

## THE RESULTS

Having just completed the initial implementation of OneSign, Lake Forest Hospital hasn't had time to document results yet. However, they anticipate benefits similar to United Regional in terms of improved patient care, increased helpdesk productivity (as high as 30 percent) due to reduced calls about password problems, and improved compliance as a result of the detailed audit trail OneSign provides. An added benefit is OneSign's ability to allow remote users to log in through Lake Forest's VPN with a single authentication, streamlining access from the hospital's multiple satellite locations. Rosales also appreciates the value of OneSign's tracking and reporting capabilities, as audit trails that provide instant traceability down to the individual user facilitate HIPAA-mandated accountability for patient information usage.

Rosales expects an enthusiastic response from the physicians at Lake Forest Hospital as soon as they begin using OneSign. "It solves the problem of having to log on several times with an average of seven to nine passwords," he observes.

# Imprivata® OneSign® Boosts Compliance, Quality Care and Clinician Satisfaction



### About United Regional Health Care System

For nearly 100 years, United Regional has delivered excellence in healthcare to Wichita Falls and the surrounding northern Texas communities. Much more than a 500-bed hospital, United Regional is a comprehensive healthcare system, providing a broad spectrum of services normally associated with larger metropolitan areas. Its state-of-the-art technologies and facilities include a Lead Level III trauma center, cancer treatment center, cardiac and surgical services, and Level II nursery. United Regional's 1800 employees strive to continually raise the standards of care by adhering to their five pillars of excellence: people, service, quality, finance and growth.



### About Lake Forest Hospital

Since its founding in 1899 as the Alice Home Hospital, Lake Forest Hospital has been committed to providing quality healthcare with a personal touch. The Lake Forest Hospital campus in north suburban Chicago has grown to include a 215-bed hospital, an 88-bed skilled nursing facility, a health and fitness institute, child care and learning center, and medical office buildings. To better serve area communities, off-campus facilities have expanded to include a 136,000-square-foot "hospital without beds" outpatient and acute care center, three medical office buildings and an additional health and fitness center. More than 1600 professional staff members and nearly 600 physicians provide a comprehensive range of leading-edge medical services.

United Regional Health Care System (Wichita Falls, Texas) and Lake Forest Hospital (Lake Forest, Illinois) faced the same issues confronting most hospitals in today's digital environment—they needed to comply with HIPAA. In an effort to conform with HIPAA regulations to protect sensitive data, both hospitals had adopted a complex web of passwords and user authentication technologies and policies. Remembering as many as eight or nine different passwords was becoming a time-consuming nightmare for physicians, nurses, and other clinical staff, which presented an obstacle to timely treatment and decision-making—especially in critical care situations.

Additionally, the difficulty of remembering so many different passwords, coupled with strict policies requiring frequent password changes for security reasons, flooded the helpdesks with calls from users locked out of applications, devouring a significant portion of the hospitals' helpdesk time and budget.

## United Regional Health Care System

### THE BUSINESS CHALLENGE

At United Regional, clinicians were increasingly tempted to write down or share passwords to keep from forgetting such a large number of them. When Lanny Evans joined United Regional as Information Services Manager a little more than a year ago, his overriding goal was to provide top-notch service to his "customers"—the healthcare system's physicians and nurses. The I.S. department decided quickly that implementing single sign-on (SSO) would help make that objective a reality by radically improving ease of access to critical patient data.



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## THE IMPRIVATA ONESIGN SOLUTION

When Evans told CDW Healthcare field account executive Clay Rudiger he was interested in SSO solutions, Rudiger suggested comparing Imprivata's OneSign® with other software-based solutions Evans had been researching. The OneSign solution utilizes appliance-based architecture, with redundancy and high availability built in via adjacent identical appliances. "It has a simple user interface; an easy, intuitive learning curve; and goes into a hospital's environment without a lot of hiccups," Rudiger says.

Evans agreed to a live demonstration of OneSign, which CDW Healthcare quickly arranged with Imprivata, who deployed the solution on United Regional's system and left it running for two days. Evans and his team were so impressed with OneSign's simplicity and effectiveness that they decided then and there to go ahead with it rather than continuing to investigate the far more complex and costly software-based solutions. "I don't care how good the technology is," Evans says. "If it can't be installed and supported easily, you may as well skip it."

CDW Healthcare worked with Imprivata to ensure United Regional had all the necessary equipment in place, enabling OneSign to be completely installed and functional within one week—versus the minimum of one month required for software-based solutions. The hospital purchased 1,000 user licenses, with 400 users—primarily physicians—SSO-enabled throughout the hospital within the last year via 14 workstations and a terminal server. Using OTP tokens and proximity badges, clinicians can access a dozen applications, including several Eclipsys clinical applications, Track-It (a work order tracing system), Siemens Webconnect, Amicas PACS, GE Centricity, and Telemetry, through the hospital's Physician Portal Page. The Physician Portal Page is a major initiative that allows doctors to access all clinical applications onsite or remotely, and has been a driving force behind the hospital's SSO implementation.

