Modern-Day Healthcare Management: Shifting Gears From Traditional to Digital

Explore the critical role of digital technology in improving healthcare and how Scalefusion MDM simplifies digital deployments in hospitals and healthcare facilities.

Overview

Empower your frontline employees to experience enhanced productivity with the help of digital devices. Take control of the provisioning, performance and usage of your remote devices. Manage and monitor your supply chain effortlessly with Scalefusion.

Benefits

- Improving patients' journey & experience

- Interoperability & connected healthcare system

- Making m-health & telehealth effortless

- Improved monitoring of healthcare professionals

- Securing sensitive patient information

- Going paperless with electronic health records

Introduction

Healthcare has seen a massive transformation since its inception. From the ancient times of Hippocrates, the father of modern medicine to the present-day digitalized world of m-health, the journey of the healthcare industry has been intense with a common goal of treating diseases and increasing patient life span.

Ever since technology shook hands with traditional healthcare, there has been no looking back. Modern-day medicine is capable of achieving unimaginable heights with the help of digital devices, artificial intelligence, robotics and the internet. Digitalization of the healthcare industry has resulted in better communication between healthcare professionals, improved response time, greater efficiency, improved treatments and patient experience.

Digital technology in the healthcare sector is as good as it gets until you can manage it efficiently. But considering the ever-volatile and urgent nature of the healthcare industry, management and deployment of bulk devices, as well as ensuring proper usage without compromising on confidential medical data is a formidable task. As we continue to depend largely on the use of digital devices, healthcare organizations must identify the risks involved in digitalization and implement strategies to ensure its optimum usage.

In this document, we will take a detailed tour of how the healthcare sector has evolved over time, along with the benefits brought about by digitalization, and how you can make the most of it with a comprehensive MDM solution.
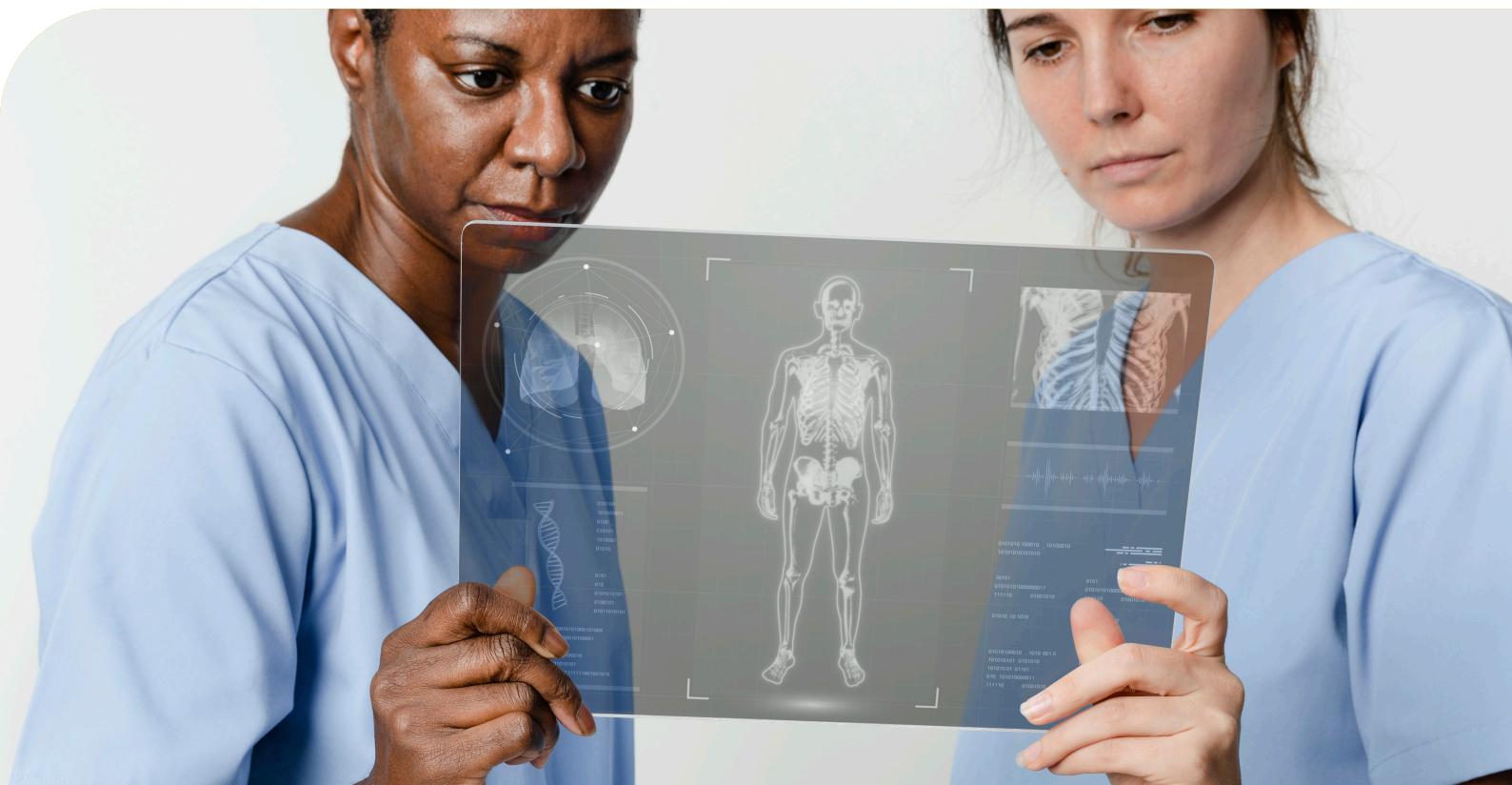
Evolution Of the Healthcare Industry

