



JÄMTLAND COUNTY COUNCIL

IT security as a tool for good health



“Our new infrastructure maximizes patient security, makes information more easily accessible, and simplifies the workday for our staff. This brings cost savings in the form of accrued time, increased flexibility and, most importantly, the opportunity to give our patients the best possible care!”

Thomas Nesterud,
IT Strategist, Jämtland County Council

The dilemma: security or efficiency?

Jämtland County Council’s vision is to promote good health and a positive living environment for all residents of the county. For the County Council’s 3,365 employees, this means not only caring for those who are ill, but also working with preventive measures to help people stay healthy. The majority of the County Council’s employees work in healthcare. Together, they run the Östersund Central Hospital, 28 medical centers and 25 dental centers throughout the county. Like much of the healthcare sector, the work is intensive and sometimes hectic. Requirements for maximum patient security have to contend with staff expectations for an effective and flexible working environment. Pernilla Johansson, Director of the Department of Neurology at Östersund Hospital, says:

“We were facing a situation in which

all the different services like the medical record system, the HR system, invoice portals and so on required individual login at the start of the workday. The healthcare staff had to then actively log out when they left their workstations. On a high-pressure day with a lot of patients, this could lead to many sessions being left open. The result was that anyone could access any information, anywhere. This was a huge risk to patient security!”

One card, one PIN for maximum security

Today, Östersund Hospital and all the other dental centers and medical centers in the county have a new IT solution for a virtualized work environment. 100 virtual Citrix servers and 3,000 thin clients have been supplemented with security client software Net iD Enterprise from SecMaker to



offer secure login with smart cards to the entire IT environment. Instead of a myriad of different passwords, each employee now has one card and one personal PIN to log in with full two-factor authentication to the systems and applications they are authorized to access. A login process that is now considerably easier and faster than in the old environment.

Pernilla Johansson says:

“When I get to work in the morning, I log in to all the systems I need for the entire day with my card and PIN-code. It’s very easy!”

“If I need to move around within the hospital, I just take out my card and bring it with me. The session closes automatically and I can be sure that no one else can access information on my patients. I am confident that with this new solution, we are guaranteeing maximum patient security.”

Time for care and caregivers

This new way of working with easier and more secure login has quickly found popularity among healthcare employees. Peter Lindström, nurse anesthetist at Östersund Hospital, testifies to how the organization has benefited from the new IT security solution:

“The advantage is that it is considerably faster to log in and access patient

information and other important data. In urgent, emergency situations, I can quickly and easily get the information I need. It saves time that I can instead spend with the patients to give them good care!”

An important step toward optimal care

Tomas Nesterud is an IT strategist in Jämtland County Council and the driving force behind the project that launched the new security solution and login with smart cards. He says:

“We are now using the security client software Net iD from SecMaker in all county councils in Sweden. We are confident that we have a solution that complies with Swedish standards and legislation.”

Tomas Nesterud also says that the new IT solution is a step toward increased security and efficiency in healthcare:

“For us, time really does mean money! An effective solution in which the staff can develop in their professions ultimately leads to better care for county residents.”

“With our new IT solution, we’ve built a great foundation. Our plan now is to continue to virtualize the workplace and encourage our employees to work more mobile. The goal is to give our patients the best possible care.”

SecMaker is the Nordic region’s leading supplier of smart card-based security solutions to companies, public agencies and organizations. With our Net iD product family, we protect and secure information, systems and data communications for over a million users.



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