



CUSTOMER SUCCESS STORY



Östergötland County

Boosting productivity and collaboration to improve public services with CA API Management

CLIENT PROFILE

Industry: Local government and healthcare

Organisation: Östergötland County

Employees: 13,500

BUSINESS

Östergötland is Sweden's fourth largest region and the primary mission of its County Council is to provide high quality healthcare for its 450,000 residents, alongside responsibilities for transport, development, culture and education.

CHALLENGE

The County needs to collaborate efficiently with other healthcare providers, research partners and government bodies and provide access to information for an increasingly mobile workforce, but without compromising security.

SOLUTION

CA API Management provides security management at the API layer, enabling the County to allow secure access to information across apps and devices. It will also support the organisation's new developer portal.

BENEFIT

As well as improving collaboration and productivity to improve services and outcomes for patients and inhabitants, the County will also be more agile and able to leverage new technologies to meet the country's eHealth ambitions.

Business

Providing high quality healthcare

Östergötland is located in south east Sweden and is home to two of the country's ten most populated cities: Linköping and Norrköping. It is Sweden's fourth largest region with a population of approximately 450,000 inhabitants.

Östergötland County's primary mission is to offer high quality healthcare to its residents; almost 70% of its 13,500 employees work in healthcare and it has national as well as regional responsibilities in some highly specialised fields. The County's other responsibilities include education, culture, public transport, regional development, and town and building planning and management.

The Swedish government has declared its intention to be the best country in the world for e-health, the use of information and communication technologies in healthcare, by 2025. For Östergötland County, this represents an opportunity not only to do things better, but to do things differently and make the best use of digitalisation to improve not only public health but also other services to the county's inhabitants.

Challenge

Moving from high security to right security

Collaboration is vital for providing high quality public services including healthcare. Östergötland County works closely with other county councils, government organisations and research bodies, including the University Hospital of Linköping, with the aim of continually improving services and public health.

To make collaboration easier and more efficient, Östergötland County wanted to improve access to information while ensuring security, as John Wallén, IT Strategist at Östergötland County, explains, "We had a very high security approach, but this hindered access to information that some people needed. We needed to be able to provide the right level of security to improve efficiency and productivity."

Increased mobility of doctors and other employees and partners also meant that the County needed to put in place effective processes for providing access from different locations and devices. "When our doctors and other staff were desk-based, it was easier to ensure secure access to information, but now they need to work remotely and while on the move, which requires a new approach," adds Wallén.

Östergötland County needed a flexible yet secure solution for identity and access management as well as for facilitating collaboration, and that would safeguard the privacy and the trust of its patients and residents, as well as its own reputation.

Solution

Meeting short-term and long-term needs

Östergötland County worked with CA Technologies and IT partner, Twobo, to help design and implement its future solution and processes for providing secure access to data. "Twobo has a deep knowledge of identity and access management and understood our strategic objectives as well as the range of options available," comments Wallén.

Twobo recommended CA Technologies and its API Management portfolio to best meet the County's needs. Although the County's first priority was security, it recognised the broader API management capabilities and benefits that the solutions could bring to the organisation. "With CA Technologies, we saw that we would have a stable and long-term partner with the scale and expertise to support us throughout our transition," says Wallén.

"CA API Management will enable us to leverage new technologies to further improve services and the health of our citizens."

John Wallén

IT Strategist, Östergötland County

CA API Management provides a secure platform for the County to integrate apps and devices by enabling security management at the API layer. As a result, the County can provide secure access to information to authorised users, while protecting against external threats. "The beauty of CA API Management is its flexibility, but which is governed by strict rules in order to comply with stringent regulation around access to personal data," comments Wallén.

With CA API Management, the County can also safely transfer patient notes and records between healthcare providers and provide a digital signing service. Wallén explains, "A patient may need to change counties for specialised care, and GPs need to be kept informed throughout as well as when they are transferred back to primary care, so efficient and secure information transfer and authorisation processes are essential for achieving a positive outcome and experience for patients."

Enabling new technologies

Östergötland County is also establishing a developer portal, in which CA API Management will play a key role. "Healthcare and other public sector systems are typically traditional and inflexible," comments Wallén. "But the digital tsunami is coming and just like other organisations we must transform and use new technologies to meet new demands."

For example, patients are increasingly involved in decision-making about their health and want to understand possible options for care and providers, as well as use different channels for contacting them.

"Even healthcare is becoming consumerised and we need to work with smaller, innovative companies to help meet the demands of patients as well as the eHealth goal of the Swedish government," adds Wallén.

The County's developer portal in conjunction with CA API Management will facilitate collaboration with the increasing number of providers of new and innovative technologies driving change in the healthcare and public sector.

Benefit

Greater efficiency and agility

By facilitating access to information to partners and to a more mobile workforce while providing the right levels of security, Östergötland County has increased efficiency and enhanced collaboration to help improve outcomes and services for its patients and inhabitants.

CA API Management will also help the County to work with smaller, innovative companies providing new healthcare systems and other innovative solutions for improving public services. "CA API Management will enable us to leverage new technologies to further improve services and the health of our citizens," says Wallén.

With CA API Management, Östergötland County has also been able to:

- Increase agility
- Simplify regulatory compliance.

"By helping us embrace and integrate new technology with our legacy systems, CA API Management will make us more agile, which is vital for supporting the Swedish government's ambition to be the best in the world for eHealth by 2025," concludes Wallén.



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