



# Focus on physicians

## Doctors and nurses in Andalusia gain mobile access to key resources through Intel® Atom™ processor-powered tablets

A division of the regional government of Andalusia in southern Spain, the Andalusian Agency for Healthcare Quality (ACSA) promotes quality and patient safety policies for the public healthcare system, serving around eight million citizens. As part of its commitment to driving a culture of quality, security and continuous improvement, it runs a program of accreditation for more than 2,000 healthcare centers and 50,000 professionals.



### CHALLENGES

- **Support development.** Provide mobile access to ACSA Web accreditation application for greater accessibility and easier progress tracking
- **Increase efficiency.** Enable physicians to work on their quality improvement at the point of care without an excessive administrative burden

### SOLUTIONS

- **Mobilize application.** ACSA developed a mobile version of its accreditation application, optimized for touch functionality
- **Device diversity.** Enable physicians to bring their own devices or use one of a selection suggested by ACSA
- **Optimized platform.** Tablets powered by Intel® Atom™ processors and running Microsoft Windows\* 8

### IMPACT

- **Mobility benefits.** Healthcare professionals are better able to make updates in real time, from the point of care, have accreditation information and tools at the patient's bedside and communicate with colleagues and tutors using real-time social networking features
- **Performance boost.** Every effort has been made to ensure physicians' time is optimized and that as much of their day as possible is spent productively and not on administration
- **Patient experience.** Physicians can spend more time with patients, focusing on delivering the best quality care



Agencia de Calidad Sanitaria de Andalucía  
CONSEJERÍA DE SALUD Y BIENESTAR SOCIAL

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Javier Ferrero,  
CIO,  
ACSA

### Ongoing professional development

ACSA's accreditation program is designed to help physicians keep up to date with the latest best practices and methodologies in their field, and to receive official recognition of their expertise. In tracking the professional development and credentials of individual professionals, the program also records the performance of the healthcare centers in which they work. "Our aim is to not only help develop professional skills, but also to assess and ensure the highest standards of care at both a personal and organizational level," explains Javier Ferrero, CIO, ACSA.

Extending the Web-based application to a mobile platform brings the opportunity for both health centers and professionals to update their accreditation progress in real time,

without needing to be in front of a desktop PC. "They had to carry a lot of paperwork around with them, which was cumbersome for professionals who need to be very mobile," explains Ferrero. "Furthermore, having to add updates to the system hours after an action was completed is not as efficient as doing it there and then.

The answer, ACSA knew, lay in taking the application to the healthcare professionals, and not relying on them to come to it. The organization decided to develop a version of the application that would be compatible with mobile computing devices like tablets. It wanted each physician with a device and on-the-move access to the application to be able to make updates in real time, from the point of care.



## Large healthcare organization equips physicians with Intel® technology-based tablets to optimize accreditation

### Optimized for mobile

The new version of the application, Acredita Mobile\*, was designed to operate smoothly with a touch screen rather than keyboard and mouse. A simplified user interface means that staff can enter notes, check resources and record accreditation-relevant activities with just a couple of taps. Previously, a physician wanting to upload a patient's electronic medical record to the system would have had to write out the details by hand and then copy them into the PC. Now they can simply take a picture of it using their mobile device and save the image file to the system.

"We're determined to make the most of mobility with the new application," says Ferrero. "Other features that we've introduced are the ability to receive push notifications from the system in real time, or to save voice recordings as notes and evidence for accreditation."

This exciting new version of the application needed to be paired with a range of devices that would optimize the new features while giving physicians the flexibility to find a tablet that they felt comfortable with. ACSA is therefore offering mixed models, where healthcare professionals can bring their own device or be provided with one by the organization.

"We wanted the devices we made available to the staff to be from a range of vendors, but they all had to deliver the high performance and reliability to support a demanding application that's used in an often stressful environment," says Ferrero. "It was clear to us that a range of tablets powered by Intel Atom processors and running Microsoft

Windows 8 would give us the choice our users want without compromising on the performance that they need."

### Outstanding medical care

With roll-out of the new application and devices already underway, ACSA is looking forward to seeing the beneficial impact on physicians and patients. "We're measuring several areas which we expect to show an improvement thanks to the introduction of mobility," explains Ferrero. "These include details around how satisfied users are with the time they need to spend on self-assessment and their thoughts on the ease of use of the mobile working model."

Besides offering mobile access to accreditation information and tools at the patient's bedside, the application will enable physicians to communicate with colleagues, tutors and coordinators using real-time chat and social networking features. ACSA has made every effort to ensure healthcare professionals can optimize their time and spend as much of their day as possible with patients and not on administration.

"We're not just helping the doctors and nurses themselves with this project," concludes Ferrero. "More efficient physicians mean that the healthcare centers themselves will also see a boost in their performance and accreditation status. At the same time, the physicians are able to spend more time away from the PC and focus on offering their patients the very best and most attentive care, which is why we're all here after all."

### Lessons learned

Mobility offers huge opportunities for boosting efficiency within all sorts of organizations. But solutions that combine not only mobile devices, but cleverly-designed applications stand to reap the biggest rewards. By pairing a touch-ready application with the reliability and performance of Intel® technology, ACSA has created a strong platform for outstanding patient care.

Find the solution that's right for your organization. Contact your Intel representative, visit Intel's Business Success Stories for IT Managers ([www.intel.co.uk/Itcasestudies](http://www.intel.co.uk/Itcasestudies)) or explore the Intel.co.uk IT Center ([www.intel.co.uk/itcenter](http://www.intel.co.uk/itcenter)).



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