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Bolton NHS Foundation Trust implements Imprivata Identity Governance in successful proof of concept project, improving processes managing access for joiners, movers, and leavers

Key facts

Location: **Bolton, UK**
Industry: **Healthcare**
Employees: **Approx. 5,500**

Challenges

- Inefficient staff joiners, movers, and leavers process
- Labour intensive paper-based staff onboarding
- Manual process to audit systems access
- Accidental disabling of accounts when staff change roles
- Agency, locum, and student staff sometimes use shared accounts
- Potential for orphaned accounts when staff leave

Results

- Faster onboarding process
- Reduced chance of data input errors
- Automation of manual and paper-based processes
- Improved auditing and information governance
- No need for generic accounts
- Reduced calls to support

About Bolton NHS Foundation Trust

Bolton NHS Foundation Trust provides patient care at Royal Bolton Hospital, in the community at health centres and clinics, as well as services such as district nursing and intermediate care. Royal Bolton Hospital has one of the busiest accident and emergency departments in Greater Manchester with around 115,000 attendances a year. The hospital treats over 90,000 inpatients a year.

Bolton NHS FT, like many health organisations, centralises care around patients' needs – this means clinicians deliver care across a variety of locations within the hospital and across the community. Maximising the time clinicians can devote to patients is key and to be most effective they need rapid access to a range of IT systems and patient data.

Bolton NHS FT, one of Imprivata's long standing NHS customers, has implemented a range of Imprivata solutions over the years to continually improve secure, rapid access for staff to appropriate healthcare applications and patient records. Solutions include Imprivata OneSign® Single Sign-On, proximity card readers, and Imprivata Virtual Desktop Access to streamline access to virtualised resources.

The challenge

Bolton NHS Foundation Trust IT teams have a laser focus on giving the Trust's clinicians speedier access to the myriad applications and data which they need to effectively treat patients. Making access simpler while maintaining safety, security, and auditability is the goal. The Trust has over 300 clinical applications that staff need to access each day, 26 of which are in daily use in A&E. Shaving minutes and even seconds off access times really adds up and gives clinicians more effective facetime with patients.

Over recent years the Trust has implemented a range of Imprivata solutions to continually improve secure, rapid access for staff to appropriate healthcare applications and patient records. The next area where the IT team could see opportunities for improvement were the processes for giving (or removing) access to systems and data to staff joiners, movers, and leavers.

By implementing solutions like Imprivata OneSign Single Sign-On and proximity card readers, the Trust had made access to systems faster. Now was the time to address the processes around how staff members were allocated access to systems and data in the first place, based on their job roles.

"We needed a better 360-degree lifecycle management of user accounts. Managing the process of granting or removing the right level of access to 300 clinical applications, some of which are non-Windows based or standalone, could often be frustrating and annoying. There were lots of admin and paper processes between departments."

- Brett Walmsley, Chief Technology Officer at Bolton NHS FT

The solution

Phillipa Winter, Chief Informatics Officer, Bolton NHS Foundation Trust commented; "I first saw Imprivata Identity Governance at a conference in 2019 in the USA, before it became available in the UK, and immediately knew it would help us meet a number of challenges faced by our Trust and the wider NHS."

In early 2020, Bolton NHS FT asked Imprivata to collaborate on a pilot project to bring Imprivata Identity Governance to the NHS. Project objectives included:

- Improve 360-degree lifecycle management of user accounts
- Ensure clinicians have rapid access to the systems and data appropriate for their job role
- Increase clinicians' effective time with patients
- Simplify login process without compromising security
- Ensure compliance with data protection regulations
- Provide an audit trail of access to systems and data

Working in collaboration with Imprivata project managers, a tightly defined scope for the project was identified. Whiteboard sessions with Imprivata and departments involved in the current processes, including HR, Employment Services, application owners and their teams, IT, and administrative staff, helped to devise a new process which aligned better to the organisation.

Job roles with different levels of access needs were mapped to the systems and data providing very granular control and auditable access to patient records. Approximately 500 role mappings were documented to give different levels of access to EPR data.

A variety of systems which would test the different types of onboarding, offboarding, and the workflows involved, were selected for the pilot project. The key systems a clinician would need to hit the ground running were identified and these were included in the pilot:

- Active Directory
- Email
- Electronic Patient Records (Allscripts)
- Patientrack
- PACS (via Active Directory account)

The pilot implementation then progressed over a four-month period during the height of the COVID-19 pandemic. To ensure a stringent test of the solution, the project included the A&E department which was identified as the area with the most to gain, which was least tolerant of mistakes.

Results

The proof of concept project was able to address the 360-degree lifecycle management of user accounts. It was proved that the Trust could automatically grant users access to the many applications and systems associated with their job role without the need for cumbersome manual processes which had been prone to errors.

With Imprivata Identity Governance it now takes just 60 seconds to onboard a new employee. An online workflow approval process has been implemented so line managers are the ones to approve access for employees, not the IT team. This process is fully audited. With automation of the processes, there is a reduced chance of data input errors.

The need for generic accounts for locums, students, and agency staff has been removed. Information governance has been improved and GDPR rules adhered to. Staff can address most of the issues they might face, such as password resets, via an online portal. This has reduced the number of calls to the support line.

The pilot project has shown Imprivata Identity Governance helps clinicians deliver high-quality care with automatic access to the right systems and appropriate patient information, with tight security and detailed audit trails.

Imprivata Identity Governance enables NHS Trusts and other organisations to:

- Introduce precise role-based data access for all staff
- Increase productivity of clinical staff by removing barriers to technology
- Strengthen data security with faster threat evaluation and remediation
- Better manage compliance with analysis of usage data via dashboards
- Reduce IT costs by automating identity management
- Provide a self-service portal for users to manage their own accounts

The Trust was invited to present the benefits of Imprivata Identity Governance as part of the 2020 Digital Health Virtual Summer School. This is one of the most popular and prestigious events for IT professionals in healthcare, where NHS digital leaders can learn from their peers.

"The pilot project has given us improvements in the whole 360-degree lifecycle management of user accounts from onboarding to deprovisioning. Imprivata Identity Governance definitely saves resources and the NHS money, so why would you not want to do it?"

- Phillipa Winter, Chief Informatics Officer, Bolton NHS Foundation Trust

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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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