

Deliver Fast, Secure Access to Roaming Desktops

“Our staff adapted quickly to a dynamic, roaming environment. They can move between the clinic and the hospital with their same desktop always there.”

Aivars Apsite, Technology Strategist, Metro Health

Organization

Locations: Western Michigan

Employees: 2,200+

Industry: Healthcare

EMR: Epic

Metro Health is an integrated healthcare system with a regional 208-bed hospital and 25 clinics serving Western Michigan. It includes nationally recognized heart and vascular services, inpatient and outpatient specialty services, a cancer center and a wellness education program. In 2013, Hospitals & Health Networks named Metro Health one of the nation’s most wired hospitals for the fourth consecutive year.

Challenges

- Care providers performed between 20 and 50 logins per day
- Roaming and mobile providers, ambulatory and inpatient environments
- Strict security/compliance requirements

The Business Challenge

Metro Health’s motto is “expert care, made easy,” which the IT staff adopted for its approach to information technology. In an effort to provide higher quality and consistency of care across its network, Metro Health implemented an electronic medical records system from Epic to provide EMR access from the hospital, neighborhood outpatient centers and participating physicians.

While Metro Health had successfully rolled out Epic throughout its practices, the mobility of clinicians proved to be a challenge. With physicians and nurses moving across campus and between locations, the need to constantly log into the Epic EMR solution was interrupting clinical workflows and detracting from patient care.

Results

- Fast, secure access to patient records
- Increased physician satisfaction with personalized, roaming desktops
- Estimated annual savings of \$2.3 million using Imprivata with desktop virtualization

“As our users in both ambulatory and inpatient settings moved from workstation to workstation, accessing the different applications and data they need during a shift proved burdensome,” said Aivars Apsite, technology strategist for Metro Health. “In studying clinician workflows, we found that physicians and nurses were reconnecting with their desktops as often as 60 times per day. With each complete login taking about 60 seconds, our users were spending about an hour of their day just waiting for access to the systems and information they need. From an IT perspective, this is completely unacceptable.”

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- Aivars Apsite,
Technology Strategist,
Metro Health

The Imprivata OneSign Solution

Knowing it needed a solution to streamline workflows and improve efficiency, the IT staff elected to implement VMware View desktop virtualization solutions to streamline and standardize its technology environment, particularly for mobile and roaming care providers. However, the IT staff realized virtualization alone would not be enough to solve its workflow efficiency challenges.

“While virtualized desktops gave us the flexibility to deliver clinical applications and patient information at the point of care, users were still required to provide login credentials at each station. To truly create a dynamic but secure environment for roaming access, we needed a way to make the log in process more efficient,” said Apsite.

After evaluating several possibilities, Metro Health selected Imprivata OneSign® to enable No Click Access® to virtual desktops. Imprivata integrates with VMware View to enable fast, secure access clinicians’ personalized desktop from any endpoint. Imprivata also uses Epic’s authentication API to reduce log-ins and enable digital signatures for orders and prescriptions, which further improves workflow efficiency. Imprivata’s support for Teradici PCoIP-enabled endpoints also enabled Metro Health to replace its workstations with zero client devices.

“Zero clients provide faster performance than thin clients or traditional PCs, and they eliminate the overhead for maintaining the front end,” said Apsite. “By integrating single sign-on functionality with Imprivata, the overall solution is significantly faster and more efficient, allowing clinicians to maintain their focus on delivering high-quality patient care.”

The Results

One of the established goals for Metro Health's virtualized desktop project was to provide roaming access to users' active back-end session in 10 seconds or fewer. Using virtualized desktops integrated with Imprivata OneSign, the IT staff was able to accomplish this by enabling care providers to log in once at the beginning of a shift, then quickly access their desktops from any endpoint throughout the hospital or clinical environment.

"The combination of virtualized desktops and Imprivata saves each user about 50 seconds every time they access their desktops. While this time savings alone has a significant benefit to improving workflow efficiency and allowing more time for patient care, we have also been able to calculate its economic impact," said Apsite. "Based on the number of clinicians we typically have on staff in a given 24-hour period and their average hourly rate, we estimate that our virtualized desktop environment supported by Imprivata saves us more than \$2.3 million annually."

Today, Metro Health has more than 70 applications integrated with Imprivata OneSign. To further enhance its virtualized environment, Apsite and the IT staff plan to implement proximity cards to enable users to more quickly access their desktops by simply tapping in or out.

"Our objective as an IT staff is to give clinicians freedom to perform their daily tasks instead of being forced to deal with cumbersome technology. With virtualized desktops integrated with Imprivata, we are able to meet this objective while maintaining compliance with security and regulatory requirements," said Apsite. "Imprivata offers a flexible, agile and secure solution for simplifying access for clinicians which, when combined with virtualized desktops, has a calculable productivity and economic ROI."

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About Imprivata

Imprivata is a leading provider of authentication and access management solutions for the healthcare industry. Imprivata's single sign-on, authentication management and secure communications solutions enable fast, secure and more efficient access to healthcare information technology systems to address multiple security challenges and improve provider productivity for better focus on patient care.

Over 2 million care providers in more than 1,000 healthcare organizations worldwide rely on Imprivata solutions. Imprivata is the category leader in the 2012 and 2013 Best in KLAS Software & Services Report for SSO, and SSO market share leader according to HIMSS Analytics.

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