

CaradigmTM Identity and Access Management

Portsmouth Hospitals offers its users clinical mobility

Caradigm's solution helps clinical staff enable fast, secure access to patient data on devices throughout the hospital.

The challenge

Portsmouth Hospitals NHS Trust is one of the largest and busiest acute hospital trusts in the country, and most services are provided at Queen Alexandra Hospital. In the emergency department alone, they treat more than 132,000 patients each year and every minute is precious. The Trust has hundreds of computer applications, many of which need routine access by the healthcare staff as they move from one location to another.

The challenge faced by the clinical staff was that it took too long to access the patient data, as the data is stored in different departmental systems. Once they found the application icon on the cluttered desktop they were losing valuable time logging in and out of

systems. In addition, they had trouble logging in to each system, which resulted in a large volume of helpdesk calls from the clinicians.

The doctors and nurses need constant access to patient data, but often the nearest machine had been locked by the previous user and required rebooting the device and re-entering passwords. On moving to another location, they have to go through this whole process all over again.

Philip Kenney, Head of IT Operations at Portsmouth, and his team were looking for a solution which would help them solve these problems and provide the clinicians with a tool to gain better insights into the data and drive better workflow.

The solution

Working with Caradigm Identity and Access Management, the IT department at Portsmouth found a solution to help to solve these problems which enabled the staff to access the data in a more efficient way.

The Caradigm Single Sign on (SSO) technology enables users in defined workgroups to logon very quickly without the need to keep entering their credentials. The SSO Strong Authentication and Fast User Switching capabilities enable users on shared PC's to logon quickly and switch easily between sessions. In addition to the

SSO functionality, the hospital has also implemented Caradigm Context Management. This ensures that whenever a patient is selected in one application they will automatically be found in any other application.

Next to the positive results, which they received through Caradigm IAM functionalities, the clinicians also wanted to retrieve patient data quickly and securely from any device in the hospital. To help provide this ability, Philip Kenney and his team developed the project "i-desktop".

CASE STUDY

Portsmouth Hospitals 
NHS Trust

Customer: Portsmouth Hospitals NHS Trust

No. of beds: 1,200

No. of employees: 6,300

No. of annual patients in A&E: 132,000

Country: United Kingdom

Website: www.porthosp.nhs.uk

"There is no question that Caradigm SSO and Context Management solutions have helped to boost our clinicians' productivity and efficiency. The Clinicians' main focus is on efficient patient care so they require unobtrusive yet secure IT systems at all times. My objective was to give the clinicians a secure single point of access to their desktop and clinical applications without disrupting their workflows."

Philip Kenney,
Head of IT Operations,
Portsmouth Hospitals NHS Trust

"The response to the solution has been so different from anything else I've seen implemented during my time at the Trust. News spread like wildfire and soon clinicians were queuing up to use it. We've all been bowled over by the difference it makes to our lives and has changed our attitude towards IT noticeably."

Dr. John Watkins,
Chief of Service for Emergency Medicine,
Portsmouth Hospitals NHS Trust

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The “i-desktop” is an ingenious way of combining the power of Caradigm IAM with the flexibility of a remote desktop to enable clinicians to roam Trust-wide, have their session follow them, without com-

promising on patient privacy, and provide clinicians with the ability to quickly and safely navigate to a patient’s record within any clinical application.

Benefits & Impact

Portsmouth’s solution “i-desktop” combines Caradigm IAM functionalities with VDI (Virtual Desktop Infrastructure) technology and has made a positive impact on daily hospital work. Users now wait just a few seconds from start-up to full application access to their applications which is significantly quicker to logon to any computer and is especially useful on ward rounds.

Philip Kenney, Head of IT operations, received feedback that “i-desktop” has greatly improved timely decision-making in patient care; which in turn, has helped clinicians improve patient safety.” A junior doctor said that the solution saves up to 30 minutes per shift.

Matthew Todd, Specialist Registrar, says: “With idesktop it’s significantly quicker to log on/off and this is especially useful on ward rounds when moving from area to area and needing to log on/off multiple workstations.” His colleague Tim Leach, Chief of Renal and Transplantation CSC, adds: “Remote access with idesktop is a vast improvement over TIA - it really feels the same as it would when you’re sat at your desk at work.”

Additional benefits of implementing Caradigm’s IAM solution at Portsmouth and developing “i-desktop” include:

- A significant reduction in the number of logons and faster logon times. Reduced from 80 seconds to under 30 seconds
- Once a Trust-wide roll-out of the solution is achieved, it is projected that efficiency gains will save the Trust in the region of 3,500 working days per annum that were previously lost through slow logon speed
- Usage of thin client devices rather than their more costly PC counterparts
- Improvement in Portsmouth’s energy efficiency by reducing power consumption from as much as 300 watts for each desktop PC to as little as 30 watts for each thin client.
- Maximisation of the return on investment in its existing technology
- Supports Portsmouth’s ‘paper-lite’ policy going forward
- Helps prevent confusion patient data when viewing patient data across multiple applications, thanks to Caradigm Context Management

Future outlook

Following successful implementations in the medical assessment unit and emergency department at Queen Alexandra Hospital, the roll-out of “i-desktop” has continued across Portsmouth Hospitals NHS Trust Services, Wessex Renal and Transplant Service, and Solent

Supplies Procurement Specialists. With some 1,300 medical staff already using “i-desktop”, the Trust plans to increase the roll-out to all 4,500 clinical staff by the end of August 2014 and continue the improvement in the levels of customer service and care it delivers to patients.

Customer Profile

Portsmouth Hospitals NHS Trust is one of the largest acute hospital trusts in the country. They provide a full range of services to more than 650,000 people across Portsmouth, South East Hampshire and West Sussex. Most services are provided at Queen Alexandra Hospital but they also offer a range of outpatient and diagnostic facilities closer to patients’ homes. Portsmouth Hospitals handles around 132,000 Emergency Department admissions a year and have the busiest maternity department on the South Coast. The Trust employs around 6,000 staff and is the second largest employer in Portsmouth.

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