Henry Ford Health Fortifies Hospital Security and Enhances Patient Experience

Challenges

- Provide wall-to-wall wireless coverage with continuous availability.
- Manage and secure large healthcare network with more than 200-plus locations.
- Maintain and enhance confidentiality and patient privacy in compliance with HIPAA and other security requirements.
- Support and monitor over tens of thousands of unique users and devices daily across multiple locations.

Extreme Solutions

- Extreme Wireless™
- Extreme Fabric Connect™
- Extreme AirDefense®

> "Wireless security visibility is paramount in the rapidly growing IoT hospital environment. Henry Ford Health System has chosen Extreme AirDefense as its wireless intrusion prevention and detection platform to protect its airspace comprised of thousands of mobile devices. AirDefense provides us visibility into both Wi-Fi and Bluetooth/BLE devices, empowering our team with a single, proven solution to quickly detect and react to security events."

Ali Youssef, Senior Clinical Mobile Solutions Architect, Henry Ford Health

Henry Ford Health provides a full range of healthcare services, from primary and preventative care, to complex and specialty care. The system operates more than 200 medical centers and seven specialized medical facilities across Michigan. Recognized as one of the nation's leading academic medical centers, Henry Ford Health trains more than 4,000 medical students, residents, and fellows every year. With more than 33,000 staff members including 6,000 physicians and researchers, the system is also among Michigan's largest and most diverse employers.

Since 2020, Henry Ford Health has increasingly relied on telehealth and real-time communications with patients, creating demand for a high-performing, high-capacity network. To keep up with the mobility and connectivity expectations of patients, clinicians, staff, and guests, while adhering to security compliance protocols, Henry Ford Health needed to roll out a secure, enterprise-grade wireless solution.

In partnership with Extreme Networks, Henry Ford Health deployed Wi-Fi 6E to increase its largely distributed network's capacity, performance, security, and reliability. With Extreme's wireless solution in place, the health system has experienced significant improvement in performance across multiple sites and has rolled out new, innovative medical applications, creating more value for patients all while protecting their privacy and data.

> "As early adopters of Wi-Fi 6E, we've seen a significant jump in performance across the sites where we've deployed Extreme AP4000 solutions. The increased network capacity allows us to roll out innovative new medical applications that create more value for our patients. Managing our network through the cloud provides us with tremendous insight into network and application performance, as well as the ability to scale our network quickly and efficiently."

Jonathan Linton, Wireless and Mobility Manager, Henry Ford Health

Results

Uninterrupted Connectivity

- Pervasive wireless access across all campuses without interruption.
- Patients and guests experience seamless, reliable Wi-Fi connectivity.

Proactive Network Management

- Insight into operational expenses and maintenance requirements for proactive decision making.
- Simplified management of large and diverse infrastructure with small IT teams.

Fortified Security

- Fortified network security maintains and enhances patient confidentiality and privacy.
- IT team can isolate and address threats without impacting network on a larger scale.