

NONPROFIT HEALTHCARE ORGANIZATION COORDINATES BETTER CARE WITH BLACKBERRY

Industry

- Health Care, Nonprofit

Region

- North America

Solution

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

Rocky Mountain Human Services (RMHS) provides resources, service coordination and training to nearly 10,000 individuals living with intellectual and developmental disabilities and veterans transitioning to civilian life. RMHS employs more than 400 professionals across Colorado and Wyoming, and offers several distinct programs ranging from mental health assessments, to brain injury support, to clinical and behavioral health therapies for children and families.

The Challenge

Based in Denver, Colorado, RMHS staff is spread out across the Rocky Mountains. They provide a range of services and supports including counseling for soldiers suffering from post-traumatic stress disorder, and clinical therapy groups for women with developmental disabilities.

“Part of my job as the IT Manager at RMHS is to ensure we have the right mobile infrastructure strategy in place,” explained Frank Baer, IT Manager at RMHS. “Many of our employees, such as our Case Managers, are rarely at a desk and rely heavily on having information at their fingertips when meeting with a client. With this in mind, functionality was an important factor when considering mobile technology options. Security was also a top priority as our organization handles very private and sensitive client information.”

“We provide our home-care staff with laptops, tablets and smartphones so they can update client information and communicate amongst their teams,” said Baer. “Not only do we need to be able to manage those devices seamlessly, we need to be able to do it in an environment that adheres to the Health Insurance Portability and Accountability Act (HIPAA).”

RMHS needed to upgrade its enterprise mobility management (EMM) solution and smartphones to cost effectively manage all of the devices on its network while keeping in mind HIPAA’s stringent compliance and security requirements.

The Solution

After years of partnering with BlackBerry, RMHS chose BlackBerry Enterprise Service 10 (BES10) along with BlackBerry 10 smartphones to enhance its mobile productivity, meet the requirements of its employees, better serve its customers, and exceed its security needs.

“Before migrating to BES10, we were using BES5 and BlackBerry Curve and Bold smartphones. Integrating BES10 and the new BlackBerry 10 smartphones was easy for our IT department and also very intuitive for our employees,” explained Baer. “BES10 and BlackBerry 10 smartphones help us meet compliance and security requirements while maintaining a low total cost of ownership (TCO).”



“Our employees often require access to confidential information while in the field. The Citrix Receiver application allows for a seamless transition from employee workstations to our BlackBerry Z10 smartphones, because we can access the same applications and files securely behind our corporate firewall.”

Frank Baer
IT Manager
RMHS

RMHS' Benefits

Enhanced Productivity and Communication

Staff members who work at clients' homes and administration professionals, including IT and finance, were transitioned to BlackBerry 10 smartphones. There was a minimal learning curve and seamless transition as users adapted quickly from their BlackBerry Curve and BlackBerry Bold smartphones to BlackBerry 10 devices.

"The nature of cognitive disabilities can make it difficult to have conversations with some clients and for them to relay their detailed medical concerns. With the BlackBerry 10 smartphones, we can quickly and easily use a smartphone to review case notes and access sensitive client records on demand," said Baer.

Many RMHS employees spend the bulk of their time on the road. "It's rare that I'm at my workstation or desktop. With my BlackBerry 10, I've created SMS email groups to more efficiently broadcast communications with my team and stay connected with both internal and external constituents," explained Annie Davies, Director of Communications at RMHS. Auto synchronization to the server and universal access to it amongst staff has also made it easier to get in touch with colleagues.

BBM is another useful tool that is being used to troubleshoot issues in the field. Case Managers can use BBM video conferencing to consult in real time with supervisors and collaborate remotely on the best course of treatment. During meetings, employees not physically present can share their screen and participate as if they were in the room.

Deploying BlackBerry devices with secure enterprise applications, such as Citrix Receiver or Documents To Go™, has tremendously reshaped how RMHS field workers do their jobs. Through these and other applications, RMHS employees can quickly pull information and review case notes from their devices, which proves to be easier and more secure than carrying around hard copies or laptops. A mobile solution also enables RMHS to achieve a high level of immediacy and ease of productivity. Employees also like having BlackBerry® Hub, which brings together work and personal emails and messages into a single convenient location so they can let their loved ones know what time they'll be home for dinner.

Stronger Security for Patient Privacy

HIPAA established national standards for electronic health care transactions and national identifiers for providers, health insurance plans and employers.

"Under HIPAA, even a patient's name is protected, so accessing patient records through the RMHS-issued BlackBerry devices is safer than carrying around hardcopy files, a laptop or accessing

them through a Wi-Fi network," noted Baer. "With our employees on the road so frequently and constantly changing locations, it's reassuring to know from a HIPAA compliance perspective that we can remotely disable an employee's device if it is lost or stolen to ensure private information isn't compromised."

Beyond its encryption technology, BES10 also offers enhancements to enterprise security and manageability, including new IT policy controls and settings policies, S/MIME enhancements, Secure Voice support, Enterprise authentication enhancements and a new IT command to reset the Secure Work Space password. Having all devices under its control and ownership helps RMHS better serve and protect its clients, and do it within a nonprofit's budget.

Key Benefits

- Improved employee communications
- Enhanced security
- Productivity-enhancing apps
- Cost-efficient EMM solution

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