

Customer Profile

Geisinger Health System

Transforming patient care in the Emergency Department

Acceleration

“Through the strategic use of RSA technology we have been able to accelerate our plan for an integrated regional health information organization. The Keystone Health Information Exchange pilot, secured by RSA® Access Manager and RSA® Federated Identity Manager, allows Emergency Departments within participating hospitals to share patient health information in real time. Based on initial responses from physicians we expect this system to reduce time spent searching for information from other organizations and reduce the number of duplicate tests and procedures performed. This minimizes delays in treatment which can be frustrating and improves the patient experience.”

David Young, IT Director,
Geisinger Health System

AT A GLANCE

Business challenge

- Strengthen reputation as a leader in using healthcare IT to improve patient care
- Extend access to patient health information across different rural hospitals by creating a Regional Health Information Exchange

Solution

- By allowing the secure management and exchange of patient identities across network domains, RSA Access Manager and RSA Federated Identity Manager enabled the Keystone Health Information Exchange pilot
- Single identity and sign-on makes it easy for participants in the KeyHIE™ pilot to access multiple external applications across participating organizations
- RSA® Adaptive Authentication also gives affiliated and referring physicians secure, quick and convenient access to electronic medical records via the GeisingerConnect portal

Results

- Ability to share patient-specific health information in real-time accelerates treatment, improving patient care and safety
- Increases productivity, reduces operational costs and ensures compliance with HIPAA regulations

Founded in 1915, Geisinger Health System is a physician-led healthcare system, dedicated to healthcare, education, research and service, spanning 41 counties in Pennsylvania and serving 2.6 million people. It has received national recognition as a model for best-practice health services delivery, and its physicians have been listed in The Best Doctors in America. To learn more, please visit: www.geisinger.org.



BUSINESS CHALLENGE

In the United States, Geisinger Health System is a nationally recognized leader in healthcare IT, specifically the adoption of electronic patient records to improve patient care. It has an extensive network of departmental applications and web portals serving staff, affiliated physicians, patients and health plan members.



A long-standing customer of RSA, the Security Division of EMC, Geisinger already uses RSA Access Manager software to provide physicians and patients with single sign-on access to clinical applications. RSA SecurID® authentication tokens are also deployed for Geisinger employees and vendor partners to provide an additional



layer of secure access into the corporate network.

To further improve the quality and safety of patient care, Geisinger has put in place a program to integrate and extend access to its network of healthcare IT systems. Most recently it launched a three-year, \$3 million investment in creating a Regional Health Integrated Organization (RHIO) connected via The Keystone Health Information Exchange (KeyHIE™).

The aim of the KeyHIE™ is to make it as easy as possible for clinicians at up to 53 rural Pennsylvania hospitals to collaboratively share patient data. The first phase of this project is a pilot implementation involving the Emergency Departments (ED) at Geisinger Medical Center, Shamokin Hospital and Bloomsburg Hospital, all located in north central Pennsylvania.



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SOLUTION

To offer this new service securely, Geisinger selected RSA Access Manager and RSA Federated Identity Manager to manage user access across the three hospitals. This enterprise-ready solution enables organizations to securely exchange identities across network domains, providing end-users with secure access to multiple external applications with a single identity and log on.

Previously, when a patient made an emergency visit to a hospital at which they were not registered, treatment teams had to call their 'regular' hospital to request their medical records be faxed to them. This resulted in treatment delays, causing frustration for both clinicians and patients. In some severe cases, it was even life threatening.

Now, doctors and nurses in the ED departments of neighboring hospitals are able to access critical health data of each other's patients in real-time. Using RSA technology, Geisinger has been able to mitigate the risk of internal security breaches through centralized management and control of user authentication and authorization privileges.

Geisinger designed the KeyHIE™ to be as 'self-serve' as possible. Users can activate their own, newly created accounts; choose their own passwords; challenge questions and answers; and control their preferences as they relate to the application.

Administrators at KeyHIE™ participating hospitals have control over which users access their electronic health data. For auditing purposes users' actions are logged to a database so that the entire session can be recreated screen-by-screen, enabling administrators to 'see what the user saw'.

Geisinger has also rolled out RSA Adaptive Authentication to provide affiliated and referring physicians with secure access to patients' Electronic Medical Records via the GeisingerConnect portal. RSA Adaptive Authentication is powered by risk-based authentication technology that conducts a risk assessment behind the scenes, ensuring minimal inconvenience to the user. A unique risk score is assigned to each activity, and users are only challenged when an activity is identified as moderate or high-risk and/ or an organizational policy is violated. Using this technology, Geisinger is able to offer affiliated physicians quick and secure "read / write" access to patient records, whereas referring physicians are offered "read access" only.

David Young, IT Director at Geisinger Health System says: "We were particularly attracted by the way RSA Adaptive Authentication offers layers of security in addition to the standard user name and password, but without inconveniencing the user. It is ideal for clinicians working in a busy and often pressured hospital and clinic environment."

RESULTS

Sharing medical records across remote healthcare locations enables treatment teams to improve the accuracy and speed of diagnoses on patients visiting their ED. Access to key medical information helps reduce costs and improve patient satisfaction by preventing duplicate testing while the ability to view patient medical information in real-time means there is less paper in the ED, minimizing transcription errors.

The productivity of the ED is increased and the ability to make more informed clinical decisions reassures the clinicians on duty. Ultimately, all these benefits improve the level of patient care, quality and safety at KeyHIE™ participating hospitals, helping build greater trust between staff, patients, and partnering hospitals.

From a business perspective, centralized management of security and policy controls reduces healthcare costs and ensures regulatory compliance. By providing role-based access control and detailed audit trails, RSA Access Manager and RSA Federated Identity Manager help Geisinger meet the requirements of HIPAA's privacy and security regulations.

Thanks to RSA Adaptive Authentication, Geisinger is able to offer its affiliated and referring physicians secure access to patient records via the GeisingerConnect portal, thereby further facilitating the sharing of patient information out to external physicians and improving patient care in the region.

Young says: "Providing these groups with access to a patient's electronic medical records will also help to reduce the number of duplicate tests, which speeds up treatment and improves the patient experience."



"Doctors and nurses in the Emergency Departments of neighboring hospitals are now able to access critical medical data of each other's patients in real-time, using a single identity via our KeyHIE™ portal. This minimizes delays in treatment which can be frustrating and ultimately result in better patient care."

David Young,
IT Program Director,
Geisinger Health System



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