## THE RESULTS

A year after OneSign's implementation at United Regional, the clinicians and I.T. staff couldn't be happier. Evans is extremely pleased with Imprivata's solution. "I rarely have to deal with it," he says. "That's the ultimate compliment from an I.T. perspective." As predicted, helpdesk calls dropped dramatically thanks to the elimination of multiple and confusing passwords as well as OneSign's ability to let users reset their own passwords when necessary.

United Regional's doctors are thrilled that OneSign enables them to quickly access the clinical applications they need, whenever they need them, through the Physician Portal Page. "All of our physicians are delighted with the flexibility and convenience OneSign provides," says Dr. Leo Mercer, staff vice president of medical affairs. "We can easily access the information we need from anywhere. Our patients benefit because we can focus our time and energy on meeting their needs instead of worrying about our passwords."

A big fan of the appliance-based SSO solution, Evans notes, "Appliances are less vulnerable and more secure." And OneSign supports his efforts to exceed HIPAA standards for patient privacy by preventing the need to write down or share passwords and providing instantaneous, automatic user lock-out of systems when clinicians leave a terminal or workstation.

From Evans' perspective, it's all about service. Given OneSign's overwhelming initial success with his key customers—the clinicians—he's looking forward to working with CDW Healthcare and Imprivata to expand OneSign to key workstations in a variety of areas throughout the hospital. He also plans to roll out badges and tokens to the rest of United Regional's physicians, and eventually to all employees that access I.T. applications. "We are measured on the level of service we provide, and we look for that same high level of service from the vendors we select," he says.

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—Lanny Evans,  
Information Services Manager,  
United Regional Health Care System

### By the Numbers

- 1,000 SSO user licenses
- 400 users deployed within one year
- 14 workstations & 1 terminal service SSO-enabled
- More than 12 applications enabled

## THE BUSINESS CHALLENGE

Lake Forest Hospital faced similar issues, with the average user required to remember between seven and nine different passwords. The hospital's clinicians had trouble remembering their passwords and security administrator Josh Rosales estimated a 30 percent productivity loss at the helpdesk as a result of time spent resetting passwords. By the same token, the clinicians didn't want to spend valuable time on the phone figuring out how to fix passwords when they could be treating patients. "A helpdesk call from a doctor is a no-win situation," says Imprivata's territory manager Randy Meader, who worked with Rosales. "Neither side wants it—it's a low-value transaction."

"SSO was the next step we needed to take to make sure physicians had access to all the applications they needed without multiple sign-ons," Rosales explains. He also wanted remote users to have the capability of logging on through the hospital's VPN and authenticating only once, rather than repeatedly for every system and application they needed to access.

## THE IMPRIVATA ONESIGN SOLUTION

Lake Forest Hospital was on the verge of buying a software-based SSO, but the high price tag forced Rosales and his team to step back and reevaluate their options. When CDW Healthcare account manager Mike Kendrick and field account executive Brooke Czaja introduced them to OneSign, they were immediately excited. Kendrick explains, "We demonstrated that we could meet their application needs and their budget, and they also saw that the deployment costs would be much lower because OneSign was so easy to use."

The non-intrusive nature of OneSign and the fact that it was easy to add applications impressed Lake Forest Hospital. "It's an intuitive solution, so it's easy to deploy, and it's appliance-based, so it's easy to maintain," Imprivata's Meader adds. "We don't change the environment or infrastructure at all. The more you change things, the more possibility you have of breaking things."

In fact, OneSign was so cost-effective—well under half the expense of the other solution they had considered—and fit their environment so well that Lake Forest Hospital ended up purchasing 2,500 user licenses rather than the 1,000 they had originally planned on. "We wanted to eliminate generic passwords and user names. With 2,500 [licenses], we can now give every employee their own ID," Rosales said.

Aware that clinician expectations had been raised as a result of their earlier research, Rosales and his team wanted to implement OneSign sooner rather than later. To make their aggressive timeline a reality, CDW Healthcare's Kendrick orchestrated the ordering and delivery of the hardware and coordinated closely with Imprivata. Two days after Lake Forest Hospital signed the contract, they had all the equipment onsite. Within four days, Imprivata was handling the installation and training for the initial rollout. "CDW Healthcare and Imprivata were excellent from beginning to end," Rosales says. "We had a very good experience getting information for this solution, and I was impressed how quickly the equipment arrived."

The first phase of Lake Forest Hospital's implementation involves familiarizing the I.T. department, and especially the helpdesk, with OneSign and enabling initial access to six applications—INVISION Net Access, Lawson, SCI Scheduling, EDM, PACS, and MIDAS. The next phase involves piloting the technology with a select group of physician volunteers and additional applications for about a month. Within six weeks after that, they plan to expand the SSO solution to all physicians, followed by the rest of the hospital staff, using a combination of biometric fingerprint readers and RF Ideas proximity cards. Currently plans call for using the fingerprint readers in low-traffic areas and the proximity cards — which authenticate users slightly faster—in high-traffic areas and for surgeons or other OR staff who often wear gloves.

## Lake Forest Hospital

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—Dr. Leo Mercer,  
Staff Vice President of Medical Affairs,  
United Regional Health Care System

### By the Numbers

- 2,500 SSO user licenses
- 1,000 users deployed within three months
- 6 applications enabled