

Parkview Adventist Medical Center Clinicians Get Security at Their Fingertips with Imprivata

The Business Challenge

Parkview Adventist Medical Center was the first modern medical facility built in Midcoast Maine when it opened in Brunswick in 1959. A 55-bed institution with affiliated physician practices, Parkview still maintains a technological edge that belies its modest size. The Medical Center offers a variety of digital diagnostic services and performs a number of advanced, minimally-invasive surgical procedures.

For years, the institution had taken a best-of-breed approach with interfaces to Healthcare information systems, deploying a growing variety of niche solutions for everything from Admissions to Radiology. Besides making IT management increasingly complex, this approach led to discontent among Parkview's 350 clinicians who complained about the need to constantly sign in and out of critical applications. Computer Physician Order Entry (CPOE), which required all doctors to do their own ordering using a computer, was a particular bone of contention.

In response to these issues, Chief Information Officer Bill McQuaid set out to combine all the institution's data into one single vendor Health Care Information System (HCIS). After evaluating a number of options, McQuaid determined that Meditech with advanced clinical applications would best serve Parkview's needs. At the same time, he saw an opportunity to strengthen security and relieve the clinicians' login/logout pains by deploying a single sign-on (SSO) solution combined with finger biometrics. SSO technology lets each user sign on to all applications using a single password. By incorporating finger biometric scanning into the solution, Parkview would enable each doctor or nurse to log on to any PC at the facility with a single fingertip swipe. Because finger biometrics are a form of strong authentication, this also strengthens IT security and helps meet compliance guidelines.

Key Business Results

- Single sign-on access to all critical applications
- Faster, more convenient login/logout for users
- Reduced IT support costs and resource requirements
- Increased user productivity
- Increased security through strong authentication with finger biometrics
- Easy adoption and consistent enforcement of security policy
- Compliance with data security requirements of the Health Insurance Portability and Accountability Act (HIPAA)
- Higher user satisfaction levels
- Two-day deployment with minimal resource requirements

The Imprivata OneSign Solution

“Two 1U servers and you’re done!
It plugs right into your active
directory and you are live.”

—Bill McQuaid
Chief Information Officer
Parkview Medical Center

Bill McQuaid and his team began the process of investigating SSO solutions that would work with the MEDITECH system and support finger biometrics. In working with Forward Advantage, a partner that Parkview had worked with in the past, the search quickly led them to Imprivata® OneSign™, a non-intrusive, easy-to-install appliance that helps organizations strengthen network and application security by enabling easy, secure SSO to any application—Web, client/server, or legacy.

OneSign’s all-in-one package and easy deployment were key features for the Parkview team. The fact that the solution was appliance-based was a real plus. “Two 1U servers and you’re done! It plugs right into your active directory and you are live,” said Bill McQuaid.

McQuaid and his team discovered that integrating finger biometrics with OneSign was equally easy. Users enroll one or more fingerprints via a scanner, which then records them in a file associated with each user’s identification information. Thereafter, when logging in, the user again scans the fingerprint, which is compared to the print on file to complete the authentication process. Knowing he would need the clinicians’ support to implement a new HCIS system, McQuaid arranged a series of presentations during which he demonstrated to doctors how easy it would be for them to gain access to applications with SSO and finger biometrics—and the clinicians were sold.

The deployment of MEDITECH and OneSign went remarkably fast. With an IS team of only six people and the help of a handful of super users, Parkview implemented 29 MEDITECH modules in less than six months. Shortly thereafter, 43 modules were up and running. The installation included a full set of departmental clinical applications, including Laboratory, Pharmacy, and Imaging and Therapeutic Services, as well as Advanced Clinical System applications, including Bedside Medication Verification, and the full suite of financial and administrative applications, including Community-Wide Scheduling, Authorization and Referral Management, MPM, and Billing/Accounts Receivable. Parkview also brought several interfaces “live” at the same time, including a PACS system, Pharmacy Pyxis dispensing system, and transcription services. The same team deployed Imprivata OneSign in only two days, providing SSO access to all the new MEDITECH applications.

One year later, Parkview has more than 100 finger biometrics devices installed throughout its facilities on stationary computers, as well as computers on wheels (COWs) that travel from patient room to patient room. Parkview’s 300 clinicians are delighted that they can access all patient information with just a swipe of a finger. When a clinician steps away, the screen is automatically “wiped clean” after three seconds, which helps ensure compliance with HIPAA privacy mandates.

Although Parkview initially invested in finger biometrics to solve its password problems and strengthen IT security, the technology has provided additional benefits. Parkview now barcodes and scans every medication that enters the hospital. Each patient wristband also has a barcode on it, which tells a nurse if the medication being administered was ordered for that patient and is being given at the right time. The medications are only accessible for dispensing after a nurse has authenticated using finger biometrics. This process, called “bedside medication verification,” greatly reduces medication errors and ensures patient safety. Parkview was the first hospital in Maine to deploy the solution and recently received the highest rating on the Maine Health Management Coalition’s Medication Spotlight Survey due to the technology. Bill McQuaid is equally satisfied. “I don’t have any hard numbers on ROI,” he explained, “but when you see that I was able to go live with this many applications, in this short period of time, OneSign played a key roll, you can’t beat that.”

Perhaps the most compelling proof of the OneSign solution’s success is that it is still in use. “We support this hospital 24/7,” said McQuaid. “We are the ones taking the calls. If OneSign didn’t work perfectly, it wouldn’t still be here today.”



About Parkview Medical Center

Parkview Adventist Medical Center is a 55-bed acute care hospital in Brunswick, Maine that has been serving the healthcare needs of the residents of midcoast Maine since 1959. Affiliated with the Seventh-day Adventist Church, Parkview was founded by three Adventist doctors and is one of about 70 acute care Adventist hospitals in the United States, and about 200 worldwide. Many of Parkview’s medical staff attended the world-renowned Loma Linda University School of Medicine, itself a part of the Adventist health system. In 2006, Parkview was recognized as a national award winner in healthcare service quality by Avatar International Inc. Parkview’s overall customer satisfaction score exceeded customer expectations in a survey of all emergency room patients, as well as inpatients on the medical surgical, intensive care, maternity, day surgery and special procedures units.



To learn more, visit www.imprivata.com or call 877-OneSign (877-663-7446).

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