



Nurses In Healthcare Study Say InnerWireless Cures Unreliable Wireless Connectivity By Delivering Guaranteed Coverage In Hospitals

RICHARDSON, Texas – Dec. 2, 2008 – InnerWireless[®], Inc., the premier provider of Converged Wireless solutions, today reported that Spyglass Consulting Group’s independent study shows that nurses are very satisfied with their wireless connections as a result of their hospitals’ decision to install InnerWireless’ Converged Wireless enterprise solution. Through its primary research, Spyglass found that nurses believe that InnerWireless eliminates the wireless connectivity obstacles that previously impeded their hospitals’ adoption of mobile computing.

This recent study is a follow-up to Spyglass’ benchmark 2007 study during which more than 100 in-depth interviews were conducted with nurses in acute care and ambulatory environments nationwide to better understand how point-of-care computing can be used to enhance patient safety, reduce the risk of medical errors and streamline nursing productivity. Among its December 2007 findings, Spyglass reported that 64 percent of nurses interviewed believed that their hospital’s wireless infrastructure was not reliable enough to support wireless data and voice applications. In addition, nurses expressed frustration with the frequency of dropped network connections, due to coverage gaps and poor transitions between wireless access points, resulting in lost application and session data.

“Our initial study in 2007 uncovered disturbing examples of how dissatisfied and impeded many nurses are by their hospitals’ wireless connectivity, including an Indiana hospital where nurses actually used black electrical tape to mark an ‘X’ on the floor so they’d know where to position their mobile computer in order to establish a reliable wireless connection,” said Spyglass Consulting Group Managing Director Gregg Malkary. “Our follow-up study found that nurses at hospitals with the InnerWireless Horizon[™] solution are very satisfied with the reliability of their wireless connections and are confident in coverage for wireless applications, including data, voice over IP, real-time location services, telemetry, cellular/PCS and paging. Having guaranteed access to these wireless applications creates mobility, and that helps enhance patient safety, reduce the risk of medical errors and streamline nursing productivity.”

Nurse comments focused on InnerWireless providing a comprehensive, scalable network architecture and the RF expertise in designing a next-generation wireless network that helps nurses increase their productivity, communication and collaboration, all of which enhances patient care and care-provider satisfaction.

Spyglass report reflects nurses' confidence in InnerWireless/Page 2

“A comprehensive site survey of our facility was conducted to help us plan and design our next-generation wireless network to support wireless data, voice over IP and real-time location services. The wireless network deployed by InnerWireless met or exceeded our expectations in terms of network coverage, performance, reliability and quality of service,” said Mark Hanson, RN, MSIE, the Senior Clinical Informatics Specialist at Commonwealth Health Corporation, an integrated healthcare delivery network in South Central Kentucky, including a 490-bed Medical Center and affiliated hospitals.

Jane O’Shea, RN, the Nursing Director for Inpatient Services at HealthAlliance Hospital, a member of the UMass Memorial Health Care system, spoke of the extensibility of the InnerWireless solution.

“InnerWireless provided us with a solution to provide uniform coverage throughout our facility. Their converged network architecture enabled us to address our short-term and long-term application requirements, including wireless data, voice over IP, cellular, telemetry, paging, public safety and real-time location services,” said O’Shea.

Karen Caroll, RN, PhD, the Manager for Nursing Informatics at Children’s Memorial Hospital, a 270-bed pediatric hospital located in Chicago, compared wireless communications with InnerWireless versus before its installation.

“In the past, nurses were concerned about the reliability and performance of wireless networks. They frequently encountered dropped connections that resulted in lost application and session data which then required them to re-login/re-authenticate to the network,” Caroll said. “InnerWireless’ solution has provided us with a robust, high-performance wireless network that has resulted in fewer dropped connections. Nursing staff can now focus on patient care, rather than on problem-solving dropped connections.”

The Spyglass market study confirmed what InnerWireless has been hearing anecdotally from its healthcare customers for years.

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“We’re very excited about the study’s findings because Spyglass took the time to have in-depth clinical conversations with nurses, and that provides a perspective that’s different from, yet complements, how CIOs view the performance of wireless networks,” said InnerWireless Chief Technology Officer Jim McCoy. “Getting this kind of direct and candid feedback from clinicians confirms that InnerWireless’ strategy of providing hospitals with a broadband, Converged Wireless platform is in the best interest of the healthcare industry, caregivers and patients.”

About Spyglass Consulting Group

Spyglass Consulting Group (www.spyglass-consulting.com) is a market intelligence firm and consultancy focused on the nexus of information technology and healthcare. Spyglass offers products and services in customer and market intelligence, strategic partnership development, product marketing and investment due diligence. Spyglass’ current research is entitled Healthcare without Bounds that focuses on the current and future potential of mobile computing and wireless technologies within the healthcare industry. Spyglass customers include more than 120 leading high technology vendors, management consulting organizations and healthcare providers including Cisco, IBM, Microsoft, Intel, Hewlett Packard, Oracle, Johnson & Johnson, Pfizer, Siemens, GE Healthcare, Philips Medical, Sprint, and Kaiser Permanente.

About InnerWireless

InnerWireless is the premier end-to-end in-building wireless solution provider for healthcare, enterprise, hospitality/gaming and government markets. With Horizon™ – a broadband, Converged Wireless platform – InnerWireless ensures the delivery of Wireless Wide Area Networks (WWAN) and Wireless Local Area Networks (WLAN) services including cellular/PCS, fire/life/safety, Wi-Fi and medical telemetry – guaranteed. Designed expressly for mission- and life-critical wireless applications, Horizon’s comprehensive, single antenna infrastructure enables pervasive coverage and optimized capacity with an eco-friendly “green” design and an industry leading warranty. InnerWireless also collaborates with key industry partners to enable the delivery of turnkey solutions. As a Cisco Premier Certified Partner, specializing in Wireless LAN technology, InnerWireless provides and supports Cisco WLAN solutions. As an AeroScout Gold-Level Value Added Reseller, InnerWireless can deliver the latest in location-based solutions. With a complete end-to-end solution, InnerWireless helps achieve a new and lasting degree of wireless freedom. For more information about InnerWireless, visit www.innerwireless.com.

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