imprivata®

Harrogate and District NHS Foundation Trust improves clinical workflow efficiencies with Imprivata, benefiting both staff and patients

NHS
Harrogate and District
NHS Foundation Trust

Challenge
- The Trust currently provides care using a mix of best of breed systems which required clinicians to constantly log in and out of different applications as part of their clinical workflows
- Valuable time was being spent accessing the different clinical systems and patient data reducing one-to-one care time
- Hard worked clinicians faced unnecessary frustration and stress

Solution
- Imprivata Enterprise Access Management (formerly Imprivata OneSign) with Imprivata Virtual Smartcard

Results
- Significant time savings for clinicians, enhancing the amount of time available for face-to-face interaction with patients
- Nurses have saved between 15 and 30 minutes per 12-hour shift
- Reduced stress and frustration for staff as they perform their daily routines
- With 32 patient systems and other web-based applications profiled, a solid technology foundation has been built, and goodwill and enthusiasm has been created with staff as the Trust prepares to move to a full electronic patient record (EPR)

"The new solution has been a hit with clinicians as it has transformed workflows. We've had lots of positive feedback at not having to remember loads of passwords all the time. It's saving significant time throughout the day and enables frontline staff to focus on patient care."

Simon Brazier, Chief Clinical Digital Officer
(Nursing, Midwifery and AHPs)
Harrogate and District NHS Foundation Trust

"Imprivata has an absolutely industry-leading solution. It is the hands down winner on both solution and service."

Andy Williams, Interim Chief Digital Officer,
Harrogate and District NHS Foundation Trust

Organisation Snapshot

Harrogate and District NHS Foundation Trust in North Yorkshire, England was founded under the Health and Social Care (Community Health and Standards) Act 2003 and authorised as an NHS Foundation Trust from 1 January 2005. It is the principal provider of hospital services to the population of Harrogate and the surrounding district, and also provides services to North and West Leeds. In total this covers a catchment population for the acute hospital of approximately 316,000 people. In addition, the Trust provides some community services across North Yorkshire (with a population of 621,000 people) and provides Children's and Young People's Public Health Services between birth and 19 (or in some cases 25) years of age in North Yorkshire, County Durham, Darlington, Middlesbrough, Stockton-On-Tees, Sunderland, Gateshead, Northumberland, and Wakefield. The Trust's Children's Public Health Services look after almost 600,000 children across these localities. The Trust has over 5,000 employees.

Challenge: Cumbersome login processes for clinical applications took too long

Harrogate and District NHS Foundation Trust is planning to move to a full electronic patient record (EPR) system for the whole organisation, but currently provides care using a mix of legacy best of breed systems which have been acquired and implemented over time. In this environment, staff had to log in and out of multiple systems during their shift with the need for multiple user IDs and passwords. For example, accessing NHS Spine-enabled applications was a lengthy process requiring clinicians to go through the authentication process each time they needed access, which could be several times per patient interaction.