The healthcare industry has evolved tremendously since its inception. What was once a simple doctor-to-patient model has now witnessed a technological breakthrough and is constantly progressing towards more efficient treatments in lesser time. The world has witnessed the healthcare industry evolve from Healthcare 1.0 to Healthcare 4.0.
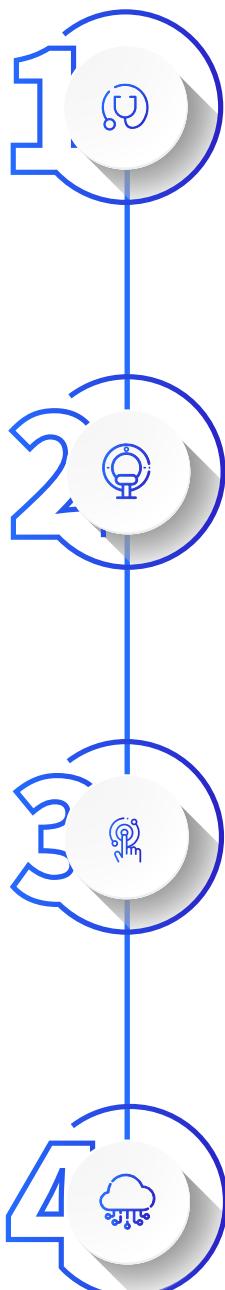
Healthcare 1.0

Healthcare 1.0 was the oldest and the most adopted healthcare system that is relevant even today. This model runs on the basic doctor-patient interaction in which the patient visits the doctor at the clinic/hospital for a consultation, the doctor prescribes further diagnostic tests and medication to alleviate the symptoms. The care plan further includes follow-ups and tests until the patient is healed.

Healthcare 2.0

Technological advancements in Healthcare led to the introduction of newer equipment and devices. Healthcare made headway towards a faster, more accurate and more reliable diagnosis and treatment with the emergence of technologies like MRI, CT Scans, ultrasound, etc. This was known as Healthcare 2.0.

Healthcare 3.0

The healthcare industry experienced a massive digitalization from newer, portable and compact wireless devices, to electronic medical records and telehealth. Healthcare 3.0 introduced faster and more efficient information and communication systems which replaced the face to face medical consultations with online consultations and gave rise to m-health or mobile health.

Healthcare 4.0

Industrial revolution 4.0 accelerated the healthcare sector to what we currently know as Healthcare 4.0. This healthcare system is driven by the power of smart devices, IoT and intelligent computing. The healthcare industry that we know today runs on cloud computing, artificial intelligence and predictive analytics, virtual reality and robotics, all integrated into one hyper-connected healthcare system.

