

Information Governance

Secure, efficient and effective management of patient and clinical information

Delivering compliance, security and improved Information Governance

As ICT features more and more in the delivery and management of health services; security of information and compliance is critical to effective information governance. Capita works in partnership with a number of software providers to deliver a suite of leading information governance solutions to health organisations.

These solutions deliver:

- Data protection and confidentiality
- Information security
- Information quality
- Effective health records management

Capita's Information Governance service includes the design, implementation and support of the infrastructure required to deliver the solutions and a comprehensive project management service.

There are 14,000 users of this electronic record, increasing to 18,000 over the next year as the system is rolled out to services such as District Nursing and Health Visiting. Some staff also have access to the Emergency Care Summary which potentially holds details on all patients in Scotland and should only be accessed in emergency cases.

Identity and Access Management



Do you know where your data resides, who has access to it and how it is being used?

Ensure only the right people have access to the right data and systems. Courion's Identity and Access Management software is used by over 500 organisations worldwide to solve the most complex identity and access management, risk and compliance challenges.

Key Features:

- Apply user access rights and certify access in line with policy
- Identify unknown accounts e.g. those that have left the organisation or any unknown accounts
- Automatic account creation and termination using pre-defined role definitions and enforcing existing access rights
- Strong password policy enforcement

Key Benefits:

- Improve compliance
- Flexible solution which adapts to the most complex environment
- Replaces manual provisioning processes
- Improved security

- Reduced management costs
- Rapid deployment without the need to invest in additional infrastructure

Patient Privacy Monitoring

The patient privacy monitoring software from FairWarning processes the massive amount of records from multiple healthcare applications by pulling audit files from each system that has been identified to be monitored. This removes the reliance on a manual and costly process of review, reducing the risk of government penalties for non-compliance, breach of patient trust and personal or organisational liability.

The surveillance is non-evasive and systematically identifies users who are engaging in patient access patterns that are indicative of snooping, password sharing, identity theft and other suspicious behaviours. The software links to the staff ID system which helps to build an intelligent profile and identify patterns which may link patient records to the individual accessing the files as well as what information or record the user has accessed. Incidents are automatically reported in real time, enabling health organisations to be proactive and timely in how they address the issue.

Information governance capabilities and privacy policies are supported as the solution streamlines patient privacy investigations and provides:

- Centralised privacy investigations
- Proactive monitoring and alerts based on customised rules and filters
- Enforcement of compliance policies
- Identification of areas with the most potential for non-compliance
- Tracks issues to resolution
- Reporting and accounting of disclosures

Key Benefits

- Improved data security
- Improved patient confidence
- Supports proactive approach to data security
- Improved security
- Reduce privacy incident rates
- Reduced costs and resources

"The introduction of FairWarning as an addition to our existing capabilities has allowed us to significantly move ahead as we strive to ensure compliance with the DPA and provide assurance to our patients that their data is in safe hands."

Martin Egan,
NHS Lothian, Director of eHealth

Policy Management

Employee awareness of IT security policies, compliance and governance is critical to maintaining information governance.

Capita Managed IT Solutions provides a market leading policy management and user awareness solution, working in partnership with market leader MetaCompliance. The solution helps mitigate the risks inherent in employee data handling, whilst maintaining data integrity, confidentiality and availability.

The software provides a single interface for all compliance responsibilities and reinforces awareness of information governance best practice and user responsibility of data. It enables health organisations to automate and manage the entire process of user awareness and engagement.

The solution provides:

- User accountability through automated self-certification
- Demonstrable compliance via secure auditing and reporting
- User awareness and engagement programme including delivery of e-learning, policies and surveys
- Organisational risk assessments and surveys, Third Party Compliance and Incident Management
- Automated and repeatable processes key to sustaining compliance

Other Capita services such as Virtual Desktop Infrastructure, Clinical Portal, Single Sign On and Document Management can further support your drive to improve information governance through improved information management, data protection and health records management.

