Top 10 Mistakes in Implementing Wireless Technology in Healthcare

Workshop participants identified these 10 common mistakes that healthcare delivery organizations make when they move to wireless technology:

1. Underestimation of the potential risk to patient safety

2. Lack of planning
   - Inadequate testing
   - Too little time for verification
   - Unrealistic and/or incomplete budgeting and schedule
   - Lack of foresight about the pace of change and the need to plan for it
   - Failure to hire sufficiently trained professionals to support and maintain wireless technology

3. Decision making with false assumptions
   - “Shiny object syndrome”—assuming the desire for a new product trumps the need to design a system to support it
   - “Believing the hype”—assuming vendors have the healthcare organization’s best interests in mind
   - Failure to consider electronic medical records (EMRs), personal health devices, and consumer mobile devices, such as smartphones and tablets, as “medical devices”
   - Failure to read manuals

4. Purchasing end-point wireless devices before realizing the limitations of the current infrastructure

5. Failure to design with a safety margin

6. Failure to properly manage changes made to the wireless network, such as failure to analyze and verify the impact of a firmware change to an access point on the medical devices on that network, or failure to properly analyze and test the impact of adding new applications to the network

7. Failure to embrace vendor site testing of the network

8. Failure to take into account different environments of care, intended uses, and intended use environments

9. Failure to perform routine maintenance

10. Failure to consider that construction projects, or physical changes to a facility, could impact wireless performance