Healthcare Campus Smartphone Apps

Access to and control over many of the patient and visitor-accessible systems in "smart hospitals" should be supported by an app on the patient's or visitor's smartphone. An overall unifying platform that incorporates the clinical portal (such as Epic's MyChart app) with other comfort and control applications will provide enhanced patient and family member engagement.

As smartphone usage continues to proliferate, providing an overall umbrella app that provides access to clinical information, patient-controlled hospital systems, and other amenities and services becomes a must-have for "smart hospitals."

—PHIL CROMPTON, PARTNER

NEED

As new technologies and systems are deployed in the next generation of smart hospitals, providing multiple ways for patients and visitors to interact, control, and respond to these technologies becomes more important. Smartphone apps are becoming more prevalent and accepted as we use them to order food, arrange transportation, control our environment, and provide other quality of life improvements. A new smart hospital building should have a complementing smartphone-based app that provides access to the various technologies.

BENEFIT

Patient and family member satisfaction will increase as visitors to the hospital can interact with its technologies using their own device, providing a level of comfort and familiarity. Staff satisfaction will increase as patients and visitors become more self-sufficient and rely less on staff to support their needs, while they are also able to access the app and take advantage of its capabilities.

RISK

Not every patient and visitor will want to, or be able to, use the app. Alternative methods of interacting with the building technologies (where appropriate) will be required. These may include interactive digital signage and information kiosks, integration with the patient room television system, and providing volunteer and staff assistance.

Value

HIGH

Staff Satisfaction

MEDIUM

Patient Engagement

MAX

Clinical Outcomes

MEDIUM

Risk

MEDIUM

VANTAGE
Technology Consulting Group