Healthcare Industry: The Near Future

$500
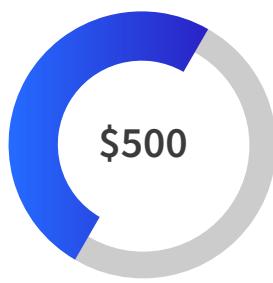
According to statistics, the global digital health market is expected to exceed $500 billion by 2024.

$280

Telemedicine is predicted to hold a vital role in the future with estimated market size of $280 billion by 2025

$11

The global market for mobile healthcare apps is expected to hit $11 billion by 2025.

Scalefusion

Digitalization Challenges of the Healthcare Industry

Digital transformation in the healthcare industry has brought about a radical shift in the way the healthcare sector operated. Cutting-edge diagnostics & tools have made their way and meticulous therapies and surgeries offer early detection and faster treatment of the diseases. Doctors, caregivers and other healthcare professionals have found a reliable way to stay connected and execute their time-critical operations remotely.

Unfortunately, the digitalization of the healthcare processes has also produced vital challenges for the industry. The same technology that creates a near-perfect healthcare system also has the power to cause potential hindrances to the security and productivity of healthcare operations.

Prime challenges of the modern-day digital healthcare:

- Meeting the data protection regulations such as GDPR, HIPPA, etc.
- Managing organization-wide deployments & provisioning
- Protecting the medical data stored on devices from cyber risks
- Preventing access to untrusted websites and networks

- Enabling instant over the air file sharing
- Pushing a plethora of m-health & medical apps on doctors' devices
- Reducing manual tasks for the IT admins in the healthcare industry
- Managing doctors' personal smartphones and tablets
- Securing and managing devices of diverse types and OS
- Enabling device sharing between two or more hospital shift workers
- Extending IT support to remotely working healthcare professionals
- Establishing quick remote communication between the hospital staff
- Excessive data costs involved in the digitalization
- Preventing inappropriate usage of devices & minimizing distractions in nurses, caregivers and practitioners.
- Ensuring round the clock access to crucial information and resources to the frontline employees
- Monitoring device usage and performance of the frontline staff including pharmacy consultants, medical billers, ambulance drivers, etc.

Scalefusion MDM for Healthcare

Stepping back from the digitalization of the healthcare industry is not practical given the numerous benefits and breakthroughs that it has brought about. Neither can the healthcare sector neglect the challenges that digitalization presents. The key for healthcare businesses to reap the maximum benefits of digitalization, without falling prey to the lurking challenges is Mobile Device Management (MDM).

Healthcare organizations that provide a large number of digital devices for their diverse needs generally end up investing in a massive IT team or have a small-sized overwhelmed IT team. The deployment, provisioning, security and responsibility of multiple remotely located digital devices is not an easy task. Scalefusion MDM is cut out for IT admins of healthcare organizations to remotely secure, monitor and manage a large number of diversely deployed digital devices.

Scalefusion offers its users a single, comprehensive, yet easy to navigate dashboard that helps IT admins of healthcare organizations to create a push

organization-wide security and usage policies on their devices.

Why must healthcare organizations opt for Scalefusion?

1. Bulk Provisioning of Diverse Digital Devices
The healthcare industry runs on versatile digital devices. With the advent of BYOD, healthcare organizations today allow their doctors and other staff to use their personal devices for work. Scalefusion MDM offers IT admins of healthcare organizations a unified platform to manage their diverse device types and operating systems. Teeming with extensive features, Scalefusion MDM offers cross-platform support to efficiently manage Android, iOS, macOS and Windows 10 devices, from a single console.

