CASE STUDY

Imprivata Virtual Smartcard Pilot Project at South Tees Hospitals NHS Foundation Trust

ORGANISATION SNAPSHOT

LOCATION
North East, UK

INDUSTRY
Healthcare

EMPLOYEES
Almost 9,000

COVERAGE
Provides healthcare services to more than 1.5 million people in Tees Valley and North Yorkshire

VIRTUAL SMARTCARD PILOT PROJECT

- All clinical staff in Diabetes Care at South Tees

- Virtual training done via Teams

CHALLENGES

- Only 1 member of Registration Authority (RA) staff for 4,000 smartcard users

- Support team located on different site to main users

- Community staff must come on site for help

- Issues obtaining bulk smartcards and reliable printers

BENEFITS OF IMPRIVATA VIRTUAL SMARTCARD

- Easy, secure access to all Spine apps including SystmOne and ESR

- 12-hour window of access and cards do not get locked out

- IT has no cards to print, therefore, no hardware issues and no backlog

- ROI – Average time-savings across UK NHS Trusts: 20 minutes per person, per shift

> ❝ It's smooth and saves time. You can access Spine resources e.g. Summary Care Record and SystmOne without needing your smartcard. All you have to do is log into any PC using your single sign-on and PIN and you can then access these services directly without smartcard. ❞

End User, South Tees Hospitals NHS FT

The challenge

The IT department at South Tees Hospitals NHS Foundation Trust were facing multiple challenges around issuing smartcards. As the pandemic took hold, more and more people needed access to clinical systems from remote locations, from home and within the community. With only one RA member of staff to cover 4,000 smartcard users, resources were thinly stretched. Add to this the challenge that the IT team were not located in the main hospital which meant that hospital and community staff had to visit the site to collect their cards, which increased infection risk. In addition, it was becoming increasingly difficult to source the smartcards and the smartcard readers.

The solution

When ICT System Support Services Manager Angela Hopton heard about Imprivata Spine Combined Workflow Plus, which included the Imprivata Virtual Smartcard, the solution became clear. The Imprivata Virtual Smartcard solved the logistical challenges of issuing smartcards and smartcard readers experienced by RAs. It also proved to be far quicker and easier to implement than an alternative virtual smartcard solution tried previously. In addition, Imprivata Virtual Smartcard provides a much better user experience for clinicians, removing the need for them to use a physical smartcard to access systems.

Benchmark time savings across the NHS[1] shows 20 minutes per person, per shift, based on 28 seconds per login. The improved focus on patients that this delivers is immeasurable.

1. Imprivata clinical workflow time-savings studies across several NHS Trusts conducted up to 2020.

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" **The Trust is currently deploying Imprivata OneSign, so when we heard about Imprivata Spine Combined Workflow Plus, which includes Imprivata Virtual Smartcard, we were delighted as it solves a number of issues for us. The pilot has been run in the Diabetes Care Centre, with positive feedback from clinicians. As well as providing a better experience for users, Imprivata Virtual Smartcard takes up significantly less resource for ICT, as well as removing issues such as sourcing physical cards, printers, consumables and card readers.** "

Angela Hopton, ICT System Support Services Manager, Registration Authority at South Tees Hospitals NHS FT