



Case Study



Patient Data: who holds the key?

TyneHealth began to implement CyVolve's advanced cybersecurity technology at the start of 2020. Following a successful trial - that proved the technology could securely protect and manage sensitive patient data as well as meet the NHS compliance regulations and challenges - TyneHealth made the switch to CyVolve permanent. This decision proved to be vital and helped the organisation cope with the new challenges it faced when the outbreak of Covid-19 forced further changes on its working practices.

CHALLENGE

Streamline and organise a massive amount of clinical and patient information regarding Covid-19 from both internal and external sources into one space.

SOLUTION

CyVolve's solution provides secure sharing of data files, which is fully GDPR compliant. TyneHealth is in control of who, what, where and when data is shared.

NEXT STEPS

Expand the Secure Storage Portal facility which is being developed with the CyVolve team.

Addressing the challenges

TyneHealth is a GP Federation located in North Tyneside, working for 26 member practices across the borough, delivering improved healthcare in the community.

Dr Eleanor Holmes is both a GP and the Quality Improvement & Communication Manager at TyneHealth and has been involved in a project to improve secure sharing of Covid-19 clinical information between staff members within the Federation, member GPs and community partners.

Working remotely, Dr Holmes admits that before embarking on this project, she hadn't realised how time inefficient the old system was or the extent of the challenges that healthcare providers face when it comes to cybersecurity.

"In all honesty I didn't know there was a problem, until using CyVolve."

-Dr Eleanor Holmes at TyneHealth

Data sharing within TyneHealth and between its partners needs to be simple and secure. And of course, all operations within the NHS need to be compliant both with UK Data Protection Laws and the EU's GDPR legislation.

The improvements in TyneHealth's data management operations were already underway when the Covid-19 crisis struck. The response required to the pandemic further highlighted the importance of the project and accelerated its adoption across the organisation.

TyneHealth needed to streamline and organise a massive amount of clinical and patient information regarding Covid-19 from both internal and external sources into one space that all relevant TyneHealth staff members could securely access.



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Because CyVolve had already started working with the organisation before the outbreak of Covid-19, it was perfectly placed to help tackle the new challenges posed.

Security comes first but control is the key

CyVolve's initial work with TyneHealth tackled the issue of secure storage. Safely handling and protecting patient data is the number one priority in healthcare.

With CyVolve, all patient sensitive data is securely stored and protected by its advanced encryption solution. Without the encryption 'keys' nobody can access the data and compliance with data protection laws and GDPR is ensured.

"CyVolve provides a secure data storage solution that also makes it easy to access and safely share information within the organisation."

-Dr Eleanor Holmes at TyneHealth

However, the benefits of the CyVolve solution go much further. By using the CyVolve platform as the route to share and access data, the demand on the overworked NHS Mail system could be reduced - saving that for everyday, but often vital, communications. Using the platform to share important patient related data and internal quality improvement documents not only ensured security, it also improved ease of, and control of, access.

The ability to maintain control of who has access to what files and when, is a major asset. Files shared by email systems can be passed to others, but access to files on CyVolve's platform can be restricted - on a file by file basis - only to authorised and verified users.

Working together, CyVolve and TyneHealth, designed and implemented an intuitive web-based interface to access Covid-19 clinical resources, with all the latest guidance in one place. The system allows TyneHealth staff and partners, wherever they are, to securely access the most relevant, and up-to-date, Covid-19 clinical information needed to help perform their duties.

"The CyVolve team has been very open to our feedback- quickly taking on board our suggestions and constantly looking for further improvements."

-Dr Eleanor Holmes at TyneHealth

The Covid-19 pandemic naturally had a major impact on TyneHealth's day-to-day operations. However, because CyVolve's solution was already designed to accommodate people working from home, it could cope with the sudden need to expand this facility and make it available to a much larger group of staff.

Delivering secure, efficient and effective operations

Implementing CyVolve's solution has helped TyneHealth achieve the smooth, effective and secure communication of sensitive patient information and medical data at all times.

A further benefit is that the whole system is auditable, which not only maintains full accountability, it also means best practices and quality improvement initiatives can be tracked and replicated. Dr Holmes believes this opens up the potential for secure data sharing between different NHS organisations as well as across local, regional, and national health partners and organisations.

"Getting the fundamentals right is key. It starts with providing platforms and data storage solutions that are truly secure, won't fail and also comply with GDPR. CyVolve in handing organisations complete control over who sees what, where and when, does that with bells on."

- Paul Stanley, Acting CEO at TyneHealth

Most importantly for TyneHealth, the CyVolve system has improved day-to-day operational efficiency, while delivering the high level of security required in the Healthcare Sector. Information can now be easily found and securely shared.

The Covid-19 outbreak put these requirements into sharp focus. Collaboratively, TyneHealth and CyVolve have implemented a system that efficiently meets the Federation's everyday needs as well as being able to respond to the extreme demand placed on it throughout the Covid-19 crisis and into the future.



Headquartered in Vienna, VA, CyVolve's data management operating system (CyOS™) is used by healthcare firms, financial institutions, and government agencies across the globe to protect, share, and manage valuable data whilst remaining in total control of that data at all times. CyOS™ uses a blend of hierarchical encryption and deep AI analytics to provide persistent data security across varied platforms, domains, clouds, and disparate technologies from legacy systems to chip-level hardware and IoT.

READY TO ACCESS? CONTACT US:



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