IT admins of hospitals and healthcare institutes can initiate over-the-air bulk enrollment of their devices and an out-of-the-box policy application for their Android, Apple and Windows devices. Leverage Android Zero-touch, Apple DEP, Windows Autopilot, ROM-based and Samsung-Knox-based enrollment to speed up corporate policy application on bulk devices.
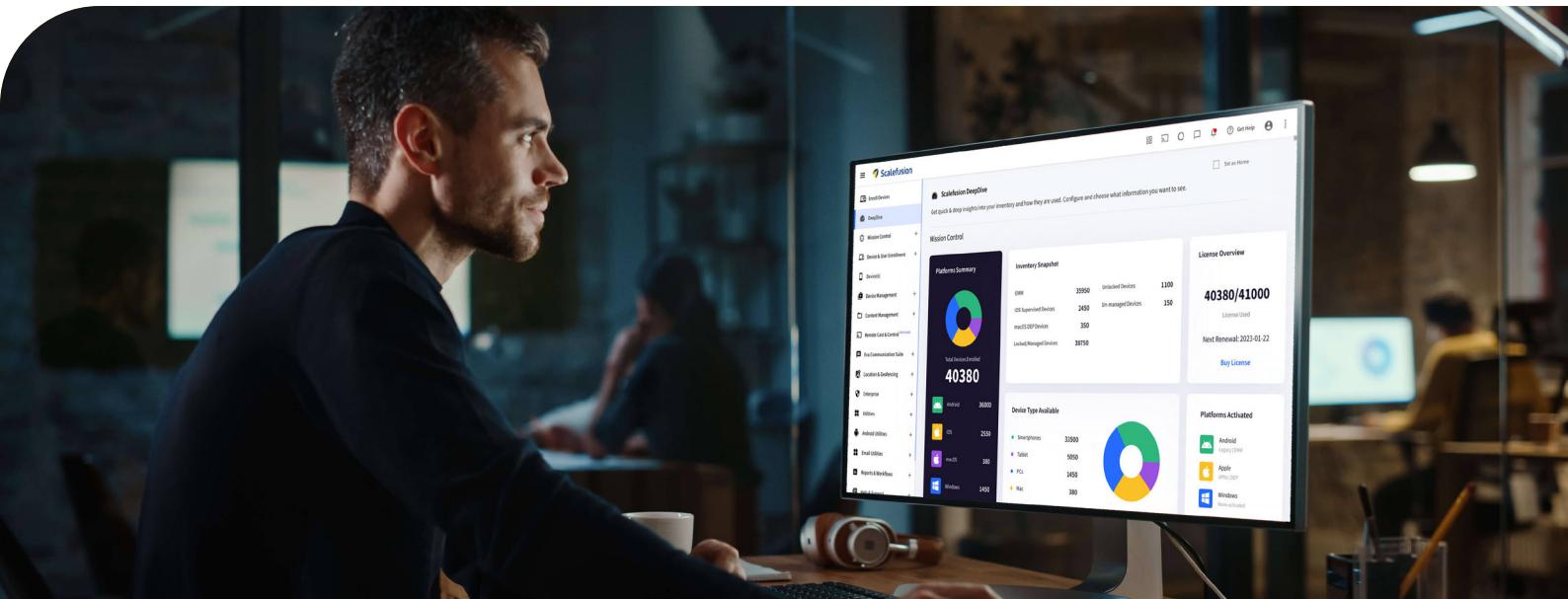
2. Policy Enforcement for Secure Usage

Administering mobile devices on an organization-wide level is a task easier said than done. Digital devices powered by the internet have the enormous capabilities to streamline remote healthcare operations, but at the same time, these devices are equally prone to several lurking risks such as cyber risks, productivity loss, device misuse, etc. Scalefusion MDM enables IT admins of healthcare institutes to push versatile configurations on several remotely located devices at once to ensure compliance with enterprise policies.

The comprehensive device management policies offered by Scalefusion are:

- Device-level protection with passcode policies & remote device lock
- Allowing or blocking selective websites for a secure browsing experience
- Locking devices in single or multi-app Kiosk mode to prevent misuse & distractions
- Real-time GPS-based or IP-address-based location tracking and Geofence-based compliance
- Compliance alerts based on device vitals and security incidents

3. Patient Data Privacy and Security

Today's healthcare industry is largely data-driven. Hospitals and other healthcare facilities generate, access and store large volumes of confidential patient data in the form of diagnostic reports, patient case files, treatment history and much more. Storing and securing this patient data is extremely crucial, as data breaches in the healthcare sector can lead to legal consequences. There are several patient data protection regulations worldwide including the European GDPR, USA's HIPAA, India's PDPB and several others, to reinforce Big-data protection and privacy of patients' sensitive information.

