



Focus on Frontline Care

Winchester and Eastleigh Healthcare NHS Trust

- 1700 clinicians
- Up to 15 passwords per employee

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

Benefits

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

NHS Trust lets clinicians focus on frontline care

Winchester and Eastleigh Healthcare NHS Trust provides a complex range of care for around 340,000 people living in mid Hampshire; predominantly Winchester, Eastleigh, Andover, Stockbridge, Bishops Waltham, Alresford and the surrounding area.

The Royal Hampshire County Hospital is located in Winchester and is the main acute hospital for the area. Staff provide a full range of general hospital services – accident and emergency, general and specialist surgery for in-patients and day cases, general medical facilities, intensive care, rehabilitation, chemotherapy, diagnostic facilities, out-patient clinics and paediatric care. Rehabilitation for older people, both on an in-patient and day case basis, is also provided.

With 1700 clinicians at the Trust requiring up to 15 different healthcare applications on a day-to-day basis to carry out key services, Winchester and Eastleigh Healthcare NHS 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 logging on process for staff – freeing up time and improving working practice, whilst maintaining the current high level of security essential in a hospital environment.

Better focus on the delivery of essential frontline healthcare services

The Trust deployed Enterprise SSO, a single sign-on solution from leader in identity and access management Evidian across its two main hospital sites to simplify access to key hospital applications, enabling its 2500 staff to better focus on the delivery of essential frontline healthcare services.

The Trust considered three technology solutions, but opted for Evidian's Enterprise SSO as it met immediate needs, was the most cost-effective and was scalable for future requirements.

The Evidian Enterprise SSO solution enables clinicians to use all web-based services with a single user log-in 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 to with one easy-to-remember password. The solution works on the Trust's existing Active Directory and access is authorised in accordance with existing security policies; this ensures the current level of security in place at the hospital is not compromised.

The Benefits of Single Sign-On

The solution has vastly improved working practice for managers, clinicians and administrative staff.

Tunde Ishola, Head of IM&T Winchester and Eastleigh Healthcare NHS Trust, said:

"Previously, staff had to remember up to 15 unique sets of log-in 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 need only to log-in once to carry out essential daily activities, freeing up their time and resources to focus on patient care."

The Evidian Enterprise SSO solution requires no additional box to install or configure and the IT department found it easy to deploy and manage.

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 users can reset their own password without having to spend time ringing up the helpdesk; this further reduces the burden on IT support staff.

There has already been 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. The number of abandoned calls has also been reduced as a direct result, helping IT to meet targets set on call response rates.

Looking to the Future

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

"By simplifying access to essential applications, staff need only to log-in once to carry out essential daily activities, freeing up their time and resources to focus on patient care."

Tunde Ishola,
Head of IM&T,
Winchester and Eastleigh
Healthcare NHS Trust.