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Managing Information Governance

Protecting patient privacy with respect to his/her personal information has become an essential goal for hospitals in the NHS, and ensuring that hospitals conform to all applicable Information Governance requirements is more important than ever. The Caradigm Identity and Access Management (IAM) solution has a set of robust features to create, manage and disable users' identities and roles, and report on data usage and potential data breaches.

Clinical Efficiency & Risk Management

Hospitals can leverage the IAM solution to help them meet the following healthcare objectives:

- Improve efficiency and reduce timescales by automating the creation of new users into the trust's Active Directory
- Increase regulatory compliance by automating role-based creation and modification of users identities for different clinical applications
- Accelerate time required to complete external and internal audits by providing the ability to centrally monitor access to patient records across multiple applications
- Protect patient privacy and strengthen internal controls by ensuring that attributes are amended or removed appropriately when doctors and other clinical users rotate to a new role
- Enhance insight into clinical and administrative systems across the hospital, and how data is being used within those systems

The complete Caradigm IAM suite incorporates unique features for single sign-on, context management, comprehensive auditing and user provisioning. Caradigm Provisioning helps healthcare trusts support information governance by simplifying the management of the complete lifecycle of user access to applications and data, improving clinician efficiency, user satisfaction and facilitating compliance with privacy and security regulations.

Caradigm Provisioning replaces the challenging, error prone process of manually administering user accounts by introducing an automated and centralised solution. Clinicians can be up and running on the first day of their residency or staff assignment. When a user leaves the trust or change roles, Caradigm Provisioning allows administrators to uniformly alter or disable that individual's access to appropriate systems and applications.

Key Features

- Automation of users identity and role creation/deletion
- Allocation and auditing of relevant application attributes
- Role-based access to appropriate applications
- Quick and secure access to appropriate patient data
- Patient synchronisation across multiple applications
- Holistic auditing and reporting of application usage

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Steps Towards Full Provisioning

Lifecycle Role Management: This first step enables the creation of new users into the trust's Active Directory, using a HR system (such as ESR) as the trigger. Create and modify Active Directory and Microsoft Exchange accounts with attributes based on role templates representing users with similar access rights and job responsibilities.

Clinical Application Integration: Automate user provisioning workflows by extending the solution to include bridges (application workflow connectors) for appropriate clinical applications.

Deep Provisioning: Extend the solution by granting access privileges at the application module and/or function level based on user roles defined through job code, department, cost centre or certifications.

Additional Benefits

Requester/Approver Workflow: Provide user interface and email-based workflow for requests and approvals. Administrators create the ability for authorised staff to initiate requests and verify information for those who can access clinical applications; such as, clinical supervisors, specialists and other managers.

Delegated Administration: Allow delegation of provisioning rights to clinical supervisors, specialists and other managers according to security policy.

Bulk Provisioning: Add, modify, delete or suspend user accounts in batches to support large-scale personnel changes such as incoming and outgoing residents or staff additions associated with mergers or acquisitions.

Password Synchronisation: Replicate a single password change initiated for appropriate applications across all target systems.

Governance: Provide standard and custom reports on which applications users have access to and their entitlements; together, with details of all provisioning actions such as the requestor/provisioned user, when the action was taken and for which application. Furthermore, certification reports provides a means of auditing users and if need be, disabling user's access.

Caradigm Provisioning

Whilst the Caradigm Provisioning solution helps trusts manage access to patient information more efficiently, the Privacy Auditor further simplifies information governance by centralising the auditing of access to patient records and user interactions with clinical applications. Privacy Auditor enables rapid incident investigation across applications and provides data-driven analysis of system usage and caregiver behaviour, by providing a consolidated and secure audit database for all appropriate applications.

The Privacy Auditor allows trusts to understand how, when, by whom and from where appropriate and relevant clinical applications are being accessed. A number of interactive reports come packaged with the solution and are generated and viewed through a simple Web interface; the reports can also be exported to many formats.

In summary, Caradigm IAM comprises several solutions centred on enabling Identity and Access Management at hospitals. By leveraging the unique combination and capabilities of its Provisioning and the Privacy Auditor features, NHS trusts can address many of the challenges associated with information governance.

ABOUT CARADIGM

Caradigm is a health IT company formed by GE Healthcare and Microsoft in 2012. The joint venture is a healthcare analytics and population health company dedicated to helping organisations improve care, reduce costs and manage risk.

It combines the power of an open technology platform and collaborative clinical applications to bring together disparate patient data and transform it into intelligence as well as driving efficiencies in how clinicians access dat

Caradigm enables others in the industry to take advantage of the platform to innovate – rapidly generating a new array of applications to improve population management. The goal is to make it easy for caregivers across the entire healthcare continuum to readily see the big picture down to the smallest detail, gaining the insight they need to collaborate with ease and provide the best patient care possible.

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