



Confidence in a connected world.  Symantec.

CUSTOMER SUCCESS

The Royal Liverpool and Broadgreen University Hospitals NHS Trust

Innovating Mobile Patient Care by the Bedside with Symantec

How much more productive would a hospital be if patient and clinical data was available to medical staff on an iPad or similar device at the bedside? Significantly more, according to The Royal Liverpool and Broadgreen University Hospitals NHS Trust, one of the largest and busiest hospital trusts in the North of England. The Trust has embarked on a mobile data management (MDM) strategy, based on Symantec Mobile Management, to enable secure mobile working. Working faster is only half the story though: clinical outcomes can be improved through real-time access to healthcare history, medical images, medical notes, and more. All of this comes on top of a highly successful Symantec data loss prevention (DLP) and endpoint security solution which is lowering the cost of managing security by 25 percent, while simultaneously enabling the Trust to reliably identify, monitor, and protect its data. A groundbreaking 'bring your own device' (BYOD) policy is also in the pipeline too.

One of the busiest hospital Trusts in the North of England

The Royal Liverpool and Broadgreen University Hospitals NHS Trust is one of the largest and busiest hospital trusts in the North of England with an annual budget of more than US\$ 640 million, 5,600 directly contracted staff and more than 650 staff in the hosted services or contracted services such as catering. In 2011/2012 the Trust saw 496,251 attendances in the outpatients department; 86,235 attendances at the emergency department, and 86,355 day case and inpatient admissions to hospital.

The Trust had been using mobile devices like iPads for some time, but specifically to provide a password-protected email service to certain healthcare staff. Why—argued James Norman, Director of Information Management & Technology at the Trust—not open that mobile access to clinical systems, patient details, and other critical healthcare data? Instead of medical staff congregating around shared terminals, moving to the data, why not have the data come to them?

ORGANIZATION PROFILE

Website: www.rlbuh.nhs.uk
Industry: Healthcare
Headquarters: Liverpool, U.K.
Employees: 6,000

SYMANTEC SOLUTIONS

Data Loss Prevention
Symantec Mobile Management

Why Symantec?

- Integrated site of best-in-class technologies
- Low total cost of ownership
- Visionary product roadmap

“Our strategy is for the data to move with the consultant,” says Norman. “With secure access to medical data at the bedside, the medical professionals can make immediate decisions aimed at enhancing the quality of patient care and improving outcomes. It will also allow them to work more efficiently, freeing up more time for consultative advice.”

Working with Symantec, the Trust has made this innovative MDM strategy a reality. Symantec Mobile Management enables Norman’s team to deliver mobile productivity through scalable, secure, and integrated tablet deployments. His team has complete visibility and control over the mobile devices—currently iPads, although other tablet and mobile devices will be added in due course.

“When a patient moves between wards, the data goes with them. The consultant can roam the hospital and quickly access the patient notes through the secure clinical portal. Any system they look at refers back to the patient, in a context management approach,” says Norman.

Symantec Mobile Management supports MDM in three key ways. First, the best-in-class technology enables the devices to access key hospital Trust assets, such as email, calendars, and the electronic patient healthcare record. Second, the solution secures the devices and data—activating appropriate password and access controls as well as maintaining a separation between healthcare data and personal data. Finally, Symantec Mobile Management supports all the deployed devices from one central point of control. “It’s all very light-touch,” says Norman.

The Trust’s pioneering mobile application management strategy will cross another milestone next year with the roll-out of a BYOD mobile security policy. Again based on Symantec technology, the cross-platform solution will help the hospital protect and isolate healthcare data and applications, across devices owned and operated by the Trust—and personally owned devices.

The Trust plans to distribute, secure and control applications and data without the

SOLUTIONS AT A GLANCE

Key Challenges

- Enable mobile working—bedside patient care
- Comply with legislative requirements for secure processing of patient data
- Reduce the cost of managing IT security
- Streamline IT management, making it easier to use and administer

Symantec Products

- Symantec™ Mobile Management
- Symantec Data Loss Prevention™
- Symantec Data Loss Prevention for Mobile

Symantec Services

- Risk Assessment Service (as part of DLP deployment)

Technology Environment

- End users: 4,500

BUSINESS VALUE AND TECHNICAL BENEFITS

- Enabled mobile ‘by the bedside’ patient care
- Provides the capability for a secure, flexible BYOD policy across the Trust
- Simplified detection and protection of intellectual property—patient and administrative data
- Provided detailed analysis of exposure to internal and external data breaches
- Helped expose where sensitive data was residing and how it was being used
- Educated end users on importance of IT security vigilance
- Introduced unified endpoint security, messaging protection, and web security

need to manage the devices. “With the BYOD strategy, we will finally be able to say ‘yes’ to the ongoing requests from staff to use their own devices,” says Norman. “Symantec will give the Trust the flexibility to authenticate users, encrypt sensitive healthcare files, and prevent data leakage.”

All of that is in the future. For now, the MDM deployment builds on a highly successful data loss prevention strategy, which has seen The Royal Liverpool and Broadgreen University Hospitals NHS Trust use Symantec Data Loss Prevention to simplify the detection and protection of data —both

“When a patient moves between wards, the data goes with them. The consultant can roam the hospital and quickly access the patient notes through the secure patient portal.”

James Norman

Director of Information Management & Technology

The Royal Liverpool and Broadgreen University Hospitals NHS Trust

patient information and the day-to-day operational administrative data that underpins the hospital's activities. Data Loss Prevention enables Norman's team to understand how confidential data is being used—whether the user is on or off the hospital network, and find confidential data wherever it is stored, create an inventory of sensitive data, and automatically manage data clean-up.

Prevent inadvertent or malicious loss

Data Loss Prevention is reducing the proliferation of confidential data across the hospital's systems, remote locations, and end-user PCs. It also identifies broken hospital processes that enable the transmission of confidential data, and monitors and protects the communication of sensitive content, such as patient records, to public websites.

The Symantec Data Loss Prevention for Mobile feature extends the security further, monitoring and protecting sensitive data sent from an iPad and iPhone mail client, browser, and social media apps.

Norman concludes, "Other Trusts we talk to are using disparate technologies to support their security strategy—one vendor for MDM, another for DLP, and so on. Our strategy has been to standardize on one, best-in-class portfolio of technologies. Symantec has the product maturity, the future roadmap, and the seamless integration to take the Trust into the next dimension of healthcare data security: both mobile and static."

“Our strategy is for the data to move with the consultant. With secure access to medical data at the bedside, the medical professionals can make immediate decisions aimed at enhancing the quality of patient care and improving outcomes.”

James Norman

Director of Information Management & Technology

The Royal Liverpool and Broadgreen University Hospitals NHS Trust