With the surge in the mobility of the healthcare sector, most healthcare professionals operate via their mobile devices making data compromisation a big threat.

Scalefusion MDM helps healthcare organizations lay down stringent data protection policies to ensure that their confidential information remains intact.

Some of the data security capabilities of Scalefusion are:

- Support for Windows BitLocker and macOS FileVault for data encryption
- Ability to remotely lock lost/stolen mobile devices and wipe the data off it
- Data Loss Prevention policies to prevent copying of the confidential data from work apps on BYO devices
- Passcode Policy enforcement to help employees protect their devices with strong impenetrable passwords.
- Remote VPN configuration to allow secure access to the corporate networks.

4. Over the Air App Distribution

The healthcare industry relies on a wide array of mobile apps right from streamlining their project management to collaborating remotely, conducting m-health, telehealth and online consultation. Scalefusion MDM helps hospitals and healthcare units to easily distribute public apps from Google PlayStore, Apple App Store, Windows Business Store, or even in-house private apps via the Scalefusion Enterprise Store on their corporate-owned or employee-owned devices.

Scalefusion also enables the purchase of app licenses in bulk for iOS devices using the Apple VPP. IT admins of healthcare organizations can not only install or uninstall apps on their devices but also schedule app updates within a specific maintenance window.

5. Remote File Sharing

With the digitalization of the healthcare industry, it is now safe to say that the days of carrying bulky files and patient records are behind us. With cloud-based storage and digital documentation, healthcare providers can experience the relief of storing and exchanging a plethora of patient data, medical prescriptions and pharmaceutical logs on their digital devices.

Scalefusion helps the healthcare industry go truly paperless with its content management capabilities. Doctors, caregivers, nurses, medical officers, etc. can easily upload and share files of diverse formats within the organization in a secure and encrypted manner.
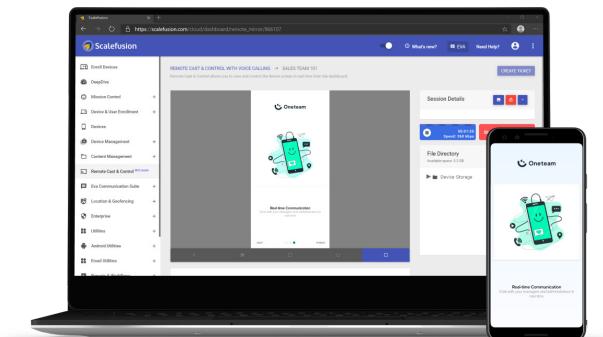
6. Instant Remote Troubleshooting

Be it doctors offering online consultations to their remotely located patients, or medical staff collaborating with their colleagues on a daily basis, or even self-help kiosks and patient monitoring devices that are constantly generating and storing patient data. With such a heavy dependence on digital devices, the healthcare industry needs to be prepared to tackle any device issues that may come in the way.

Scalefusion offers instant remote support capabilities in the form of remote cast & control, along with screen recording and ITSM support ticket generation to quickly resolve device issues and help healthcare providers and unattended digital devices get back online without much delay.

7. Device Lockdown with Kiosk Mode

The healthcare industry invests heavily in digital devices. Right from the latest MRI and Ultrasound machines to self-help booths for instant appointments, digital devices are implemented in hospitals at every corner. Most of these digital devices are not the ones we find in commercial stores, they are custom-built devices such as self-help kiosks, patient monitoring devices, etc.

With Scalefusion MDM, hospitals can save loads of money spent on purchasing custom medical devices. Scalefusion's Kiosk Mode, allows hospitals to lock their off-the-shelf tablets into a single app or website to convert them into a purpose-specific device.

Lock your tablet into a pulse-recording app and obtain a pulse monitoring device for your intensive care unit or lock your tablet into a patient management app to help patients book appointments online, without standing in long queues. This Kiosk Mode functionality can also be used to lock devices into multiple selective apps, to prevent the healthcare professionals from being distracted by their digital devices when working.

