

CASE STUDY

Midwest hospital maximizes EHR efficiency and streamlines clinical workflows – including Trauma Rooms – with Imprivata

Challenges

- Maintaining workflow efficiency while implementing Epic EHR
- Manual record keeping for Trauma Room accreditation
- Securing shared workstations where staff logged in with generic passwords
- Logging into individual solutions one at a time, which was time consuming and inefficient

Solutions

- Imprivata Enterprise Access Management with MFA (formerly Imprivata Confirm ID) simplifies and automates clinical workflows for Epic Authentication Contexts
- Electronically Prescribed Controlled Substances (EPCS) offers secure, fast, authentication workflows that meet Drug Enforcement Administration (DEA) Interim Final Rule (IFR) requirements
- Imprivata Enterprise Access Management with SSO (formerly Imprivata OneSign) provides passwordless authentication for secure, No Click Access™ to on-premises and cloud applications

Results

- Streamlined clinical workflow efficiencies creating happier and more satisfied clinicians
- Focused quality care and time with patients and their families
- Secure shared workstations that are easier to use and easily auditable

Organization snapshot

This community hospital, located in the Midwest, serves patients all across the state. The non-profit health system currently has two hospital campuses, multiple regional health centers, urgent care centers, and specialty and primary care locations.

Overview

This highly ranked, non-profit hospital system shows its support for the community with cutting-edge treatments, important research, education, community outreach, and advocacy. It has received multiple local and national awards for excellence, and frequently partners with other health systems to share insight and expertise.

Challenge: Ensure efficiency after implementing Epic EHR, secure shared workstations, and eliminate manual recordkeeping

This Midwest community hospital understands how crucial it is to consider clinician needs when implementing new technology. For example, while any connected technology can be a potential access point for bad actors, security measures shouldn't create obstacles for clinical workflows.

So, when the hospital system decided to implement Epic as its EHR a few years ago, they enlisted their VP of Informatics to select a single sign-on (SSO) solution to implement concurrently.

Before, clinicians working at their hospital campuses were logging in to computers with a generic ID which was written on a yellow Post-it note stuck to every computer. Nurses and physicians wanted to provide patients with prompt, quality care, but every time they had to open a patient file, they would first have to log in to a computer, then log in to a virtual desktop infrastructure (VDI) environment, and then log in to Epic. Plus, for security's sake, each of those passwords would need to be unique and at least 16 characters long.



“Maximizing our investment in our new Electronically Prescribed Controlled Substances solution (EPCS) with a suitable single sign-on solution would reduce clinician frustrations and prevent workflow disruptions,” the VP of Informatics explained. “We knew we needed to deploy it to thousands of computers and thousands of users before we went live with Epic.”

The hospital also looked forward to how an SSO would eliminate the frustrations that hospital clinicians had with manual recordkeeping in the Trauma Room. Clinicians were frustrated with how security measures got in the way of serving patients. They had to keep track of who was going in and who was going out with accurate times for each, which could get in the way of patient care. Nurses didn't want to have to yell over people to ask, “What is your role?” whenever someone entered the Trauma Room. But they had no choice but to manually track arrivals and departures to maintain accreditation. A simple, secure, and automated way to keep these records would considerably lighten the clinician burden.

Another frustration they hoped to relieve with SSO was all the hoops they had to jump through to access imaging results. X-rays, MRIs, and CAT scans were all there on the computer, but accessing the images to show patients was too complicated. In each room, they'd have to log onto a computer, and then log in to the virtual desktop infrastructure (VDI) environment, and then log in to a specific application just to access a single image.

“And if something went wrong, that was a disaster,” said the VP of Informatics. “Imagine the stress of needing to tell a worried patient about a complex diagnosis and needing to pull up an MRI as part of that

explanation. Clinicians would try to remember 16-plus character passwords – the keyword there being ‘try.’ Sometimes they’d try to log in and fail a few times, or even get locked out. Meanwhile the patient is just sitting there, nervously.”

Once locked out, the clinician could follow security protocols that would keep patients waiting, or speed things up with an unsecure workaround like sharing credentials. Either way, this was a problem in need of a solution.

Solution: Secure streamlined access, improved workflow efficiency, and automated documentation for accreditation

The VP of Informatics had previously worked in a hospital system where Imprivata was a trusted partner and knew its capabilities, so she already knew which SSO solution she wanted to choose. Still, to do their due diligence, they looked into several products before settling on Imprivata Enterprise Access Management with SSO (formerly Imprivata OneSign).

The VP knew clinicians would only need to input their password once a day with Imprivata Enterprise Access Management with SSO (EAM). Thereafter, no matter what device or application they needed to use, they could log in with a quick tap of the badges they already wore for building security. The major selling point for administrators was how SSO would streamline workflows all over the hospital and enhance patient experience.

Naturally, easy EHR access meant clinicians had all the necessary patient information to create personalized treatment plans at their fingertips. But with secure No Click Access™ to all on-premises and cloud applications, the VP of Informatics explained how “hundreds of other daily tasks would become a whole lot easier. I knew that SSO with Imprivata would not only prepare us to maximize our investment in Epic, but it would also address a long list of frustrations we already had.”

Additionally, EAM would be a significant asset to their Trauma Room. Integrating EAM for Epic Specialty Narrator freed clinicians to fully focus on patient care because the solution could now keep track of arrivals and departures. This eliminated the additional stress of keeping manual records, while ensuring accuracy for accreditation.

