

# Canadian health care provider expands mobile innovation with Samsung

Samsung devices with KNOX Workspace provide Saint Elizabeth a powerful, secure mobility solution for in-home care



## Business Issue

Every day, Saint Elizabeth provides in-home health care to more than 18,000 people across Canada. Its vast network of 8,000 nurses, personal support workers, and rehabilitation therapists complete more than six million visits annually. To continue its business focus on quality, productivity and efficiency, the health care provider sought a mobile technology solution.

## Solution

Saint Elizabeth worked closely with Samsung Canada to outfit 5,000 remote healthcare workers with powerful mobile technology, which included GALAXY Tab S LTE-connected tablets with KNOX Workspace. The solution provides both the applications and connectivity health workers need—without compromising security or compliance with strict healthcare privacy regulations.

## Results

The success of the pilot project has led to a national rollout of the Samsung tablet-based mobile solution. As part of its transition from paper to electronic record management, Saint Elizabeth can now deliver an even higher level of care to the people who depend daily on in-home services, while ensuring patient data stays protected.

**SAMSUNG**

# The Samsung devices and a range of apps help Saint Elizabeth healthcare workers connect the circle of care.

## Solution

Saint Elizabeth needed a technology solution to help its vast network of remote workers stay connected, access information quickly, and deliver a world-class level of health care. Working with Samsung, Saint Elizabeth selected three types of devices to empower their dedicated staff. Devices included 5,000 GALAXY Tab S LTE-connected tablets and 500 GALAXY S5 and Note 4 mobile devices optimized for on-the-go performance.

Each device includes KNOX Workspace to ensure security. Patient data is protected behind two-factor authentication. Since KNOX Workspace also includes integration with Enterprise Mobility Management (EMM) solutions for configuring the management and security settings of Samsung devices, Saint Elizabeth can use SOTI Inc., a Samsung EMM partner, to manage, control, and monitor the devices.

## Benefits

With Samsung devices and KNOX Workspace security, Saint Elizabeth offers its workers a powerful tool for improving patient care while maintaining patient privacy.

### More efficient, effective healthcare

The Samsung devices and a range of apps help Saint Elizabeth healthcare workers connect the circle of care. Staff can schedule appointments, plan and navigate travel routes more efficiently, and electronically record patient data from a single device.

### Protects patient privacy

KNOX Workspace protects workers' personal information in a separate container from patient data and applications. KNOX Workspace applications and data cannot be accessed or shared with any applications outside of the Workspace. Saint Elizabeth can specify that health workers input a password and one additional identifier to ensure authorized personnel are accessing patient data.

### Easy to use and maintain

Staff can get up and running quickly, since Samsung GALAXY Tab S, S5, and Note 4 devices are intuitive to use. Features like Multi Window, Ultra Power Saving Mode, and SideSync 3.0 make it easier for healthcare workers to stay productive and spend more time on patient care. Since KNOX Workspace supports MDM/EMM solutions, Saint Elizabeth can also centrally manage security and remotely troubleshoot any issues.



## Healthcare Challenge

Healthcare workers face a unique set of challenges when providing care designed to help patients live independently in their homes. To help healthcare organizations like Saint Elizabeth increase efficiency and improve the quality of care, mobility solutions must meet these requirements:

- Be easy to use and maintain.
- Protect patient information.
- Support a myriad of health and productivity applications.

**“As our staff are delivering world-class care, Samsung’s mobile devices are bringing innovation and efficiency to their everyday offices—which can often be a kitchen table, parked vehicle, or patient’s home at any given time.”**

— Shirlee Sharkey, CEO, Saint Elizabeth

IT can be confident that company data is secure, while remote employees can use the device for personal apps and data.

### Enterprise-Ready Security

The KNOX-hardened Android platform protects your infrastructure with multi-level, hardware-to-application security via Trusted Boot and ARM TrustZone-based Integrity Measurement Architecture (TIMA). This keeps devices safe from hacking, viruses, and unauthorized access.

### Samsung KNOX Workspace

KNOX Workspace is a manageable, on-device mobile security solution. By keeping enterprise and personal data separate with enhanced technology, the Workspace is secure enough to run on government-grade networks.

**Separation of professional and personal data.** IT can be confident that company data is secure and manageable, while remote employees can still use the device for personal apps and data. Healthcare workers can switch between the password-protected KNOX Workspace and personal apps with a tap of a button.

**Secure applications.** Only secure, tested apps make it onto the KNOX Workspace. A full collection of ready-to-use apps are pre-loaded, including Contacts, Calendar, Phone, Browser, Camera, and Email.

**Two-factor authentication.** Organizations have a variety of options—including swipe patterns, security PINs, and passwords—to authenticate employee identity and further protect patient data in the KNOX container.

**MDM Integration.** KNOX Workspace easily integrates with MDM or EMM solutions, enabling IT to tailor security to the specific needs of the organization. More than 500 supported IT policies and 1,000 MDM APIs are available with KNOX Workspace.

### About Saint Elizabeth

Saint Elizabeth is a national health care provider and social innovator with a powerful vision for the future. As a thriving not-for-profit organization fueled by social impact and a century of forward-thinking, Saint Elizabeth employs 8,000 people and visits 18,000 clients every day. Whether it is nurturing the recovery of a single person or stimulating the thinking of an entire organization, Saint Elizabeth is firmly fixed on unleashing the power of people and communities. To learn more, visit [www.saintelizabeth.com](http://www.saintelizabeth.com).



### Samsung Devices at Saint Elizabeth

#### Samsung GALAXY Tab S LTE

- Super AMOLED® display (1600 x 2560).
- Thinnest (0.2-in.) and lightest (1.03 lbs.) Samsung tablet.
- Innovations like Fingerprint Scanner and Multi Window™.
- High-capacity battery (average 9 hours) plus Ultra Power Saving Mode to extend battery power.

#### Samsung GALAXY S5

- 5.1-in. Full HD Super AMOLED® display.
- 16-megapixel camera.
- Heart rate monitor.
- Fingerprint scanner.

#### Samsung GALAXY Note 4

- 5.7-in. Quad HD Super AMOLED® display.
- Enhanced S Pen™ with more precision and functions.
- Front-facing 3.7MP wide-angle camera.
- 16MP rear camera with Optical Image Stabilization.

## Legal and additional information

### **About Samsung Electronics Co., Ltd.**

Samsung Electronics Co., Ltd. is a global leader in technology, opening new possibilities for people everywhere. Through relentless innovation and discovery, we are transforming the worlds of TVs, smartphones, tablets, PCs, cameras, home appliances, printers, LTE systems, medical devices, semiconductors and LED solutions. We employ 286,000 people across 80 countries with annual sales of US \$216.7 billion. To discover more, please visit [www.samsung.com](http://www.samsung.com).

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### **For more information**

For more information about Samsung KNOX or Samsung GALAXY Tab S, GALAXY S5, and GALAXY Note devices, visit: [www.samsungknox.com](http://www.samsungknox.com), [www.samsung.com/galaxytab](http://www.samsung.com/galaxytab), [www.samsung.com/galaxys5](http://www.samsung.com/galaxys5), or [www.samsung.com/galaxynote](http://www.samsung.com/galaxynote).