These wasted seconds per login soon added up over a shift to become a significant administrative burden reducing the amount of time available to provide face-to-face care for patients. The inefficiencies caused staff unnecessary frustration and stress that they were hampered in doing their jobs to the best of their ability.
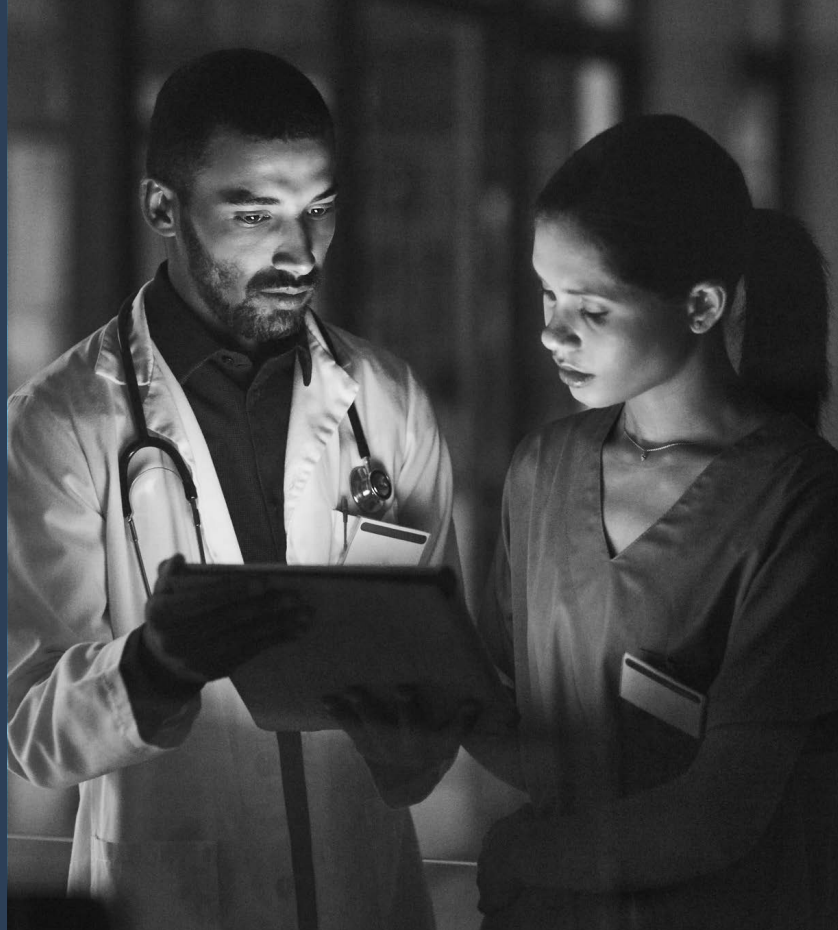
The solution: Imprivata Enterprise Access Management provides the same streamlined user experience on all devices deployed

Imprivata Enterprise Access Management (formerly Imprivata OneSign) was selected to provide simple and secure access to all clinical systems, and was rapidly deployed throughout the whole of the organisation. The fast and easy single sign-on (SSO) process was immediately accepted by clinicians who rapidly recognised the positive impact to their clinical workflows and ability to provide high quality patient care. The intuitive nature of the solution meant minimal training was needed to get staff up and running very quickly.

The solution is now used by over 2,500 active users, accessing 32 different patient systems and web-based applications through their Imprivata login, on 1,300 devices deployed across the Trust.

The Imprivata solution enables the same fast, badge-tap access for clinicians via desktops, workstations on wheels (WOWs), and mobile devices, simplifying access throughout the different steps of clinical workflows. This delivers an easy working environment and smooth processes which helps in reducing workloads and stress levels. The average registered nurse has saved between 15 and 30 minutes per 12-hour shift by simply not having to keep inputting their credentials each time they access patient information. In addition, Harrogate and District NHS Foundation Trust now has the flexibility to introduce new devices and evolve clinical workflows, future-proofing their processes.

The results: Badge-tap access provides the foundation for Trust-wide roll out of the new EPR

"The feedback we've received from senior clinicians at board meetings is that their colleagues enjoy using the solution and there has been a massive reduction in frustration levels."
Andy Williams, Interim Chief Digital Officer

The implementation of Imprivata Enterprise Access Management has provided a solid technology foundation as a stepping stone to the implementation of an organisation-wide EPR in the near future. The success of the project has built up a wealth of goodwill and trust among the clinical user community which will provide momentum as the Trust takes the next steps.

The acceptance of the Imprivata solution has helped improve security and auditability, and users are no longer bypassing security requirements due to frustration. There is no need for staying logged in to systems, sharing passwords via sticky notes stuck on monitors, or leaving smartcards in workstations. This enhances security and patient data privacy, and delivers accurate audit trails of who has provided what care to which patient.

Looking to the future

The next step in the plan is for the Trust to implement a full integrated EPR across the whole organisation. The implementation of Imprivata Enterprise Access Management has provided a well-accepted foundation and it is intended that the use of the solution will be extended to provide simple access to the new EPR throughout the Trust.

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Imprivata is the digital identity company for mission- and life-critical industries, redefining how organisations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of inter-operable identity, authentication, and access management solutions enables organisations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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