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David Hayes
IT Operations Manager



National Health Service

Patient care streamlined at South Devon NHS Health Trust with secure information sharing.

Since its launch in 1948, the NHS has grown to become the world’s largest publicly funded health service, providing medical care to more than 60 million UK residents. The South Devon Health Informatics Service (SDHIS) provides IT support services to the South Devon Healthcare NHS Foundation Trust and Torbay and Southern Devon Health and Care NHS Trust. These two trusts together employ approximately 6,000 staff, including nurses, occupational therapists, and social workers. The Trust’s mission is to provide the right care at the right time across numerous community hospitals and clinics serving more than 375,000 people.

Challenge

Demands on the NHS continue to grow. In response, the Trusts have a strategic initiative to enable new ways of working. They were ready to embrace mobile technology if it was going to truly enhance productivity but it couldn’t come at the expense of patient privacy.

“Following failed attempts with COWs (Computers On Wheels) and some early tablets, it was the release of the iPad 2 that opened the door to fundamentally changing how our employees work,” said David Hayes, IT Operations Manager for SDHIS. “Suddenly, we had a device small enough for clinical staff to carry around but powerful enough to support their daily computing needs. The question was, ‘How can we provide the functionality our employees need, but keep the devices and the patient data they hold secure?’”

Not long after mobile devices were introduced, Hayes and his team noticed a disturbing trend: the medical staff was turning to free, consumer-based file-sharing solutions like Dropbox to share and collaborate on patient data.

“Having employees use unsecure, unapproved applications was a huge risk that did not comply with our information governance policies,” said Hayes. “We needed a way for staff to easily share important documents but with watertight security, comprehensive audit trails and files hosted on-site.”

The Trust turned to its partner Bridgeway Security for recommendations. Kiteworks was at the top of their list. The Trust embarked on a six-month trial of Kiteworks to ensure the product’s encryption, authentication and overall security features would properly safeguard confidential healthcare information. The trial was a success and the Trust moved forward with Kiteworks.

Quick Facts – South Devon NHS Health Trust



Deployed Since

2013



Number of Users

**300 internal
unlimited external**



Custom Web Interface

Yes



Email Integration

Yes



Mobile Platforms

**iOS and
Android**



Enterprise-class security that safeguards PHI



Superior collaboration capabilities that eliminate reliance on shadow IT applications



On-premises, private cloud deployment to ensure content security

Solution

Deployed on a private cloud architecture, Kiteworks immediately had a positive impact on the Trust's day-to-day operations, allowing employees to securely collaborate on Protected Health Information (PHI).

"Our use of Kiteworks is spreading through our organization like a spider's web – creating instant collaboration networks with independent providers, health care professionals, and other third-parties," said Hayes. "Mobile technology and cloud computing have enabled a new way of working. We have senior executives who now do 95 percent of their work on an iPad, and Kiteworks ensures this is done in a safe and secure way."

The Trust has identified additional opportunities to incorporate Kiteworks into its workflows. The following use cases are just two examples of how the Trust utilizes Kiteworks beyond internal collaboration of PHI.

Streamlining Board Communications

At executive board meetings, an administrator previously would prepare the agenda and meeting notes, print and bind the documents and distribute hard copies, each one as much as an inch thick. Now, the content is uploaded to a Kiteworks workspace, enabling users to view, annotate and share

feedback as desired – before, during or after the meeting, from any location. Plus, the most up-to-date versions are easily synced to the devices of their choosing so they can access the information whenever they need it.

Improving Patient Care

The Trust recognizes that Kiteworks provides the same level of security for external partners as it does for internal collaborators. Therefore, the Trust is utilizing Kiteworks to enhance its interactions with third-party agencies. For example, Kiteworks workspaces serve as a "go-to" location with the Care Trusts and residential homes. Here teams work together on individual patient cases and ongoing projects – providing a seamless way to create, edit, and finalize documents.

"Giving people the right tools to complete work-related tasks from anywhere at any time is a game changer," said Hayes. "With Kiteworks, we've empowered users to work in different ways, in a manner that makes them more productive, and it's allowing us to shift how we deliver services – all for the better."

TOP-SELLING POINT

Wide breadth of security features, including encryption and authentication to ensure patient data is shared and collaborated upon securely.

STAND-OUT FUNCTIONALITY

Support for mobile devices makes sharing and collaborating on patient data more efficient, increasing medical staff productivity.

COOL USE CASE

External collaboration with specialists in care facilities and released patients recovering at home extends and improves patient care.

About Kiteworks

Kiteworks' mission is to empower organizations to effectively manage risk in every send, share, receive, and save of sensitive content. The Kiteworks platform provides customers with a Private Content Network that delivers content governance, compliance, and protection. The platform unifies, tracks, controls, and secures sensitive content moving within, into, and out of their organization, significantly improving risk management and ensuring regulatory compliance on all sensitive content communications.

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For additional successful deployments: www.kiteworks.com