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POSITIONING YOUR HOME-BASED OR COMMUNITY HEALTHCARE BUSINESS FOR THE FUTURE WITH BRENNAN IT

How a Healthcare Solution from Brennan IT can help you maintain a competitive advantage and deliver improved standards of care in a fast evolving sector.





Australia's home-based and community healthcare sector is changing at a rapid pace. Thanks to legislative de-regulation, the sector is now more consumer-driven and market-based. Individuals have greater control over their choice of healthcare provider, and can switch providers at any time. Plus, new providers can enter the market with much greater freedom, expanding the range of services and options available for customers, and raising the overall standard of patient care.

All of this means that, in order to stay competitive, healthcare providers are under greater pressure to 'future proof' their businesses and adopt new, innovative tools and ways of working. Doing so is largely reliant upon investing in information and communications technology (ICT) and providing staff with the latest technology to deliver better outcomes in the field. However, according to a recent study by Harvard Business Review Analytics Services, many healthcare businesses are lagging in this regard, with 32% of health care decision makers reporting a low reliance upon digital technologies.¹

So what technology should Australian healthcare providers be adopting in order to prepare for the future? What is required in order to stay competitive in an ever-evolving sector?

In this eBrochure, we highlight some considerations for providers, and outline how an end-to-end Healthcare Solution from Brennan IT can help.



Considerations for healthcare providers

To retain a competitive advantage and ensure they are delivering the best care outcomes, providers need to focus on two key areas:

Empowering and enabling remote carers

Managing a team of remote carers, and coordinating home and community centre visits for people with a range of disabilities, as well as older Australians still living in their own homes, can be a major administrative burden, especially if the provider lacks the systems and tools to manage it effectively.

With the right technology in place, however, providers can more effectively manage field carers – ensuring the most appropriate carers are always allocated to the most appropriate jobs, the status of a job and a particular visit is accurately recorded, and that field service carers have the information they need at their fingertips. This involves ensuring carers have the right devices – as well as the latest productivity software, such as Microsoft 365.

Yet empowering remote carers with connected devices also raises all-important security concerns. And today, with cyber-attacks on the rise, healthcare providers need to be particularly vigilant.

32%

of health care decision makers globally reported a low reliance upon digital technologies.²

Source: Harvard Business Review



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Utilising and securing data

To operate as a modern, innovative business, data needs to play a central role. However, while most providers in the home-based and community care space are capturing data, many aren't using it to its full advantage or 'completing the loop' when it comes to ensuring insights are actioned.

To drive care outcomes and achieve operational efficiencies, data must be put at the very centre of the organisation, and must be accessed and used right across the business. Individual healthcare workers, carers and management must also have a simple, straightforward and reliable way of accessing vital data – via reliable and professional devices. For instance, providers can also benefit by adopting robust and easy to use data analytics solutions – such as Power BI.

With innovative data analytics tools and processes in place, decision makers can make far more informed and accurate decisions based on accurate and real-time data.

At the same time, with new data regulations in place both in Australia and in Europe, data security is becoming increasingly vital. Under the Notifiable Data Breaches Schemes (NBD) here in Australia, and the General Data Protection Regulation (GDPR) in Europe, organisations must actively implement measures to ensure data security and compliance, or risk serious fines. Plus, organisations must also now develop transparent information handling practices, and disclose any breaches that are likely to result in serious harm to an individual.

In the home-based and community care sector, which relies on keeping very accurate and in-depth information about individual consumers, data security is of particular concern.

For this reason, it's imperative that providers find a way to protect their data – for instance, by leveraging the new, robust security features in Microsoft 365, and investing in email and data security – such as is provided by Mimecast's security platform.



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How a Brennan IT Healthcare Solution can help

By leveraging our partnerships with Microsoft, HP and Mimecast, Brennan IT can offer an overarching Healthcare Solution which includes cutting-edge devices specifically created for the needs of healthcare professionals; a security platform also specifically created for healthcare; the latest productivity and collaboration software; and Brennan IT's sector-specific strategy, experience and insight.

