

OPTIMIZE HEALTHCARE IT WORKFLOWS WITH OPERATIONAL INTELLIGENCE

Among the many workflows that happen daily in a healthcare setting, the most important is the clinician's ability to provide high-quality care to their patients. To ensure a patient's treatment and comfort come first, clinicians cannot be distracted by disruptions caused by their IT equipment, like handheld mobile computers and printers. With Honeywell's Operational Intelligence software offering, an organization can confidently take action to address many disruptions before they happen and optimize its deployed mobility devices.

Q&A

We asked Honeywell's Productivity Solutions and Services Chief Technology Officer Taylor Smith about the main mobility issues healthcare organizations face today and how Honeywell Operational Intelligence software offering can unshoulder those burdens through predictive analytics and actionable insights.

Q. What challenges does Operational Intelligence help solve that may not be covered today with traditional Mobile Device Manager?

SMITH: Current Mobile Device Managers (MDMs) are great for static security profiles, certificate management, ensuring consistent software versions, and applications are pushed onto the devices. However, these systems don't provide much detail into how the devices are being used and their current condition on a real-time basis, as that level of information is often not tracked or reported via MDMs and requires a different level of connectivity to the devices. Operational Intelligence is a software offering that works alongside a traditional MDM but gives actionable insights and predictive analytics to IT managers to act upon issues before they impact the clinician and patient care experience. This software can provide app analytics for deployed devices, identify network connectivity issues, alert IT managers of security vulnerabilities, and identify workflow inefficiencies that can be optimized.

Q. What is the primary use case or workflow that utilizes clinical mobility devices and how does Operational Intelligence optimize that workflow?

SMITH: In a healthcare organization, bedside care is the most common workflow and has the most staff utilizing clinical mobility devices. Within the bedside workflow, you have numerous tasks like patient identification, staff communication, medication administration, and Electronic Medical Records (EMR) data entry. The list realistically goes on much longer. Now, imagine how a faulty device or poor network connectivity interrupts one of these workflows and delays the clinician's ability to provide high-quality bedside care. The rest of the workflows are now delayed, which can negatively impact



"Operational Intelligence is designed to offer several actionable features for organizations to help optimize and automate their workflows."

TAYLOR SMITH,
HONEYWELL'S PRODUCTIVITY
SOLUTIONS AND SERVICES
CHIEF TECHNOLOGY OFFICER

the patient's experience. With Operational Intelligence, real-time notifications can alert staff about interruptions with the mobility devices, like battery health, which can be addressed before it negatively impacts their shift. Additionally, applications on mobility devices can crash and cause workflow disruptions that can often go unexplained. Operational Intelligence gives you another level of data that delineates why a particular device has trouble with a certain application. Identifying these challenges can save time in device downtime and eliminate interruptions. All these attributes can help to optimize clinician workflows and efficiencies, allowing the clinician to focus on providing care to their patients.

Honeywell



Q. How does Operational Intelligence provide the actionable insights that healthcare organizations need to effectively manage their clinical handheld devices?

SMITH: Operational Intelligence is designed to offer several actionable features for organizations to help optimize and automate their workflows. Some of those features include helping to reduce the costs associated to replacing lost or damaged devices. With a special “Find my Device” feature, Operational Intelligence can identify the last known location of a misplaced device and then sound an audible tone to help locate it. This greatly reduces the annual spend of replacing devices that for some organizations can be up to 10% of the device population a year. Operational Intelligence can identify when devices are dropped, giving you real-time visibility that shows you a device may need to be sent in for evaluation or repair.

Q. What are some of the biggest pain points that healthcare providers face when using their clinical mobility devices during their shift?

SMITH: I would say that the biggest issue facing healthcare providers is loss of network connectivity in certain areas of their facility. When a network bottlenecks due to the number of devices on it, it can cause latency and connectivity issues. Also, new software bugs can impede a clinician’s ability to efficiently use an app on their device. Misplacing devices also seems to be prevalent, as clinicians are always on the move. Finally, maintaining and monitoring battery life throughout a 12-hour shift remains a challenge. Operational Intelligence has answers for all these problems. It can allow a team to address these issues proactively through alert notifications, trend analysis, or even triggered automation.



HONEYWELL OPERATIONAL INTELLIGENCE DELIVERS:

A Honeywell customer was receiving complaints from workers that batteries were not lasting throughout their entire shift. With Honeywell Operational Intelligence, they found that 20% of their device batteries were beyond their useful life and needed to be replaced, leading to unnecessary spending on replacement batteries. The customer was then able to identify bad batteries that truly needed to be replaced, saving them almost \$40,000 per year in buying batteries they did not need. Operational Intelligence also discovered that 30% of the time, their workforce was starting their shift with a healthy, but only partially charged battery. With this data in hand, they were able to implement more efficient device-charging practices improving their return on investment.¹

1. <https://sps.honeywell.com/content/dam/honeywell-edam/sps/ppr/en-us/public/software/common/documents/sps-ppr-operation-intelligence-battery.pdf>

Q. Can Operational Intelligence help identify security vulnerabilities with mobility devices?

SMITH: Most organizations focus on the computing devices such as smartphones, laptops, desktops and servers as a lead source of security vulnerabilities. However, one of the overlooked sources of security vulnerabilities is networked printers. Operational Intelligence has been designed to monitor security settings on Honeywell network printers for any authorized modifications that could make a healthcare organization's network susceptible to a cyber-attack.

INDUSTRY INSIGHT:

In the first half of 2021, there were 43 data breaches at hospitals and 74 breaches at outpatient, specialty clinics. The cost of a data breach in healthcare is higher than in any other industry, averaging around \$9.23 million.¹

1. <https://subscriptions.emarketer.com/?returnUrl=https://content-na1.emarketer.com/healthcare-cybersecurity-attacks-continue-trending-upward-2021-here-s-what-provider-orgs-do>

CONCLUSION:

[Honeywell Operational Intelligence](#) is a multi-faceted software offering that provides intelligent visibility into people and workflows through data collection, analysis, predictive insights, and automation. It helps users unlock true operational performance analysis. It's more than just dashboards and reports. It is automated problem solving. Operational Intelligence can provide insights, helping you to make confident, intelligent business decisions and working to keep your healthcare organization at peak efficiency.

Connect with a Honeywell expert today to find out how Operational Intelligence can work for you.

For more information

www.sps.honeywell.com

Honeywell Safety and Productivity Solutions

855 S Mint Street
Charlotte, NC 28202
800-582-4263
www.honeywell.com

Using Predictive Analytics and Actionable Insights to
Boost Healthcare IT Operations Q&A A4 | Rev A | 11/21
© 2021 Honeywell International Inc.

Honeywell