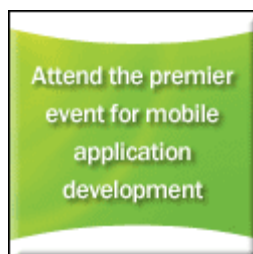




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**February 2004**

**Case Studies**



### Four Issues Holding Back Mobile Healthcare

**More and more doctors are using mobile devices. So why aren't hospital execs catching on?**

By **Gregg Malkary**

Mobile computing in healthcare presents huge opportunities for caregivers, healthcare providers and the technology industry. But there are equally serious challenges to be addressed if mobile computing is to thrive in this environment.

In growing numbers, physicians are discovering that mobile devices enable them to access patient data quickly, efficiently and securely from any location and at any time. Results from a recent study conducted by my company, Menlo Park, Calif.-based Spyglass Consulting, show that 87 percent of the clinicians interviewed own and use handheld devices and standalone medical applications, including drug reference databases, reference manuals and medical calculators

We conducted more than 100 interviews with clinicians for the study, and found that grassroots initiatives are inciting large numbers of physicians to independently purchase handheld devices. Of the 87 percent of clinicians



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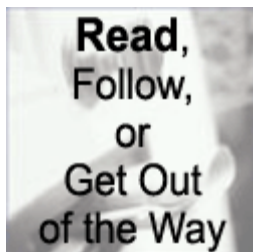
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who use handhelds, approximately 99 percent of them purchased the devices software themselves.

Interestingly, while there certainly are early-adopter organizations experimenting with next-generation mobile clinical applications such as charge capture, patient data management and e-prescribing applications, less than 5 percent of the organizations interviewed are deploying these solutions integrated with legacy-based clinical and financial systems.



Although 95 percent of handheld-wielding physicians surveyed would like to use more sophisticated applications in the future, our study found a number of challenges to enterprise-wide adoption of the technology. Hospital administrators and CIOs are most concerned with:

- Upfront capital costs
- System integration complexities
- Protection and security of patient data on handhelds
- If they build these systems, will clinicians actually use them?

For more information on our study, feel free to contact me at the address below.



*Gregg Malkary is managing director of Spyglass Consulting Group. He can be reached at [gmalkary@spyglass-consulting.com](mailto:gmalkary@spyglass-consulting.com) or through [www.spyglass-consulting.com](http://www.spyglass-consulting.com).*

**For an in-depth look at the benefits and challenges of mobile technology for doctors, check out our feature article appearing March 1 at [www.MobileEnterpriseMag.com](http://www.MobileEnterpriseMag.com).**

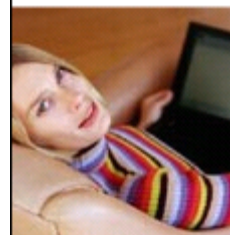
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