



## WHITE PAPER

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# Health Care Device Trends

By Bob O'Donnell, TECHnalysis Research Chief Analyst

## SUMMARY

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Mobile computing devices like notebooks, tablets, and 2-in-1s play a critical role in modern Health Care, but selecting the right devices for the job isn't always easy. In addition to security issues, many Health Care IT professionals are looking for more reliable, rugged devices, and need a wider range of device types to fit the different applications in their environments.

"Health Care organizations have unique demands for their client devices and only companies that understand these needs can produce a line of products that match those requirements."—Bob O'Donnell, Chief Analyst

## INTRODUCTION

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Providing high-quality health care is an extremely important, yet very challenging undertaking. In medical environments, IT devices such as notebooks, tablets, and 2-in-1 form factors like convertibles, play a critical role in patient care, particularly with regard to maintaining medical records, notes on a patient's condition, and other similar tasks. While clearly not as important as life-saving medical equipment, the right IT products can ensure that the process of delivering a high-quality health care experience will occur safely, effectively, and seamlessly.

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When these devices work well, they essentially blend into the overall environment and ensure that the maximum possible time is spent on the most important things. When they don't, however, they can have a dramatically negative impact on how care is delivered. As a result, health care organizations need to be cautious and conscientious about selecting the right products and right vendors. Companies who specialize in addressing the health care market generally have a better understanding of the unique requirements that the industry has, and can offer a suite of notebooks, tablets, and 2-in-1s/convertibles that better fit those needs.

## HEALTH CARE REQUIREMENTS

To document and analyze the specific requirements for IT devices in Health Care, TECHnalysis Research recently undertook a study of more than 130 US-based IT professionals in the industry. The goal of the study was to better understand how and why Health Care IT professionals purchase and use different combinations of devices, and what factors were most important to them.

Given the often challenging physical environments of health care organizations, it should surprise no one that reliability was one of the top-rated characteristics that buyers of mobile computing devices have when it comes to their purchase selections. The top concern, however, is performance for all the different form factors. Health care organizations need to run a wide range of demanding applications so it makes sense that device performance is critical for them.

<b>Top 5 Purchase Factors in Health Care</b>	<b>Notebooks</b>	<b>Tablets</b>	<b>2-in-1s</b>
<b>1</b>	Performance	Performance	Performance
<b>2</b>	Reliability	Battery Life	Price
<b>3</b>	Price	Reliability	Functionality
<b>4</b>	Functionality	Functionality	Reliability
<b>5</b>	Long Life Cycle	Price	Battery Life

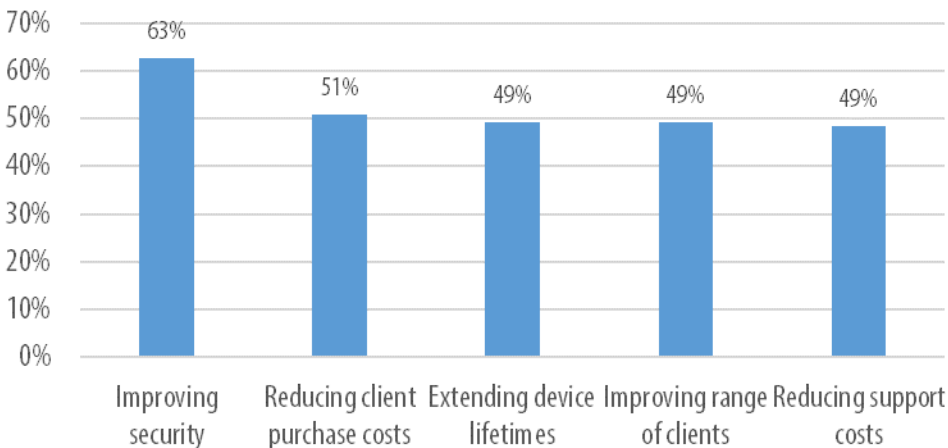
In addition to buying criteria, security-related issues are another key concern for Health Care IT professionals, especially given the highly-regulated nature of the industry and the strict requirements of HIPPA laws.

As one survey respondent noted, "The two most important issues in my work environment are durability and security. The devices need to be able to withstand many different environmental factors. Also, the devices need to be secure because of the sensitivity of the information."

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Health care respondents were also concerned with their device costs and lifetimes, as well as the range of different devices they need to do the different tasks that are required in their organizations.

## Health Care Top 5 Client Priorities



To that end, Health Care IT professionals showed a strong preference for tablets. On average, survey respondents said they plan to purchase about as many tablets as they do notebooks over the course of the next 12 months, and more tablets than they purchased last year. Some of that interest is being driven by the wider availability of critical applications on tablets or in more tablet-friendly forms. The group also showed a strong curiosity around 2-in-1 devices, although there are some concerns around price point, performance and ruggedness—or more precisely, the lack thereof—in these new devices.

Many of these purchase decisions are being driven by form factor transitions, as there are many health care facilities still transitioning users from desktops to notebooks, as well as from notebooks to tablets. Windows 10 is a strong motivating factor for all the form factors as well, with many expressing rapid transition plans to the new OS over the course of the next year. In the case of tablets, health care professionals said they expect Windows 10 to be their dominant OS a year from now, surpassing Windows 8, Android, and even iOS. The transition to a new OS was also cited by respondents as one of the top reasons for purchasing more notebooks next year.

Of course, there are concerns as well, with a number of health care organizations having made recent tablet purchases that still haven't been fully deployed yet. Also, many expressed the desire to extend the lifetimes of their existing devices in order to save on their budgets.

## FULFILLING THOSE REQUIREMENTS

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wearing gloves or need a fast reliable way to enter data while doing a patient examination and want the flexibility of using either input method.

It's one thing to talk about the requirements that Health Care IT professionals have for their mobile computing devices; it's another thing to actually meet those requirements. Fujitsu has been serving the Health Care industry with IT products for many years now. It not only understands the business, but also has products that are well-suited to the industry's unique needs. Fujitsu's new Stylistic Q665 ruggedized 2-in-1, for example, offers the kind of flexibility and reliability that's ideally suited for medical environments.

Fujitsu also has a strong heritage of hardware-based security options, such as smart card, fingerprint, integrated TPM, and even their unique Palm Vein reading biometric authentication methods, all of which can make a critical difference in sensitive environments like Health Care.

In addition, features like spill-resistant keyboards and dual digitizers on their touch screens are the kinds of practical differences that extend product lifetimes and improve the flexibility of the devices in different applications. Dual digitizers, which allow you to use either your finger or stylus for input, can be particularly important in Health Care situations where users may be

## CONCLUSIONS

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IT professionals in the Health Care industry have a wide variety of options when it comes to their device providers and, the truth is, there are a number of strong, and relatively similar offerings from many of them. However, the devil, as they say, is in the details, and this is where a few of the unique benefits of a more specialized vendor can make a difference.

Companies who understand the unique needs of Health Care users also better understand how their devices are going to be used in those environments and can adjust their product plans accordingly. With a long history of serving medical clients and a wide variety of

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products to fit different requirements, Fujitsu is well positioned to address today's Health Care IT professional's needs.

For more information, please visit [www.healthcare.fai.fujitsu.com](http://www.healthcare.fai.fujitsu.com)

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