Brennan IT support and strategy

Devices

HP Healthcare
Edition Devices

Security

Microsoft 365 +
Mimecast

Productivity

Microsoft 365

DEVICES - HP Healthcare Edition Devices

The healthcare sector has very specific needs when it comes to the use of devices. Data, devices and identities need to have watertight security, and devices also need to be hygienic and easy to clean – to limit hospital acquired infections. Plus, as many home-based and community health providers operate remotely, it's important to have technology that enables positive and immediate connections between patients and peers.

To meet these demands, HP has responded with a series of professional, high-performance devices specifically matched to the needs of healthcare professionals – which Brennan IT can offer as part of our overarching Healthcare Solution.



This includes:

HP Engage Go Mobile System on-the-go



- ✓ Flexible and mobile for a wide range of healthcare environments.
- ✓ Safeguard your system and customer information with multi-layered security at the operating system and beyond.

HP EliteOne 800 G5 23.8" Healthcare Edition All-in-One with Touch



- ✓ World's first AiO for healthcare to integrate dual-band RFID and biometrics for single-sign on authentication.
- ✓ World's most secure and manageable AiO for healthcare.

HP Healthcare Edition HC241p Clinical Review Monitor



- ✓ World's first 24-inch diagonal clinical review display with an integrated privacy filter.
- ✓ Compliant for use near patients and staff and the front is IP 32 rated against water ingress.



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This innovative new range offers several vital benefits for operators in the home-based and community care sector. Purpose built for clinical settings, the HP Healthcare Devices are:

Easy to sanitise - designed to be sanitisable with germicidal wipes every shift, every day, so as to reduce the incidence of hospital infections. The panel and clickpad have been calibrated for touch even through surgical gloves, and special coatings and specific materials have been designed to resist deterioration from harsh germicidal wipes.

Safe - each device has been tested to meet stringent EN/IEC 60601-1-2:2015 standards defining electrical safety conditions for medical equipment.

Easy to use - logins have been simplified with dual-band RFID readers 15 offered as configurable options on PCs, and as standard on the new clinical review display.

Fast - a FIPS-201 compliant fingerprint reader can be included as a configurable option on PCs to further streamline workflows (especially EPCS).

Versatile - devices can be placed at reception desks with height adjustable or recline stands, and users can also choose between wall-mounting in patient rooms, or arm-mounting on medical carts.

Vidyo Ready - for superior video-visits and conferencing.

Powerful and high performing - with innovative technology to keep people productive and efficient.

Always-on security - thanks to HP Sure Start Gen4, HP Sure View Gen2 to deter visual hacking, and robust HP multi-factor authentication options.

Rapid recovery - HP Sure Recover offers secure, automated, network-based software image recovery with only an internet connection. Using the HP Endpoint Security Controller, HP Sure Recover can reimagine a PC even if the whole hard-drive has been wiped.



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SECURITY – Microsoft 365 + Mimecast

According to Mimecast³, Australian Health institutions are easy targets for cyberattacks as a result of accidental internal data leaks, determined external attacks, and unprotected or unsupported legacy IT systems. Mimecast also suggests that compromised patient data has become increasingly valuable, as it doesn't change and can be used for various types of fraudulent activities which cybercriminals seek to monetise.

To help providers operate as securely as possible, Brennan IT's Healthcare Solution incorporates both Microsoft 365 and Mimecast's security platform. This means Australian health institutions can respond to cyber risks by safeguarding patient data, preventing advanced attacks like ransomware, archiving email and keeping employees connected during a mail server outage.

**Between 2016
and 2017 there
was a**

27%

**increase in reported
security breaches in
the healthcare sector.⁴**

3. Mimecast, Industry Brief, Mimecast for Australian Healthcare, 2017

4. HIPAA Journal, 2017 Shaping Up To Be Another Record-Breaking Year For Healthcare Data Breaches, Apr 2017 (Comparison between 2017Q1 vs 2016Q1)



Microsoft 365

- ✓ **Control your users** – with sophisticated identity and access management.

