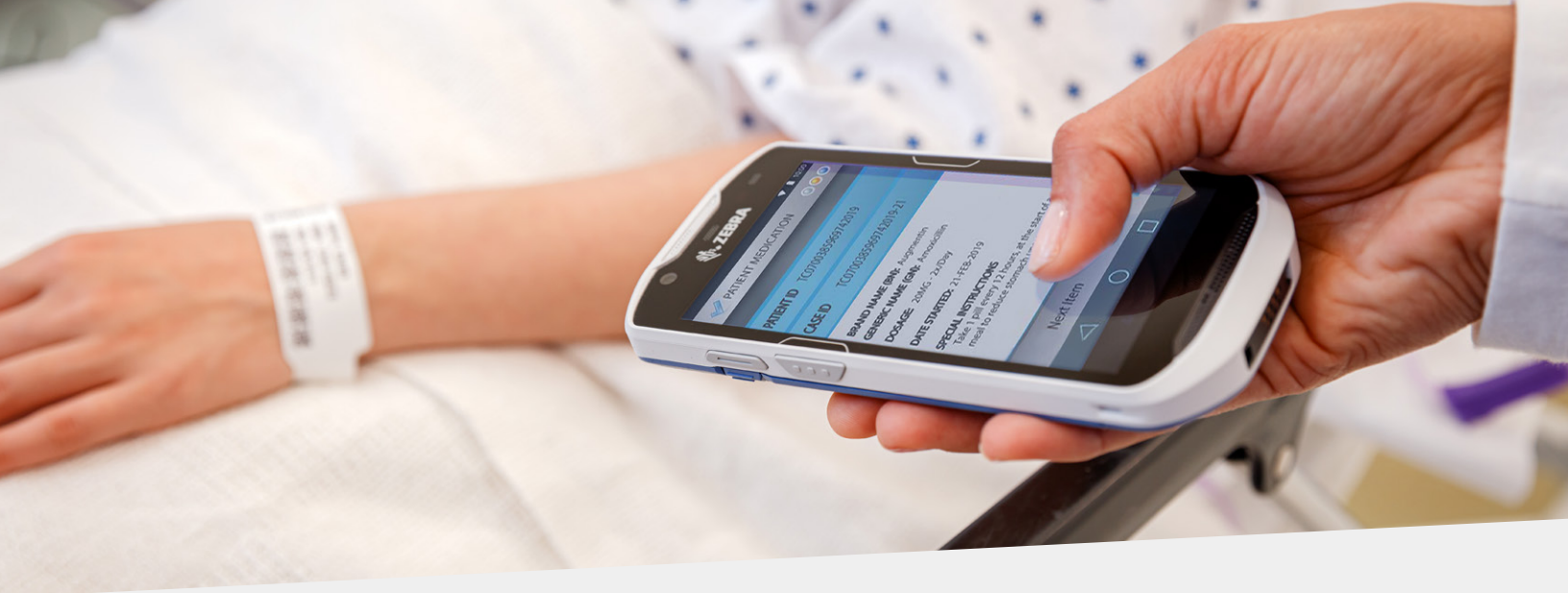
Providing top-tier health services for over 100 years, the health care provider is one of the largest and most prestigious pediatric health care providers in America. Consistently recognized by U.S. News and World Report as one of the best pediatric healthcare providers in the country, the care facility is a leader in life-changing treatments, innovative technology and ground-breaking research.

The provider needed a new mobile solution as soon as possible, both to ensure day-to-day tasks continued smoothly and to continue raising its leading care delivery standards.

1,600
devices deployed

Project completed in
4 months

5,000
members of staff equipped



THE NEED TO OVERCOME FRUSTRATIONS AND INEFFICIENCIES

The provider's current devices – aging wireless phones that had reached end-of-life – were causing frustration. Replacing parts such as batteries had become increasingly difficult, and repair solutions hard to find. Added to which, updates had made the devices unusable, and vendor service had become unavailable.

At the same time, the provider was struggling with its inefficient and unproductive mobile technology, and wanted to streamline its working processes. Nurses currently needed four separate devices to conduct workflow, none of which were integrated, creating a clunky, inefficient communications environment. The provider wanted to consolidate its approach so that nurses and staff only had to use one device to access all required applications.

With scanning devices that did not function reliably – requiring information to be entered manually – and device battery life that did not support a full shift, critical time that should have been directed to patient care was being wasted. The fact that staff were unable to carry out their jobs effectively added to the frustration.

THE DENALI MANAGED MOBILITY SOLUTION

For the healthcare provider, turning to Denali proved to be the best option. Denali's customer-centric and consultative approach enabled the care facility to not only solve their current challenges with outdated devices, but also to take their patient care to the next level.

Denali's mobility expertise meant it was one of the few providers with accreditation to provide both Cisco and Zebra's Workforce Connect (WFC) solutions. In implementing Zebra's solution, Denali ensured the supply chain was in place, handled device purchasing, and obtained volume discounting from Zebra to pass on cost savings to the healthcare provider.

ZEBRA DEVICES, PLATFORM AND SUPPORT FULFILLED ALL REQUIREMENTS

The Zebra TC52-HC device meet all the healthcare provider's requirements, including expansion for device consolidation. Zebra's comprehensive warranty and support – the Zebra OneCare Support System – ensures physically damaged devices are swiftly repaired or replaced as needed. With physical device drops and fluid damages being common in healthcare environments, Zebra's warranty protects the provider's investment. This protection had been very costly with the provider's previous technology, especially as the devices had been end-of-life.

Zebra's WFC platform meant that the VOIP phone replacement brought with it the potential for additional features, such as Push-to-Talk and messaging. And Zebra's battery technology included hot swap, reducing work disruptions by allowing staff to change the battery without having to power down the device.

TECHNOLOGY THAT ENABLES BETTER CARE



IMPROVED STAFF EXPERIENCES

The combined Denali and Zebra solution reduced frustration and fatigue for many frontline workers – from nurses and doctors to food services and housekeeping. Everybody now has the device and applications they need to carry out their work, all on a single device that collapses voice, call control, and Push-to-talk while also integrating Vocera badges.

Devices are now always charged and ready-to-use, while better communication between employees and patients relieves previous frustrations caused by bottlenecks and siloed information.

MORE EFFECTIVE PROCESSES

The technology backed by Zebra allows for easier communication and smoother operations, resulting in quicker turnaround of rooms and patients. Plus, the devices' barcode scanner allows instant patient identification for speedier care delivery. The robust Zebra devices – supported by the device warranty and in partnership with Denali – have also led to a reduction in overhead costs.



ENHANCED PATIENT CARE

In support of the healthcare provider's focus on continually striving to improve patient care, the joint Denali-Zebra solution has had immediate, positive impacts. For example, the resulting faster turnaround of rooms provides the ability for patients to be seen quicker. Patients can also use the devices to conveniently and accurately order and receive meals direct to their bedside, as well as to speak to nurses when needed with Push-to-Talk technology. Crucially, the Zebra devices allowed the child patients to speak to their parents during Covid-19 – when distance had to be maintained between patients and visitors – significantly improving the experiences and wellbeing of both.



Denali, a global service provider, delivers IT solutions and services to Fortune 500 enterprises around the world. Our strategic experts have built strong relationships and partnerships, enabling us to tailor the best solutions for our clients to achieve outstanding outcomes. With our customer-first approach and our industry-leading execution, we transform healthcare facilities to become more efficient and improve both staff and patient experiences.