8. BYOD Management

The growing mobility of the healthcare sector has enabled it to achieve newer horizons and break the barriers of traditional healthcare. A majority of healthcare professionals rely heavily on their personal mobile devices to access medical records, communicate with their staff and patients, as well as, to access an array of mobile apps for task management, online consultations and daily collaboration. The use of personal devices for work poses some obvious challenges in terms of personal and professional data segregation, and extra layers of security required for the protection of medical data and networks.

With Scalefusion MDM, hospitals and healthcare organizations can achieve the right amount of security required to manage their employees' personal devices, without compromising their employees' privacy.

- Containerization of personal and work apps to prevent the data sharing
- Targeted policy application to the employees' work profiles
- Restricting data copying & screenshots when using the work profile
- Enforcing strong passwords for the work containers to prevent unauthorized access
- Conditional email access to secure confidential work emails
- Network & VPN configurations to ensure a connection with trusted networks only
- Ability to remotely wipe off the business data if the employee leaves the organization or if the device is reported missing

9. Device Sharing for Shift Workers

Healthcare is an industrial sector that never truly sleeps. Hospitals function round the clock, healthcare professionals work in rotational shifts to ensure the well-being of their patients. Scalefusion MDM helps healthcare organizations save big on their mobile device purchases by enabling device sharing between healthcare professionals.

- Set up dynamic policies for multiple device profiles.
- Schedule profile change for devices at a particular time on select days.
- Change corporate policies on a particular profile without hampering the settings on other profiles.

10. HIPAA Compliance Ready

Patient data privacy is extremely critical and in several countries including the United States of America, Health Insurance Portability and Accountability Act of 1996 or HIPAA covers the patients/ rights to ensure the privacy of the sensitive information associated with their medical history. Scalefusion MDM is certified for Business Associate compliance for HIPAA. With Scalefusion MDM, healthcare organizations can ensure no lapses in the security of protected health information.

Customer Story #1 - Fujirebio

Scalefusion helps a Japanese multinational biotechnology company to remotely configure and manage their Android devices.

Who?
Japan-based biotechnology company with facilities in Europe & USA. Global leaders in the discovery, development, manufacturing, and worldwide commercialization of robust IVD products for over 50 years.

Key Challenges
- Bulk Android device provisioning
- Maintaining a distraction-free environment
- Preventing device misuse
- Curbing excess data usage and costs
- Preventing installation of unwanted apps

Scalefusion Solutions
- Streamlined Android device management with easy to use dashboard
- Over the air app & content distribution
- Kiosk mode to curb excessive browsing & high data costs
- Restricting access to limited apps & websites
- Remote device lock & data wipe to protect corporate data
- Remote troubleshooting to prevent extended system downtime

Customer Story #2 - iRelief

An India-based healthcare services aggregator was able to efficiently track and monitor their devices to ensure operational excellence with Scalefusion MDM.

Who?
iRelief is a healthcare service aggregator based in Bangalore, India is on a mission to integrate with the best service providers and facilitate the healthcare services to everyone in need of it with the help of their vendor application.

Key Challenges
- Decrease in operational efficiency due to manual monitoring
- Prevent device misuse & distractions
- Distribution of business files & enterprise apps
- Remotely monitoring device vitals & performance

Scalefusion Solutions
- Access to business content via a centralized repository
- Real-time access to device vitals 24/7
- Over the air Enterprise App distribution
- Single app kiosk mode lockdown to prevent device misuse
- Instant remote troubleshooting for fast issue resolution

Summary

Scalefusion MDM facilitates simplified device management and caters to the dynamically evolving needs of the healthcare industry. Designed to help the healthcare sector upgrade their response time and patient experience, Scalefusion MDM offers a plethora of security and management features for the device inventory, as well as the sensitive medical data on them. Healthcare organizations worldwide trust Scalefusion to facilitate simplified healthcare inventory management. Now, it's your turn.

Try it now for free

Register for a free 14-day evaluation
at **www.scalefusion.com**

Get a Demo

Request a demonstration and see how Scalefusion can help you in managing your devices and securing your corporate data.

Book a Demo

About Scalefusion

Ambitious companies around the world trust Scalefusion to secure and manage endpoints including smartphones, tablets, laptops, rugged devices, POS and digital signages. Our mission is to make Device Management simple and effortless along with providing world class customer support.

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