Accellion

NYC HEALTH+ HOSPITALS

NYC Health + Hospitals
Largest U.S. Public Health Care System Looks to Accellion to Share PHI Securely

"With one solution, we enhanced internal and external collaboration and improved business communications and agility for our employees."

- Soma Bhaduri,
Director of Information
Security & Risk Management,
NYC Health + Hospitals

Background

NYC Health + Hospitals is the largest public health care system in the nation—a network of 11 hospitals, trauma centers, neighborhood health centers, nursing homes, and post-acute care centers. The integrated health care system provides essential services to more than one million New Yorkers every year in more than 70 locations across the City's five boroughs, focused on New Yorkers' health, patient care and clinical decision making.

Challenge

To provide the best care possible for its patients, the doctors and staff at NYC Health + Hospitals often need to share information with external parties, such as specialists, community-based physicians, other health providers, insurance companies, and government agencies at the state and local level. The exchange of information—and the systems and workflows behind this exchange—must meet specific objectives: improve patient safety, quality, and efficiency. Doing this effectively reduces medical errors, improves productivity, and supports good clinical care.

Challenges arose for NYC Health + Hospitals when personal health information (PHI) was involved. For example, as a safety net hospital serving a large low-income and uninsured population, NYC Health + Hospitals frequently shares patient data with Medicaid. The good news was that confidential patient data was properly protected; the organization's data loss prevention (DLP) solution did exactly what it was supposed to do—detect and stop sensitive communications from going out. The bad news was that necessary communications—the exchange of information that improves patient safety, quality, and efficiency—was disrupted and delayed.

"Our doctors and employees collaborate daily with outside parties, and we needed a more effective and secure way to make that happen," said Soma Bhaduri, Director of Information Security & Risk Management with NYC Health + Hospitals. "Building security into everyday content sharing was a critical next step."

NYC Health + Hospitals evaluated secure content collaboration solutions with several must-have requirements in mind. Ease of use was at the top of the list, so that employees could continue to work without taking extra steps to get important documents out the door.

NYC Health + Hospitals selected Accellion kiteworks as it provided the highest level of security and control—ensuring the confidentiality and integrity of content containing PHI. Another huge selling

Deployed Since	Number of Users	Secure Solution	HIPAA Compliant	Integrates with ECMs
2013	**55,000**	**Yes**	**Yes**	**Yes**

✓ Patient information that is imperative for ensuring quality care can be shared securely across the health system

✓ Files stored in Box and Google Drive can be sent easily and securely from Microsoft Outlook

✓ Patient information can be accessed and shared efficiently, with no disruption to workflows

point was the Accellion's Microsoft Outlook plug-in, which integrated kiteworks and content systems, like Google Drive and Box, with Microsoft Outlook. With the Outlook plug-in, employees simply compose a new email and click the kiteworks button to attach a file. Then, both the attachment and the email are securely uploaded to the kiteworks server and delivered. To preserve the integrity of the content, the file stays in kiteworks and only a link to the file is delivered. And because kiteworks integrates with any DLP server that supports the ICAP protocol, files are consistently and efficiently screened with the same criteria, further safeguarding PHI.

Solution

NYC Health + Hospitals first deployed Accellion kiteworks as a pilot program with 6,000 users. Both administrative staff and clinicians utilize shared workspaces within Accellion kiteworks to enable real-time collaboration—internally and externally—with individuals on either side of the firewall, on any device, without requiring a VPN.

The pilot was such a success that NYC Health + Hospitals rolled out kiteworks to a number of locations across their expansive system and adoption was swift.

"The rapid increase in adoption is a direct result of the kiteworks Outlook plug-in," said Bhaduri. "Because it looks and feels like email, adoption is higher—the convenience it delivers to employees is huge."

But, the value add didn't end there. NYC Health + Hospitals quickly saw the benefits of using Accellion kiteworks for more than sending PHI securely to external partners. The organization began to leverage the solution's integration capabilities with its Enterprise Content Management (ECM) connectors. These connectors enable physicians to pull any file from their preferred ECM system, such as Dropbox and Box. With kiteworks, users have a single view into these content stores and can easily and securely search, access, edit, share, and manage files without having to duplicate them—maintaining the single source of truth for the document. With more efficient workflows and a more productive medical staff, it's not a stretch to say Accellion has improved collaboration needs at NYC Health + Hospitals.

"With one solution, we enhanced internal and external collaboration and improved business communications and agility for our employees," continued Bhaduri. "Our senior leaders are thrilled that kiteworks was embraced so quickly."

TOP-SELLING POINT	STAND-OUT FUNCTIONALITY	COOL USE CASE
One, easy-to-use solution that enables secure and seamless internal and external collaboration, protecting PHI without disrupting day-to-day communications and workflows	The Outlook plug-in and the Enterprise Content Management Connectors allow staff to easily access files from Dropbox and Box and share them securely right from Outlook—without requiring any extra steps	kiteworks is used daily among physicians and other staff to send required documentation, which can contain PHI, to state and local government agencies

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For additional successful deployments: www.accellion.com/resources/case-studies

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