



# Villach State Hospital

## Profile

- Hospital with a focus on quality, skills and safety.
- All activities are centred on the patient.

## Users

- 1 800 staff.
- High demands on IT efficiency.

## Challenges

- Protect the patients' data.
- Keep the clinical staff workflow simple and fluid.
- Simplify the processes and make audit simpler.
- Improve IT efficiency.

## Benefits

- More time for activities directly related to care.
- Simpler and more secure access to clinical applications.
- Reduction of the support overhead.

## Safety and efficiency for Villach State Hospital (Austria).

### Quality management and safety, focusing on the patient

As one of the most modern and highly skilled public general hospitals in Austria, the Villach State Hospital fulfils its task of providing medical and nursing care in the Kärntner Central and Oberkärnten districts. The patients and their relatives are at the centre of all the hospital's everyday activities.

The public general hospital Landeskrankenhaus (LKH) Villach has 758 beds in its system. A further 49 beds are available at the site as a hospital for chronic patients. In total, the eleven wards and four institutes have a total of about 1 800 staff.

Access to the clinical applications had become a problem for daily activities, particularly due to the rising level of security requirements and the continual password changes.

The objective of replacing paper documentation entirely by electronic patient dossiers for doctors' rounds, temperature curves and medication, made it essential that electronic patient identification, authentication of the physicians and nursing staff, and processes and methods for ensuring traceability and accountability should be introduced.

Certification to Joint Commission International (JCI) standards demanded the introduction of patient identification, authentication of clinical staff plus the corresponding auditing and reporting functions, to ensure traceability.

### Concentration on services to patients

To ensure that its 1 800 staff have secure and easy access to the clinical applications, LKH Villach decided to introduce strong authentication and the Enterprise SSO solution from Evidian.

LKH Villach pre-selected three leading solutions, which were validated together with Austrian systems integrator UseNet Software. This showed that the Evidian Enterprise SSO solution met the requirements best.

A proof of concept of the Evidian solution showed that it could easily be integrated into the clinical environment and daily clinical processes, and that the current security and service requirements are met in full. The extensive functionality and the scope for development mean that the investment is future-proof.

UseNet Software implemented secure and simple access for the clinic staff to the clinical applications such as PatiDoc and many others. In addition to Evidian Enterprise SSO, UseNet Software deployed a multi-functional card that is used not only for access to the building, time registration and staff identification, but also for authentication at the workstation.

## The benefits of a single sign-on solution

The introduction of the Evidian Enterprise SSO solution eliminates the awkward password entry and management aspects for clinical staff. Strong authentication makes access to applications and data more secure, and the audit and reporting function guarantees traceability.

Herbert Stangl of LKH Villach says, *"Previously, clinical staff had up to eight sets of login details and had to change passwords regularly for security reasons. That was awkward and cost the staff a lot of valuable time, which was therefore not available for patient care. The introduction of Evidian Enterprise SSO lets everyone access the data they need easily and securely, using their own multifunctional card and PIN. Strong authentication and the traceability it provides is letting us move from paper documentation entirely to an electronic patient dossier and introduce applications such as electronic doctor's rounds and medication records."*

The Evidian solution can be introduced at a favorable price without demanding additional hardware and can easily be integrated into the existing identity management solution, or extended via the in-house identity management system.

An additional benefit is the self-service password request feature that allows clinical staff to reset any passwords they might forget themselves, by answering predefined questions. This almost entirely eliminates password queries at the helpdesk, and the time gained can be used for more important tasks.

## A look into the future

It is already possible today for the doctors and clinical staff to access IT applications such as e-mail anywhere, using the mobility of the Enterprise SSO. There are plans in the future to introduce e-mail encryption and a digital signature. The Evidian Access Management solution is designed to grow to meet requirements, thereby making it future-proof.

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*"Enterprise SSO lets all our clinical staff get at their data easily and securely, and the legal requirements for traceability and audibility are ensured.*

*A straightforward and fluid workflow for the clinical applications is now possible, with no restrictions."*

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Herbert Stangl,  
Deputy IT Manager,  
Villach State Hospital.