Evidian

Hampshire Hospitals NHS Foundation Trust

NHS Trust lets clinicians focus on frontline care.

Profile

- Including hospitals in Andover, Basingstoke, Eastleigh and Winchester
- Over 1000 beds
- Up to 15 passwords per employee

Users

- 5000 staff
- 3400 clinicians

Challenges

- Simplify access to hospital applications whilst maintaining existing levels of security
- Improve working practice for managers, clinicians and staff
- Reduce burden on IT support staff
- Reduce helpdesk costs thanks to the selfservice password reset

Benefits

- Secure RFID smart-card access to hospital applications
- First-line IT support reduced by 20%
- Time freed up to focus on patient care

Simplifying access to patient data

Hampshire Hospitals NHS Foundation Trust, including hospitals in Andover, Basingstoke, Eastleigh and Winchester provides a complex range of care for around 600,000 people living across Hampshire and parts of west Berkshire.

Hampshire Hospitals NHS Foundation Trust is a result of the integration of Basingstoke, North Hampshire NHS Foundation Trust, and Winchester and Eastleigh Healthcare Trust. It is an NHS provider and care is free at the point of delivery. Hampshire Hospitals NHS Foundation Trust employs around 5,000 staff and has a turnover of over £323 million a year. There are over 18,000 public and staff members.

With 3400 clinicians at the Trust requiring up to 15 different healthcare applications on a day-to-day basis to carry out key services, Hampshire Hospitals Foundation Trust recognised that having to remember multiple passwords was placing a burden on its staff and IT support team.

The Trust looked to find a cost-effective, flexible and easy-to-deploy solution, which would simplify the staff logging process–freeing up time and improving working practice, whist maintaining the current high level of security and patient data protection essential in a hospital environment.

Hampshire Hospitals NHS Foundation Trust

Better focus on the delivery of essential frontline healthcare services

The Trust deployed Evidian Enterprise SSO, a single sign-on solution from leader in identity and access management Evidian across its three main hospital sites to simplify access to key hospital applications, enabling its 5000 staff to better focus on the delivery of essential frontline healthcare services. The Trust considered three technology solutions, before opting for Evidian Enterprise SSO which met immediate needs: the most costeffective and scalable for future requirements.

Evidian Enterprise SSO enables clinicians to use all web-based services and client based applications with a single user login and password. By replacing all the passwords with a digital signature based on a certificate smart card, users can access all the different applications they need with one easy-to-remember password. In particular, Evidian Enterprise SSO gives access, in a single point of use, to a wide range of applications including the clinical context management which provides a unified view of a specific focus, a patient or patient encounter for example, across multiple clinical applications.

The solution works on the Trust's existing Active Directory, Windows desktops & laptops and thin-clients via their Virtual Desktop Infrastructure including Citrix technology.

The access to applications is authorised in accordance with existing security policies; this ensures the current level of security in place at the hospital is not compromised.

Benefits of Single Sign-On

Evidian Enterprise SSO relies on Active Directory infrastructure and requires no additional hardware to install. The IT department found it easy to deploy and manage.

Assigning a smartcard or a proximity card (RFID) to each staff member increases the speed of access to applications and therefore to patient health information, yet strengthens enforcement security policy and increases patient data protection. Also it is possible for users to open securely the Windows session from staff mobile phone with a not-reusable password.

An additional benefit of the solution is its self-service password reset, which enables staff to resolve the issue of lost or forgotten details. By going through a set of security questions or using a onetime password users can reset their own password without having to spend time ringing up the helpdesk; this further reduces the burden on IT support staff. The Trust expected a significant reduction in calls received by IT. Around 15% of all IT support calls logged were password related, but with this issue largely eliminated the Trust has been able to reduce first-line IT support by 20%, enabling resources to be deployed more effectively elsewhere.

Looking to the Future Hampshire Hospitals NHS Foundation Trust is now planning to further extend Evidian Enterprise SSO to its entire community based staff, and to support mobile workers and management staff working remotely from any devices and anywhere. This way all staff will be able to benefit from the solution's simplified access and time-saving capabilities.

"Previously, Trust had several Single Sign-On solutions due to the integration of Basingstoke and North Hampshire NHS Foundation Trust, with Winchester and Eastleigh Healthcare Trust. The staff had to remember up to 15 unique sets of login details for the healthcare applications they were using. This not only placed a burden on the Trust's IT support, but also wasted valuable clinician time.

By simplifying access to essential applications within the Care Records System, including X-ray, radiology, pathology blood requisition and JAC prescription applications, staff only needs to login once to carry out essential daily activities, freeing up their time and resources to focus on patient care."

Ed Sturt,
Head of IT Infrastructure,
Hampshire Hospitals NHS Foundation Trust