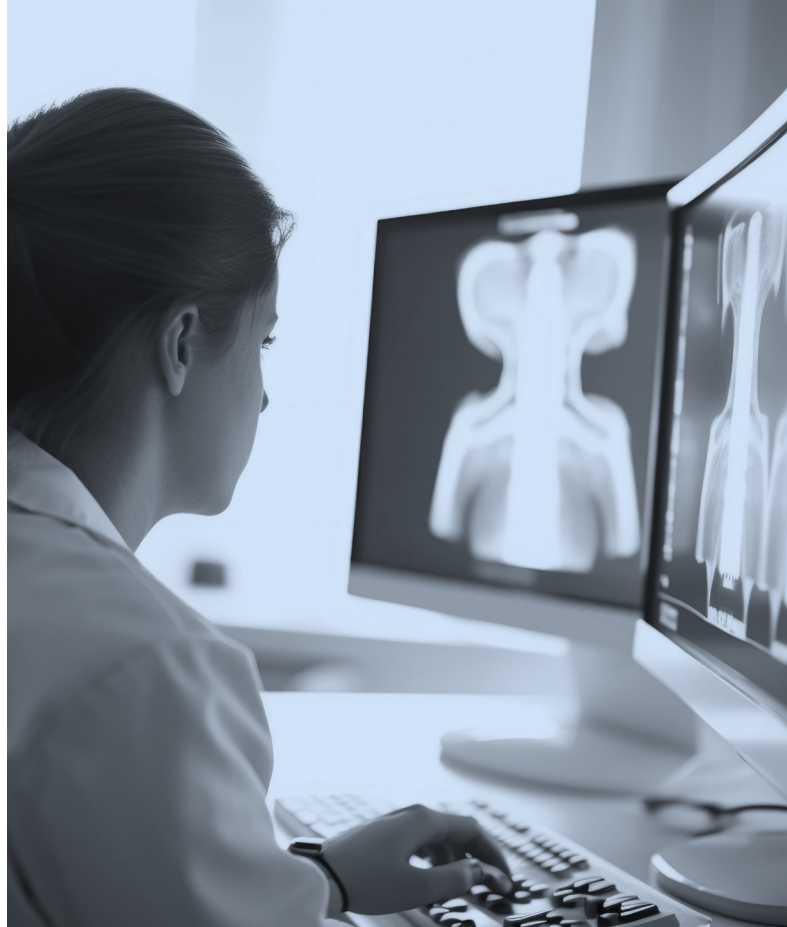
“Right away, the solution was a big success. We knew it would be. During the install, I remember everyone talking about it, and people would follow us around saying, ‘When is my department getting that? I want that.’ We actually got feedback where people said this is the best thing IT has ever done.”

– VP of Informatics

Results: Smooth Epic implementation, shared workstations secured, clinician and patient experiences enhanced

The simultaneous launch of Epic and Imprivata Enterprise Access Management was met with widespread approval from clinicians and other staff members as well.

“Right away, the solution was a big success. I knew it would be,” the VP of Informatics said. “During the install, I remember everyone talking about it, and people would follow us around during implementation asking, ‘When is my department getting that? I want that. I need that.’ We actually got feedback where people said this is the best thing IT has ever done.”



Clinicians could now access crucial systems and applications without even thinking. Not only could they swiftly and easily access the Epic EHR with a badge-tap, but they could also schedule labs or physical therapy, and multiple other tasks, much faster and easier than before. Doctors and techs could pull up a patient's X-ray with zero frustration. Clinicians were able to keep all of their focus on providing care. And there was a documented record of anyone entering or exiting the Trauma Room for security and compliance.

After crunching the numbers, the hospital determined that Imprivata Enterprise Access Management saved their users 53,833 hours per year. Their total return on investment was estimated at \$1.88 million.

The IT department also appreciated how badge-tap access made audits clear and simple. Before, if there was suspicious activity on a shared computer, there'd be no way to know who did what. Multiple staff members performed a variety of tasks under a generic login, one after another. Now each user is clearly identified, with their ID tied to their activity. This helps with regulatory compliance, mitigating cyber threats, and simply maintaining control over who can access hospital systems.

And yes, although the Imprivata solution proved to help in many additional ways, it also worked beautifully with Epic. The VP of Informatics said, “It's funny, our users don't really know the difference between Imprivata and Epic. To them, it's all one thing.”

EPCS was also a big success. The VP said, "Clinicians loved how quickly and easily they could prescribe medications from anywhere in the hospital, or outside the hospital, too! All while meeting DEA requirements. And my team loved how it established a secure, auditable trail that we could easily follow."

Next steps

Another great effect of working with Imprivata is how it empowered the hospital system to take on more new technologies with a forward-thinking attitude that persists to this day. When asked if there was anything new on the horizon, the VP of Informatics said, "Oh, always! For one, we're considering becoming an Epic Community Connect host. It's in line with our mission to help smaller, community hospitals offer top quality care, so everyone's excited at the possibility. We're also hoping to implement the Imprivata™ Patient Access solution, too. Imprivata is very stable, and we've always had a great relationship. A true partnership."



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at:

Global headquarters USA

Waltham, MA

Phone: +1 877 663 7446

www.imprivata.com

European headquarters

Uxbridge, England

Phone: +44 (0) 208 744 6500

www.imprivata.com/uk

Germany

Langenfeld

Phone: +49 (0) 2173 99 385 0

www.imprivata.com/de

Australia

Melbourne

Phone: +61 3 8844 5533