Accellion

Reduce Clinical Errors with Real-Time Access to All Patient Content, Wherever It's Stored and Wherever It's Needed

Proper security and governance enables HIPAA-compliant communications when sharing Protected Health Information during transition of care

SETTING

Care coordination within healthcare organizations has been recognized as an essential part of improving outcomes and quality of care.

Take the case of a 37-year-old pregnant woman, scheduled for delivery in an academic medical center after she was evaluated in the medical center's freestanding community OB/GYN clinic. The healthcare network had recently acquired the outpatient OB group practice and the integration of the EHR system was in process but was anticipated to take several months to complete.

The intern on the Labor and Delivery team received a verbal patient history and noted a negative test for an infection screening at 37 weeks gestation, however, he failed to notice the faxed records from the clinic showing positive results for the infection from a screening done two weeks ago. No antibiotics were therefore ordered before the scheduled induced labor.

Thankfully, a senior resident on the team who also reviewed the records before the procedure caught the mistake, delayed the delivery, and administered antibiotics prior to the procedure. As a result, the patient delivered a healthy infant, avoiding significant risk for post-delivery complications.

CHALLENGE

Unfortunately, cases like this one are not uncommon and illustrate just one of the ways in which critical patient information may be lost during transitions of care. Workflow and communication issues related to health IT are in fact the second most common source of health IT errors, second only to data entry errors.

Several factors create obstacles as organizations strive to improve information flow during patient care transitions:

- Disparate systems are in use across various departments, remote clinics and third party labs

- Regulations demand that PHI is handled properly to protect patient privacy

- Mobile technologies such as tablets or smartphones are now widely used in the hospital setting

- Healthcare data, and hospitals themselves, have become targets for criminals through ransomware and other malware aimed at data theft

SOLUTION

Accellion provides a platform for sharing protected health information and other sensitive content within and across organizational boundaries, while addressing the critical security and governance requirements necessary to demonstrate compliance with HIPAA/HITECH.

Regardless of where patient documents are stored (Microsoft SharePoint or OneDrive, OpenText/Documentum, share drives, and other on-premises and cloud content stores), authorized users can access, share and edit sensitive data (if permitted), ensuring all collaborators have access to the most up-to-date information across all their devices.

Accellion can be deployed on-premises, as a private cloud, or in a hybrid environment, giving healthcare organizations complete control, including sole ownership of encryption keys. Integration with an organization's existing security infrastructure leverages investments and processes in place for DLP, SSO, Multi-Factor Authentication and monitoring / log analysis. Detailed audit reports and dashboards show exactly what content has been shared externally, and who has viewed, downloaded, or edited each file – crucial information in demonstrating necessary governance controls are in place.

Automation tools in kiteworks provide the capability to enable secure file transfer from system to system, eliminating human involvement and reducing delays in workflow processing. Furthermore, by leveraging Accellion's APIs, health IT organizations can integrate kiteworks with clinical systems to allow easy and efficient sharing of complete clinical information across facilities, all from within existing clinical workflows.

For more information visit our website: http://www.accellion.com/healthcare