

## CASE STUDY

# The Victorian Heart Hospital partners with Imprivata to streamline access to desktop applications on Zebra TC52 mobile computers, doubling users' time savings

### Challenge

- The introduction of over 350 shared mobile devices into clinical workflows needed additional security to keep systems and data safe
- 10-minute time-outs on devices required clinicians to remember multiple passwords and go through login procedures several times an hour, adding time to workflows
- As mobile devices are shared, remnants of previous user sessions, such as the cache and cookies, must be wiped between users to ensure privacy and security

### Solution

- Imprivata Enterprise Access Management (formerly Imprivata OneSign and Imprivata Confirm ID) for single sign-on and multifactor authentication
- Imprivata Mobile Device Access with fully integrated Zebra TC52 mobile computers
- Integration with Cerner EMR

### Results

- Streamlined access to shared devices, which provides mobile access to Cerner Connect Nursing and Microsoft Teams, has doubled users' time savings

### Organisation snapshot

The Victorian Heart Hospital (VHH), located in Clayton, Victoria, is Australia's first dedicated cardiac hospital. Opened in 2023, the VHH provides a full range of ambulatory and inpatient cardiac care, including cardiac theatres, cardiac catheterisation laboratories, and ambulatory services such as cardiac CT, echocardiography, and specialist consultation. The VHH is part of Monash Health, the largest public health service provider in the state of Victoria, with over 24,000 staff across seven major hospitals.

Once fully operational, the VHH will provide 28,000 emergency patient assessments, 10,000 interventional cardiac catheterisation procedures, and 2,000 open heart surgeries each year. As a new facility, the VHH is embracing the opportunities offered by the latest advances in digital healthcare to meet its targets.

## The challenge

When the new Victorian Heart Hospital became operational in 2023, introducing over 350 Zebra TC52 mobile computers presented an opportunity to streamline clinical workflows. However, with security requirements for a device timeout after 10 minutes, clinicians were faced with re-entering login details several times an hour.

With multiple users accessing sensitive data and systems through shared devices, it was important that information associated with one user's session did not persist on the device. This could have given inappropriate access to the following user or made the sensitive data of the last user visible and unsecure.

**"We realised after the introduction of shared mobile devices that clinical workflows would need our staff to log in and out of multiple applications to maintain security. With Imprivata, we could quickly and simply implement an intuitive solution to enable easy and secure access via shared devices. Our clinicians enthusiastically embraced this solution."**

– **Anthony Pham**, Acting Chief Nursing and Midwifery Information Officer and General Manager

## The solution: Streamlined clinical workflows on shared mobile devices

The VHH is part of Monash Health, a user of Imprivata's badge-tap-enabled single sign-on technology, Imprivata Enterprise Access Management (formerly Imprivata OneSign and Imprivata Confirm ID). After a well-accepted, rapid adoption, the solution was extended to provide a 'tap to witness' capability for witnessing certain clinical workflows.

The successful implementations meant Imprivata capably met the VHH's challenge to extend simple and secure access to the shared mobile devices to be used in its workflows. The aim was to build on the clinical benefits that had already been achieved through the use of single sign-on, which Imprivata enabled. Imprivata Mobile Device Access was introduced to deliver secure access to the fully integrated Zebra TC52 mobile computers.

The Imprivata functionality also enables staff to log in to their messaging and meeting apps with their individual profile data loaded automatically. With a simple badge tap, clinical staff can access Cerner Connect Nursing and Microsoft Teams on shared mobile devices to view documentation, chart viewing, photography, and scanning. This saves time in delivering care and ensures compliance with data protection regulations for sensitive patient information.



**“Imprivata provided a solution to our new mobile device challenge, and it can be integrated into our IT environment.”**

**– Anthony Pham**, Acting Chief Nursing and Midwifery Information Officer and General Manager

## **The results**

The login procedures on the shared mobile devices are the same as for the other access points, such as desktops and workstations on wheels (WOWs), creating a streamlined user working environment.

The mobile device access has enabled the VHH clinicians to confidently share mobile devices, knowing that their individual session is recorded and attributed to them correctly. Tap on and tap off is easy, and sessions are automatically finished, meaning there is a complete audit trail of who delivered treatments and care.

Data associated with a user session, such as profiles, passwords, cache, and cookies, are cleared before the next staff member takes over the shared device. This delivers high security and safety levels for staff members and patients. Patient privacy and data security are ensured, and there is no risk of staff data being inappropriately accessed, as the following user cannot see any of that activity or login details.

## **The future**

The VHH plans to extend the administration of blood and medicines, which are currently performed via a desktop application, to make them available via the shared mobile devices. This will be done once the clinical workflow steps have been finalised. Imprivata Mobile Device Access will be utilised again for security and ease of use.



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organisations 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 organisations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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