



## Windows Mobile Customer Solution Case Study



**Customer:** Tara Cares  
**Web Site:** [www.taracares.com](http://www.taracares.com)  
**Country or Region:** United States  
**Industry:** Healthcare  
**Partner:** SOTI

### Customer Profile

Tara Cares, based in Orchard Park, New York, supports 34 nursing facilities and senior-living and assisted-living centers across seven states.

### Software and Services

- Windows Mobile® 5.0
- Windows Mobile 2003
- Microsoft® SQL Server™ 2000

### Hardware

- Hewlett-Packard iPAQ Pocket PCs

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## Healthcare Provider Boosts Patient Data Collection and Use with Mobile Devices

“Our use of Windows Mobile powered devices is a success. We are able to collect and analyze resident data more efficiently than we could with paper forms. We get more and better data.”

Todd Fogle, Chief Information Officer, Tara Cares

*Tara Cares, a support organization for nursing, senior-living, and assisted-living centers, wanted to replace its manual system of collecting patient and resident data with a solution that would cut data collection time while increasing the ability to use this information. The company addressed its needs by using Windows Mobile® powered Pocket PCs and by managing them with SOTI MobiControl device management software.*

### Business Needs

The 34 nursing facilities and senior-living and assisted-living centers supported by Tara Cares are spread across seven southern and midwestern U.S. states. For a variety of reasons—some related to the provision of care and others related to the reimbursement for that care—the facilities needed a constant tally of the services they provide to patients and residents.

That tally was conducted mainly through the use of paper forms. The process was laborious and expensive. Tara Cares executives wanted a solution that would

enable healthcare providers to devote more of their day to delivering care and less to keeping track of care.

The company developed clear requirements for a solution. It wanted a mobile computing solution that would enable professional staff to input the required data with a few taps on a mobile touch-screen wherever they were in the facilities, which would free staffers from having to return to their desktops to enter information.

It also wanted the solution to send information wirelessly to a central database,



thereby eliminating the need for costly, time-consuming, and error-prone rekeying of data.

Tara Cares wanted to ensure that its mobile computing solution would be easy and cost-effective to deploy and manage, meaning that support staff could remotely monitor and troubleshoot problems with the devices and applications. In addition, Tara Cares wanted to restrict employee access to its Healthcare applications alone, and to automate the process of re-imaging devices remotely in the event of a hard reset or battery power loss.

The company also needed to ensure the security of the data being processed by the solution—a particular concern, given regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA) and given the potential security concerns associated with mobile devices, which can be lost or stolen and which transmit their data wirelessly.

## Solution

To address these requirements, Tara Cares adopted a mobile computing solution with Windows Mobile® powered Hewlett-Packard iPAQ Pocket PCs, and it manages these devices using MobiControl software from Microsoft® Gold Certified Partner SOTI. The company has deployed 550 Windows Mobile 5.0 and Windows Mobile 2003 powered devices to its professional staff. These staffers enter patient and resident data into their devices, which upload the information in real time over wireless networks to a server running Microsoft SQL Server™ 2000 database software.

The MobiControl mobile device management solution provides a centralized management console; automated provisioning of data and software; tools for remote-control, help-desk support and troubleshooting; automatic

monitoring, problem correction, and configuration; device security; and reporting.

When users request support for their mobile devices and Healthcare applications, support staff can see and control the devices remotely using a centralized console that shows them the screens of the devices as well as detailed data about the devices and their status. The support staff can use this remote information and walk users through questions about using the device and applications, providing remote, just-in-time training.

Because sensitive data is transmitted from the device to the network in real time, no important data is ever stored on the device, eliminating the risk that sensitive patient data could be compromised if a device is stolen. To safeguard data during transmission over the wireless network, Tara Cares uses Wi-Fi Protected Access and encryption.

Tara Cares uses MobiControl's lockdown features to limit the Pocket PC features to which users have access. This solution takes advantage of Windows Mobile persistent file storage, which automatically restores the device to a fully functional and secured state after a reset.

## Benefits

"Our use of Windows Mobile powered devices is a success," says Todd Fogle, Chief Information Officer, Tara Cares. "We are able to collect and analyze resident data more efficiently than we could with paper forms. We get more and better data, and our professional staff is freed to spend more of its time with patients and residents. It's a win-win situation."

Thanks to the Windows Mobile powered devices, the typical facility collects, analyzes, and reports on nearly 10,000 pieces of information per day.

Tara Cares was also able to deploy the Windows Mobile powered devices cost-effectively. For instance, at several facilities, the networks developed "dead" zones or were affected by interference from residents' wireless phones. Instead of Tara Cares having to send IT staff to troubleshoot the problem, nontechnical administrators carried the mobile devices through problem areas. Technicians monitored and took remote control of the mobile devices, obtaining all the information they needed to solve the problems.

"By including MobiControl in our solution, we gained an enhanced level of remote management and control that makes it highly cost effective to deploy the mobile devices without having IT personnel at each location," says Fogle.

Fogle also finds increasing benefits from the feature-restricting capabilities of the solution. When employees pick up the device, they're using it only for the purpose that Tara Cares intends.

Tara Cares configured the mobile devices to always restore to the approved application screen, so they can't be used as general-purpose mobile devices. That limits their value to potential thieves, virtually eliminating the problem that the devices will become too mobile and "walk out the door."