

## Case Study HEALTHCARE

Aspen Health reaches out to patients with mobile workforce solutions from Trellia & Bell Mobility



### Aspen Regional Health Challenge

Simplify training and ensure ease of use for a 3G service deployment to nurses providing patient home care.

### Solution

Provide a seamless mobile experience for the end-user that eliminates the need to select and connect to various networks including 3G.

### Result

Aspen's nurses have an easy to use solution that leverages cutting edge tools to enable mobile access and reporting.



Aspen Regional Health is located in the heart of Alberta and is the governing body of healthcare centers, continuing care centers and community health services offices. The region provides primary healthcare services to more than 184,000 residents in 118 communities through more than 3,800 professional and support staff. Eighteen healthcare centers provide 24-hour emergency care, acute inpatient, and home care services. Aspen's regional boundaries span a large geographic area in excess of 110,000 square kilometers from border to border.

Through the home care service, nurses are called upon to regularly visit and provide care for patients in their homes. To enable them to access and maintain patient records in real-time Aspen decided to equip the nurses with tablet PCs and 3G data cards. To achieve a successful deployment of these new tools required that they be easy to use.

### Challenge

Enable nurses to easily leverage tablet PCs and Bell's 3G EVDO network to enhance home care capability while on the road and visiting patients.

With over 184,000 residents spread across 110,000 square kilometers, providing home care is no small task for Aspen Health. Around a hundred and fifty nurses meet the growing demand for this service. The constant travel required and growing need for these services placed an urgent need on Aspen's IT group to deliver mobile solutions to enable nurses to do more while on the road. The answer was to equip each nurse with a tablet and 3G data service from Bell mobility to allow remote access and updating of patient records.

But along with these mobile solutions came potential usability challenges. To increase mobile productivity, getting connected on the road would have to be simple and require little training or ongoing support.

Aspen's team needed to transparently deliver mobile access to the nurses. Ensuring usability, while deploying tablets and 3G service for the first time, was critical to project success.

### Solution

Trellia's Mobility Platform was considered alongside the deployment of Bell 3G EVDO service and tablet PCs to automate connectivity processes for Aspen's nurses. With the project's focus on enabling mobile efficiency, the key was to make the end user experience as simple as possible. Aspen's IT team considered the need to switch easily between 3 major access scenarios in a nurses daily routine; LAN at the healthcare center, LAN or Wi-Fi at their homes and 3G, LAN or Wi-Fi while on the road. When combined, the number of connect/disconnect cycles in a day meant lost time and risk of errors or technical issues resulting in IT support calls.

To avoid these pitfalls, Trellia's network prioritization and seamless switching capability came into play. The solution allowed IT to create, prioritize and remotely deploy a list of preferred networks for the tablets. These network priority policies allowed the Trellia's mobility client to recognize the best available network at any given time and connect the tablet PC to it with no intervention from the nurse. Leveraging Trellia's real-time network assessment would ensure zero-click switching to another network as the nurse changed location or if the network in use became unavailable.

Trellia's solution reduced the likelihood of connectivity problems the nurses could encounter while in the field with their new tablets. This reassured Aspen's IT team that they could avoid a spike in support calls and user complaints associated with the 3G deployment.

Trellia's seamless connectivity capability also eliminated much of the training and user adoption challenges the IT team had anticipated prior to deployment. By enabling IT to remotely define and automate the connectivity process on the end user device less training of the nurses was required.



### Result

"Trellia helped us successfully deploy Bell's 3G service by greatly reducing the user adoption hump. I believe the solution has eliminated many of the connectivity related support calls we would have received."

**Mark Scheffer, IS Director**  
Aspen Health

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#### About Trellia – Securing Mobility

Trellia is a leading developer of easily deployable enterprise mobility management solutions. The software empowers organizations of all sizes to unleash mobile workforce productivity without compromising security while reducing the cost and complexity of mobility. Trellia provides seamless connectivity to the end-user and allows IT to centrally control security and compliance. For more information, visit [www.trellia.com](http://www.trellia.com).



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