

# UNIVERSITY HEALTH SYSTEM USES BBM PROTECTED, BES10 AND MORE TO HELP IMPROVE PATIENT CARE

## Industry

- Health Care

## Region

- EMEA

## Solution

- BlackBerry® Enterprise Service 10 (BES10)
- BlackBerry® 10 smartphones
- BBM™ Protected

Aneurin Bevan University Health Board (ABUHB) in the United Kingdom employs more than 13,000 staff members, two-thirds of which are involved in direct patient care. Consultants, doctors, nurses, midwives, allied professionals and community workers cover the areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport, Torfaen and South Powys to serve an estimated population of more than 639,000 residents.

### The Challenge

ABUHB's serves one-fifth of the Welsh population in both hospital and in-home settings. The health care providers needed a way to communicate quickly and efficiently among staff to better coordinate patient care.

"Our staff deals with everything from routine medical care to emergency situations. It's imperative that we can contact each other at a moment's notice for general queries, shift changes or weather emergencies," explained Karen Newman, head of Communication, Aneurin Bevan University Health Board. "Yet in our line of work, staff is rarely in an office to manage cases from their computer. We lose a lot of time when staff has to drive back and forth to complete paperwork or attend meetings."

With medical histories and confidential patient information, security was another big concern for ABUHB.

"When nurses are in the field they need a secure channel for communications and access to the records they need to perform their jobs safely," said Drew Evans, head of Information and Communications Technology, Aneurin Bevan University Health Board.

There were also budgetary concerns about implementing a new mobility solution. "We are always being asked to do more with less," added Evans. "We needed a flexible solution that wouldn't eat up all of our IT resources to deploy and manage."

### The Solution

New BlackBerry 10 smartphones were issued to employees, and ABUHB upgraded its BlackBerry® Enterprise Server 5 (BES5) to BlackBerry Enterprise Service 10 (BES10) for its enterprise mobility management (EMM) solution. ABUHB chose BES10 for its ability to securely manage other devices as they wanted to implement bring your own device (BYOD) and corporate owned, personally enabled (COPE) policies.

"We already had an extensive BlackBerry infrastructure internally, so upgrading to BES10 allowed us to leverage our existing EMM and slowly migrate devices instead of doing the entire company at once," said Evans. "BES10 also provides one simple management interface that enables us to administer a number of different devices out in the field, whether they're on Android, iOS or BlackBerry devices."

BBM™ has also enhanced communications among staff. "We've created BBM groups around the on-call schedule, which users can access from a BlackBerry smartphone, Android or iPhone. If a nurse needs someone to cover her shift, she can send a message



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### Drew Evans

Head of Information and Communications Technology  
ABUHB



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd  
Aneurin Bevan  
Health Board

to the group and everyone can see the responses,” said Newman. “This helps supervisors better manage over time and know who to assign cases to.”

ABUHB has realized cost savings from its BlackBerry EMM solution. “We’ve found BES10 meets our budget requirements with a low total cost of ownership. We only need one EMM to manage all of the devices in our network even though we have BYOD and COPE policies,” explained Evans. “BES10 only requires a small team to manage it, and the training requirements are minimal. We also like that when issues arise, we can provide technical support remotely through a Web interface.”

The cost savings haven’t come at the expense of security. “BlackBerry’s encryption technology ensures our data is safe and secure — from emails to documents to pulling down data from the cloud when we’re in the field,” said Evans. “If a device is lost or stolen, we can wipe it clean without worrying that patient confidentiality has been compromised.”

ABUHB has also been doing a pilot test of BBM Protected, which adds a layer of additional encryption to BBM messages between employees while allowing them to use the same BBM app to message family and friends. “We have been running the pilot of BBM Protected for several weeks now and are pleased with how seamless of an experience it has been for our end users,” said Evans. “Because we deal with sensitive data, security and privacy are a foremost concern. BBM Protected allows us to adopt an even greater level of security without losing the immediacy and flexibility that our employees enjoy by using BBM.”

#### ABUHB’s Benefits

Many of ABUHB’s staff members have begun using their BlackBerry 10 smartphones in place of their laptops to perform daily tasks. “The strength of the integration with Microsoft® Office is really remarkable — stronger than any other device I’ve used,” said Evans. “With the five-inch screen of the Z30 and document editing capabilities it’s really easy to use my BlackBerry for Microsoft programs like Word® and Excel®. For me it’s faster to type on my BlackBerry because the technology recognizes the words I commonly use and they pop up on the screen. All I have to do is flick them up into the sentence I’m writing.”

The ease of using the BlackBerry smartphones, and their productivity-enhancing apps, has made it easier for ABUHB employees to focus on patient care. “When our nurses are mobile and making home visits, it frees up hospital beds for patients who require more intensive care and monitoring. Our secure EMM solution makes it possible for nurses to access the records they need to perform their job and serve patients from the comfort of their homes.”

Overall, employees have been very satisfied with the user experience of the BlackBerry 10. “The Hub makes it so easy to view all your emails, messages, texts, calendar appointments, etc., at a glance,” said Newman. “Plus, with BlackBerry Balance technology I have separate work and personal spaces. I no longer need to carry around two phones in order to check my personal email or browse the Web. The battery life holds up impressively well — I can use it regularly throughout the day without worrying where the next outlet will be.”

#### Key Benefits

- Seamless integration with key business applications
- More focus on patient care
- Increased productivity
- Enhanced security for patient records

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