

Imprivata enables Coventry & Warwickshire Partnership Trust to deliver secure home working capabilities to more than 4,000 staff over a weekend, in preparation for the COVID-19 lockdown

About Coventry and Warwickshire Partnership Trust

Location: **UK, Midlands**

Industry: **Healthcare**

Employees: **4,000+**

Population served: **1 million people**

Coventry & Warwickshire Partnership Trust provides a wide range of mental health and learning disability services for people of all ages in Coventry and Warwickshire, and community physical health services for people in Coventry.

It provides inpatient, community, and day clinics as well as specialist services, to a population of about 1 million people living in Coventry, Warwickshire, and Solihull. The organisation delivers services from over 60 locations and employs more than 4,000 staff.

The challenge

In March 2020, with COVID-19 pandemic cases increasing, and with a national lockdown of the population imminent, Coventry & Warwickshire Partnership Trust sought to get ahead of events and prepare for staff to work safely from home – in a way which would enable them to continue to deliver their vital services to the public without interruption.

Remote access to all the systems, folders, and documents staff needed to do their jobs was required, including all clinical, finance, and office systems. As employees would be working from home, they needed the option to be able to access systems via their own laptops and devices. Given the sensitive nature of systems and data, robust security had to be guaranteed.

The solution

The Trust utilised Imprivata Confirm ID® for Remote Access and was able to implement home working capabilities for more than 4,000 staff over the weekend before lockdown was enforced. This meant employees were ready to begin remote working immediately, without the need to go back to their places of work and without interruption to the services they could provide to the public.

Imprivata Confirm ID allowed users to self-enroll their mobile devices from any location. Employees simply downloaded the Imprivata Confirm ID application from the Apple App Store or Google Play and were asked to enroll in the app when using the remote access gateway.

Imprivata Confirm ID enabled the Trust to quickly and efficiently scale two-factor authentication for remote access to the entire enterprise.

When accessing the gateway, Imprivata Confirm ID asks employees to

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Our task was to provide full remote access for all Trust facilities, not just for the clinicians, but for all staff, to all the systems, folders and documents they needed to do their jobs when working safely from home – while providing uninterrupted services to the public – and to deliver this all over a weekend ahead of the impending COVID-19 lockdown. Imprivata Confirm ID enabled us to do this and it has literally been a life saver. ”

Yusuf Bhayat
IM&T Technical Operations
Manager, Coventry
and Warwickshire IT
Collaborative

“Using Imprivata Confirm ID meant staff didn’t need to use physical tokens to gain access. This enabled rapid deployment of the solution as we didn’t have to procure, configure and distribute physical tokens for over 4,000 employees which would have severely slowed down the process and put people at risk.”

- Jaswinder Sian
Front Officer Services Manager,
Coventry & Warwickshire
IT Collaborative

enter their username and password as the first factor of authentication. A notification is then sent to the user’s mobile phone, asking them to verify their identity. The user simply swipes the notification from the lock screen of their device and then pushes “Approve” to complete the second factor of authentication. Employees are not required to unlock their phone or to use a One Time Password. A physical hardware token generator is not necessary.

Documentation and YouTube training videos were made available to explain how working from home would be enabled and what each staff member needed to do to access systems via their NHS laptop or own personal devices.

The results

“Our teams have really benefited from the Imprivata Confirm ID solution,” says Yusuf Bhayat, IM&T Technical Operations Manager at Coventry and Warwickshire IT Collaborative. “It has made it all so easy to work from home. The clinical staff really appreciate the simplicity.”

From primary care clinicians dealing directly with patients through to the back-office admin personnel, staff were given access to the systems and data that they needed to continue to do their jobs including clinical, finance, and office systems. The steps needed to onboard the over 4,000 users were relatively simple with all the users being bulk added over one night.

Primary care providers now have access from home to all the key systems which they’d normally use including:

- Carenotes
- EMIS
- Vision
- AccurRX
- Docman
- A full desktop of what would normally be used in a practice with access to all files and folders

The simplicity of the solution and the way it was implemented meant that calls to the Trust’s support desk were minimal. What calls there were were mainly for non-standard scenarios such as when a person was changing from one device to another, like switching to a different mobile phone.

Primary care clinicians and admin staff alike readily accepted the solution and the new ways of working as they proved so simple to adopt. No issues were reported about accessing the systems and the Imprivata solution worked seamlessly with the Citrix solution that the Trust had implemented.

The feedback from clinicians is that they can successfully conduct surgeries, hold online consultation sessions, and prescribe and have prescriptions printed. There have been no breaks in service to the public.

“The project to enable home working has been successfully implemented and we really wouldn’t change anything,” says Jaswinder Sian, Front Office Services Manager at Coventry & Warwickshire IT Collaborative. “Our focus on training our team with Imprivata coming onsite and the preparation of high quality documentation and training videos for end users proved invaluable to our ability to move quickly and deliver successfully with minimal support calls.”

Next steps

The Trust was planning the rollout of Imprivata Single Sign-On. A project for implementing this for surgeries was ready to go but had to be put on hold because of the urgent need to enable home working in a matter of days. The single sign-on functionality is ready to implement when the pressures from COVID-19 reduce and will further enhance and simplify access to multiple systems. This will be useful both for normal working and if there is a need for further lockdowns in the future.

“The praise from the chairs of the local medical committees for enabling all primary care clinicians and admin staff to access clinical systems remotely within such a short period of time was really pleasing and motivating for the team.”

- Yusuf Bhatat
IM&T Technical Operations
Manager at Coventry and
Warwickshire IT Collaborative



About Imprivata

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

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