South Tees Hospitals optimises clinical workflows with Imprivata clinical and professional services

Experienced Imprivata specialists bridge skills and knowledge gaps, drive technology adoption, and accelerate risk reduction

iimprivata®

South Tees Hospitals

CHALLENGE

- Provide fast and secure access to patient information via digital clinical applications

- Overcome IT staffing and skills constraints

SOLUTION

- Imprivata OneSign and Imprivata Confirm ID protect data privacy without disrupting clinician workflows

- Imprivata clinical and professional services streamline product deployments with supplemental resources, support, and best practices

RESULTS

- **Risk mitigation –** Imprivata solutions successfully deployed at two main hospitals serving 9,000 users in just under 10 months

- **Broad protection –** versatile solution provides secure access to a variety of clinical and non-clinical applications from inside and outside the hospital

- **Speed and ease of use –** clinicians enjoy near-instant access to critical applications and patient records

- **Improved IT productivity –** averts at least one full-time internal IT hire; frees up existing resources to focus on other tasks

Overview

South Tees Hospitals NHS Foundation Trust provides healthcare services to more than 1.5 million people in Tees Valley and North Yorkshire, England and beyond. As a clinically-led organisation, the safety and wellbeing of patients and staff, underpinned by quality of care, is at the heart of the Trust's mission.

South Tees believes digital technology has a vital role to play in improving the quality of patient care and optimising clinician productivity. But hiring and retaining the IT talent needed to effectively plan, deploy, and support digital healthcare programmes is a challenge in today's economy.

The Trust utilised Imprivata clinical and professional services to overcome IT staffing constraints and skills gaps, remove technology adoption barriers, and speed up digital transformation initiatives at The James Cook University and Friarage hospitals and other sites.

Experienced Imprivata clinicians and technical professionals took a hands on role in planning, designing, and implementing South Tees' digital identity security solutions. The white-glove services helped the Trust jumpstart product deployments, optimise clinician experience and satisfaction, and accelerate risk reduction.

Challenge: IT resource impediments and skills gaps

South Tees is adopting digital technology to improve patient safety and quality of care. The Trust recently introduced electronic prescribing and medication administration and clinical decision support systems, and expanded its use of electronic charting and electronic observations systems as part of a two-year strategic digital transformation plan. The organisation leverages Imprivata OneSign® and Imprivata Confirm ID® to provide fast and secure access to a variety of digital healthcare applications and systems from inside and outside the hospital. The solutions help the Trust protect confidential patient data and ensure compliance without disrupting clinical workflows.

Many healthcare organisations are hindered by inefficient systems and practices. Clinicians often find themselves spending time navigating systems and documenting care. Imprivata solutions help clinicians stay focused on patient care.

"Imprivata was an easy choice for us," recalls Ian Willis, Head of IT and Digital Programmes for South Tees Hospitals NHS Foundation Trust. "In the UK with NHS, they are the market leader, and I can't think of any other security vendor that has a solution that's so designed around healthcare."

Imprivata solutions are purpose-built for healthcare, with clinical devices, applications, and workflows at the core. Still, every healthcare environment is different, with a unique set of functional requirements and implementation challenges. Engaging the frontline clinical staff, analysing clinical workflows, and assessing requirements takes time, effort, and special skills. Many healthcare IT organisations simply don't have the resources or expertise to successfully deploy digital identity security solutions on their own.

> **The Imprivata specialists understand the workflows first-hand, know the capabilities of the products, and speak the language of our clinicians. All these things are extremely important for critical workflows like urgent and emergency care, where doctors and nurses need to tap in and out of kiosks effortlessly.**
>
> **Ian Willis**
> Head of IT and Digital Programmes
> South Tees Hospitals

"Our biggest challenges are people and product knowledge," explains Willis. "We need to meet with clinical staff, between shifts to gather requirements and sign-up clinicians. And on top of that, we don't always have a detailed understanding of the products and exactly what they can and can't do."

Solution: Clinical specialists bring deep product knowledge and emergency department experience

South Tees turned to Imprivata clinical and professional services to streamline the digital identity security implementations. With the white-glove services approach, practicing clinicians and IT professionals, with years of real-world experience, act as an extension of the South Tees IT organisation, providing practical guidance and oversight throughout the project lifecycle.

The specialists worked closely with Willis and his team to identify requirements, develop project plans, and manage product rollouts. They engaged South Tees' clinicians and conducted interactive workshops to deconstruct workflows, fine-tune deployments, and optimise clinician and patient experiences. And they held training sessions to educate clinicians, enrol healthcare staff, and drive adoption.

"Having a practicing A&E nurse involved in the design and implementation of the solution is invaluable and made a massive difference," explains Willis. "The Imprivata specialists understand the workflows first-hand, know the capabilities of the products, and speak the language of our clinicians. All these things are extremely important for critical workflows like urgent and emergency care, where doctors and nurses need to tap in and out of kiosks effortlessly."

Results: Rapid technology adoption and risk reduction

The white-glove services helped South Tees break down technology adoption barriers and accelerate risk reduction. In the first stage of the implementation, the team deployed Imprivata solutions throughout the main James Cook University and Friarage hospitals, providing fast and secure access for approximately 9,000 users.

The digital identity security solutions helped the Trust eliminate shared accounts, strengthen security, and improve Data Protection Act compliance. More importantly, they helped improve clinician experiences and simplify clinical workflows, which spawned internal momentum. "With Imprivata, doctors and nurses get almost instant access to electronic records, so they can stay focused on patient care," explains Willis. "Once we introduced Imprivata OneSign, the word spread quickly, and staff were coming to us asking to sign up. The product is so easy to use, we've extended it to non-clinical applications as well."

The white-glove services helped the IT organisation overcome hiring challenges and improve productivity. "Imprivata clinical and professional services save us at least one, and maybe two full-time resources," says Willis. "And we free up existing resources to work on other matters." The digital identity security solutions also help minimise help desk burdens by reducing complaints, trouble tickets, and password reset requests.

Based on the success at the main hospitals, Willis plans to use Imprivata clinical and professional services to roll out digital identity security solutions to the Trust's smaller community locations. South Tees is also piloting Imprivata virtual smartcard technology to provide faster and more secure access to NHS Spine-enabled applications for remote healthcare staff. Going forward, Willis is looking at Imprivata Identity Governance to automate provisioning functions, accelerate onboarding, and further simplify IT operations and jumpstart clinician productivity.

![imprivata logo]

Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations 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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