Create a common identity for each user across apps, groups and devices to allow access to resources from anywhere. And provide single sign-on to virtually any application used within your organisation.
- ✓ **Secure your devices** – with security policy enforcement for mobile devices, apps, and PCs; the ability to manage exactly how users access company data on mobile devices; and the ability to selectively wipe company data on personal devices – in the case of a lost or stolen device.
- ✓ **Protect your information** – classify and encrypt data based on sensitivity and apply persistent data protection to your most critical assets.

Enable safe sharing of sensitive data inside and outside of your organisation. And gain visibility and control over shared data.

Mimecast Security Platform

- ✓ **Communicate securely** – with secure messaging and data leak protection which enables the safe transfer of emails and documents internally and externally. This also ensures compliance with the latest security regulations – including HIPAA, ISO 22301, 27001, 27018 to help healthcare organisations support their responsibilities under the GDPR and the NDB scheme.
- ✓ **Empower the mobile workforce** – with mailbox continuity, which ensures uninterrupted access to all live and historic email and calendar information with a 100% service availability SLA and ‘anywhere, any time, on any device’ connectivity, which keep employees productive. Carers can stay in touch, securely, across a range of devices.
- ✓ **Reduce administrative overheads** – with a single console for email management, which saves administrators time and streamlines troubleshooting.



PRODUCTIVITY AND COLLABORATION - Microsoft 365

To operate at their most efficient, and collaborate when they need to, healthcare carers need reliable, powerful software. It's why Brennan IT can implement Microsoft 365 as part of our end-to-end Healthcare Solution. This innovative, future-focused software includes a range of features to help healthcare organisations get more done, work better together and enhance their overall competitiveness.

Microsoft 365

Centralised communication

- Get more done with Business class email in Exchange and Outlook.
- Easily create shared mailboxes for common services.
- Avoid costly mistakes with MailTips - e.g. get informative messages flagging potential mistakes when you add recipients, reply, or handle sensitive information.
- Share or publish calendars.
- Keep track of everyone's time commitments in the one place.

Easier, smoother collaboration

- Share files, data, news, and resources on the intranet with SharePoint
- Enable teamwork with dynamic and productive team sites for every case team, department, and division.
- Build transparency and create stronger communities within your healthcare organisation with Yammer.
- Organise work visually and get more done with Planner
- Collaborate with Office 365 Groups

Teamwork

- Bring together people, conversations, content and tools that teams need with Microsoft Teams
- Make work visible, integrated and accessible—across the team—so everyone can stay in the know.
- Meet face-to-face via high definition video from almost anywhere, any time.
- Make the most of meetings with features like scheduling assistance, note taking, desktop sharing and more. Customise Systems from our partners.



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STRATEGY AND SUPPORT - Brennan IT

When you choose Brennan IT, you receive access to an experienced technology partner who can offer you an overarching Healthcare Solution which includes lasting support.

We provide 24/7 immediate support to remote field carers - from simple things like being locked out of a device / app or forgetting a password to more complex issues. We provide direct support to all employees at any time, in any location, on a device enrolled in a corporate mobile device management program.

We also offer:

Specific healthcare experience – we currently work with many major health services clients, and have been working with at least half of these clients for over five years. This gives us a deep understanding of the specific challenges faced by providers in the healthcare sector.

Solution experience – we have extensive capabilities, from security to mobility and networking, which enables us to meet the complex and broad needs of health care providers. We also focus on creating solutions that work the way our healthcare provider customers do, and which adapt to their businesses.

Partnership model - we work very closely with our clients to deliver the best results, and to help us respond to complex changes in the industry.

Want to find out more?

If you're interested in finding out how Brennan IT can help position your healthcare organisation for the future, contact us to request a complimentary Discovery Workshop.

1300 500 000

marketing@brennanit.com.au

brennanit.com.au
