

# Giving nurses bedside EMR access

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Mike Elder, Director of Technical Services, Phoebe Putney Memorial Hospital

## Company

**Employees:** >3800

**Locations:** 3 hospitals, affiliated clinics

## Industry

- Healthcare

## Applications

- McKesson Star and Horizon applications; MEDITECH and Healthland at satellite hospitals; VMWare View

## Challenges

- EMR adoption adds to password management issues
- Clinician unhappiness with complex passwords
- Shared or public passwords put HIPAA compliance at risk
- Multiple hospitals using different healthcare applications

## Results

- High clinical satisfaction with EMR and authentication
- Fast access to health care applications for physicians on campus or remote
- Dramatically reduced help desk calls about authentication
- Automated workstation lockdown and access reporting for HIPAA compliance

## Introduction

Phoebe Putney Memorial Hospital, founded in 1911, is one of Georgia’s largest regional medical centers. The main hospital is a 443-bed teaching hospital and regional center for cancer and cardiac medicine. Phoebe Putney is part of the Phoebe Putney Health System, a network of hospitals, family medicine clinics, rehab facilities, auxiliary services, and medical education training facilities. Using Imprivata OneSign, Phoebe Putney offers single sign-on and consistent access policies across different EMR applications at multiple facilities.

## The business challenge: EMR adding to password problems

Phoebe Putney started selecting and implementing Electronic Medical Records (EMR) software back in 2007. One major barrier to deployment was the problem of managing user access to the healthcare applications.

The McKesson healthcare suite required separate logins for different software components. The IT team worried that adding EMR to the IT environment would exacerbate existing problems with passwords and password security:

- 60% of Help Desk calls were password related, even before the adoption of EMR software.
- Users were already frustrated with password policies requiring complex passwords and changes every 60 days.
- Nurses would often share passwords or write them down by their workstations – compromising regulatory compliance and security.

The IT team realized that password problems could impair workflow in patient care, reduce necessary security and compliance, and slow down EMR adoption.



### About Imprivata

Imprivata, the healthcare IT security company, enables healthcare globally to access, communicate, and transact patient information, securely and conveniently. The Imprivata platform addresses critical compliance and security challenges while improving productivity and the patient experience.

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### The Imprivata OneSign solution for healthcare

After evaluating several single sign-on solutions, Phoebe Putney chose Imprivata OneSign. "Imprivata's keen understanding of the needs of both caregivers and IT, coupled with its deep healthcare experience, made it the best fit for Phoebe," said Mike Elder, director of technical services at Phoebe Putney Memorial Hospital.

Phoebe Putney decided to integrate deliver the EMR solution together with Imprivata OneSign using virtual desktop infrastructure from VMware, creating a virtual desktop that could follow the caregiver throughout the facility delivering patient care. The IT team used a phase deployment model, starting with individual departments to get buy-in before implementing on the hospital floor.

### The results: One-Touch access to healthcare applications

Today Phoebe Putney Memorial Hospital's caregivers access a wide range of applications using a virtual desktop that follows them throughout their day, with Imprivata OneSign providing one-touch authentication.

In patient care areas, caregivers access their virtual desktops on Wyse thin clients using VMware View with the Zero OS option, so there is no embedded operating system to support at each client. With the initial implementation in place, the hospital then rolled out Horizon Expert Documentation for its 1600 nurses, again accessible through the virtual desktop.

The IT team has added biometric fingerprint readers on the hospital floors. Says Elder, "The physicians adopted the fingerprint readers quickly and started asking for them in on nursing floors and dictation areas. They like the convenience of one-touch authentication."

Using Imprivata OneSign together with VMware View means that the caregiver's virtual desktop is readily and quickly accessible from any location in the hospital. "For Phoebe Putney, using VDI with single sign-on lets clinical staff on the floor roam between rooms and have their EMR sessions follow them easily. It accelerates the patient care workflow," says Elder.

Phoebe Putney has expanded the use of Imprivata OneSign with VMware View to its satellite hospitals running different healthcare applications and to its physician portal for remote physicians. The IT can manage and audit all application access across the various facilities with the Imprivata OneSign solution. Imprivata OneSign has been flexible and scalable enough to meet the hospitals' changing needs, while supporting HIPAA compliance with detailed data access audit and reporting.