

BUSINESS CASE

## WIRELESS SOLUTION FOR HEALTHCARE



# HC works with SonicWall to deliver a multi agency Wireless solution for Dorset Health Economy

**Background:**

Dorset CCG was looking to procure an integrated and seamlessly roaming wireless access solution, on behalf of the Dorset Health Economy (Dorset CCG & Dorset HealthCare), in order to establish a Wireless service to meet the clinical mobility requirements of all health and social care organisations across the county

Dorset HealthCare has a distributed workforce of over 5000 clinical and nursing staff distributed throughout Dorset serving a population of three quarters of a million. The Trust took a significant step forward in Digital by Default with the implementation of TPP's SystemOne electronic patient record. For the first time a comprehensive picture of care was available across the 14 Community Hospitals, 9 Minor Injury Units and 568 GP's.

The community staff in particular, including District Nurses, Matrons and Health Visitors have the ability to access the most up-to-date information at the point of care and are able to record interventions contemporaneously. The Wireless solution delivered by HC in partnership with SonicWall has overcome challenges in the use of mobile devices, saving time, realising improved efficiencies and fully empowering care givers by allowing them to connect easily and seamless to their systems from any site.

**HC in partnership with SonicWall:**

HC's unique understanding of the market enables it to provide IT services and solutions to support GP Practices, GP Federations, CCGs and CSUs, helping customers to reduce costs and realise collaborative benefits with centralised, scaled services and cloud based solutions.

HC has used SonicWall products and solutions within its NHS Customer base since 2008. Recently its has become increasingly involved in delivering SonicWall for multi-agency wireless projects, advising on the best solution for an IT department to choose as well as providing installation, training and ongoing support where it is required. Drawing on its experience of working in the GP practice setting, and its knowledge of SonicWall equipment, HC developed a technical specification tailored to CCG's unique requirements and recommended an ideal solution.

The solution is perfectly placed to realise the NHS's Digital by Default mantra, enabling conscious self-care by patients and carers through access to the growing suite of apps and on line health systems helping protect NHS resources. The solution is positioned to deliver on Martha Lane Fox's "Wi Fi" for all recommendation catapulting Dorset to the forefront of this exciting, new digital age.

**Benefits:**

The SonicWall wireless solution services the entire Dorset health economy, providing secure, reliable access for the CCG, practices, and community staff. It allows a significant number of highly mobile community staff, with over 2000 devices, to access clinical systems, whilst seamlessly roaming across over 130 locations in Dorset. This provides convenient access to wireless networking services for use within the practices including; service for laptops, tablets, and other mobile devices. Typical usage scenarios include Friends and Family tests, business continuity, and mobile access to both TPP SystemOne and EMIS Web. The SonicWall wireless solution allows a seamless, clientless, simple and secure connection for users to connect via secure VPN from a multitude of devices within the Dorset healthcare landscape.

The SonicWall wireless solution enables use of SystmOne's "Offline" capabilities with a guaranteed method of synchronizing clinical information. Access to commercial grade, secure Wi-Fi from any of the 130 locations for all agencies is enabling Royal Bournemouth to investigate extending their Community Midwife service.

#### **Network risks**

The CCG realised that it needed to improve its working practices and take advantage of wireless computing to allow its workers to become more agile. However, due to the sensitive nature of its business, its primary concern was to safeguard the information being held on the network. The practice relies on connection and protection 24 x 7 in order to access networked resources within the health community. Portable devices such as laptops or tablets increase exposure to viruses picked up from unsecured home networks. Also, some wireless networks rely on out-of-date security protocols, which can easily be cracked with software downloaded from the internet. As in the business world, healthcare organisations need comprehensive data protection policies to safeguard patient records, as well as valuable other data.

#### **Application risks**

Web applications used by the CCG include essentials, such as Clinical System, file and print services, hosted e-mail services via Outlook and Outlook Web Access, web-browsing to intranet and internet web-sites; and HSCN-based services. With applications dynamically changing the nature of the Web, its old-style firewalls were unable to provide the granularity and control required to effectively manage application usage and prevent network breaches and bandwidth misuse.

#### **Integrated services**

To add additional layers of protection in its network, the CCG simply needed to add one or more of SonicWall's security services, content filtering, anti-virus, anti-spyware and intrusion prevention. These services run seamlessly on the SonicWall security appliance under one management system.

**"The SonicWall solution has provided us with far more flexibility and a safe working environment. Community staff no longer have to travel back to their base to update records. Our staff are much happier now and have more time to fully explore new ways of working. They also have time for more visits, and increased patient facing time, resulting in improved outcomes and patient satisfaction."**

**Sally Holman, NHS Dorset HealthCare**

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#### **Remote access requirements**

Prior to this project, staff at Dorset CCG and Dorset HealthCare had restricted access to their systems from fixed PC's and intermittent mobile coverage, particularly in the West of the county.

Staff found they were spending more time logging in than actually using the system, which is simply unsustainable. Prior to the wireless project they had to rely on taking notes when they were working in different locations and then having to input all of this information into the patient records within their clinical system at a later time when back at their base. This situation was wasting both time and money, and carried the risk of missing information or data being lost, as this was not being updated in real time.

#### **Wireless connectivity**

Both Dorset CCG and DHC considered that convenience and ease of use for the end user would be of paramount importance, and pivotal to the success of the project.

The wireless solution now allows the significant number of highly mobile community staff, with over 3000 devices, to access clinical systems, seamlessly roaming across over 130 locations across Dorset. It provides convenient secure access to wireless networking services for use within the practices including; service for laptops, tablets, and other mobile devices. Typical usage scenarios include Friends and Family tests, business continuity, and mobile access to both TPP SystmOne and EMIS Web. The connection is simple and seamless to drive adoption and usage across the various organisations and user groups within the Dorset healthcare landscape.

#### **Improved patient care**

Using the Wi-Fi as a foundation and the opportunities it provides for joint agency working, there are invigorated and aspirational conversations underway to provide even better joined up patient care.