



**CASE STUDY**

# **Healthcare Delivery Organization diagnoses costly vulnerabilities with Imprivata Identity Governance solution assessment**

**FINDINGS PROVE IMPRIVATA IDENTITY GOVERNANCE IS  
THE RIGHT CHOICE FOR AUTOMATING AND SECURING  
ROLE-BASED IDENTITY MANAGEMENT**

## ORGANIZATION SNAPSHOT

# Mid-Atlantic Healthcare Delivery Organization (HDO)

### IDENTITIES MANAGED

Approximately 25,000 across four Active Directory domains, including clinicians, non-employed physicians, contractors, support staff, students, vendors, and hospital volunteers.

### KEY APPLICATIONS

- Cerner Millennium (EHR)
- Microsoft 365
- ServiceNow (IT service management), Workday (HR/financial management)
- Cactus (credentialing)
- SISCO FAST-PASS (visitor management)
- Imprivata OneSign® (enterprise single sign-on)
- Imprivata Confirm ID® (identity access/multifactor authentication)

### MAIN CHALLENGES

- Time-consuming, expensive, and error-prone manual provisioning
- Complex, inefficient, and unsecure system/application access management
- Clinician demands for increased focus on patient care – not on technology
- Inadequate and inconsistent access audits and compliance reporting
- Security vulnerabilities due to decentralized identity management

### THE SOLUTION

The Imprivata Identity Governance® solution assessment highlighted critical vulnerabilities and produced a new model for automating and securing Mid-Atlantic's provisioning environment. Assessment findings further proved the potential value of the Imprivata Identity Governance solution – which they then chose to implement.



“Mid-Atlantic HDO” is a multi-hospital healthcare delivery organization (HDO) with 18,000 employees, including 4,500 physicians and direct care providers at 200 outpatient practices - as well as a medical school serving 1,800 students and trainees. They jointly operate several specialized facilities and a state-wide community care network.

# A disruptive era amplifies manual provisioning's dangers and drawbacks

Even in the best of times, clinicians need fast, efficient, and secure access to a range of systems and applications for proper patient care.

For organizations like Mid-Atlantic HDO, the costs, risks, and inefficiencies of manual provisioning – and other traditional identity access management (IAM) processes – have been sharply amplified in an era defined by the coronavirus pandemic, the rise of data breaches and ransomware, and the push toward digital transformation.

Still, many HDOs continue to wrestle with these outdated, decentralized approaches – even as healthcare workers on the COVID front lines lack immediate, role-based access to EHRs and other critical applications. And with hospital workforces in a heightened state of flux, HR, IT, and security teams struggle daily to quickly on-board and grant appropriate access to staff and temporary health workers.

## Charting a course: Mid-Atlantic HDO plans for automated identity governance

Mid-Atlantic's leadership team knew that the future of their organization depended on its ability to control and secure access to protected health information (PHI) throughout the user-access lifecycle. And that meant consolidating and centralizing disparate workflows and processes with an automated solution created specifically for healthcare.

Following a period of thorough research, including a solution demonstration and several informational meetings with a team of Imprivata specialists, Mid-Atlantic HDO's stakeholder team had done their due diligence. And they'd expressed great interest in the benefits of the [Imprivata Identity Governance](#) solution. But a decision didn't come. Perhaps the decision-makers were looking for more concrete proof of value? What was holding them back?

## Gaining actionable insights with an Imprivata Identity Governance solution assessment

The Imprivata team of solution architects knew the answer. They immediately invited a group of the HDO's multi-disciplinary stakeholders – from the C suite and key clinical, IT, security, compliance, and HR staff – to engage in an [Imprivata Identity Governance solution assessment](#), a collaborative business process mapping and workflow analysis exercise.

The goal? To more clearly highlight the current-state, enterprise-wide issues facing Mid-Atlantic HDO, while providing data-driven insights into the true value of an automated, centralized environment with Imprivata Identity Governance at its core.

Several highly focused sessions enabled an even more in-depth exploration of existing processes that had been done to date, including:

**1. Provisioning: Sources of truth and role determination**

User provisioning workflows from sources of truth including HR systems, credentialing, bulk importing, and access request forms. Additional topics: duplicate detection, record modification, and role determination.

**2. Provisioning: Applications in scope**

Current application provisioning methods including automated scripting, ticketing systems, and related tools. Key focus on Active Directory, EHRs, and email as well as approval, role change, and deprovisioning processes.

**3. Security and compliance**

An examination of existing measures and concerns with increased focus on primary security goals and user identity-related topics including compliance reviews (entitlement access) and one-time access.

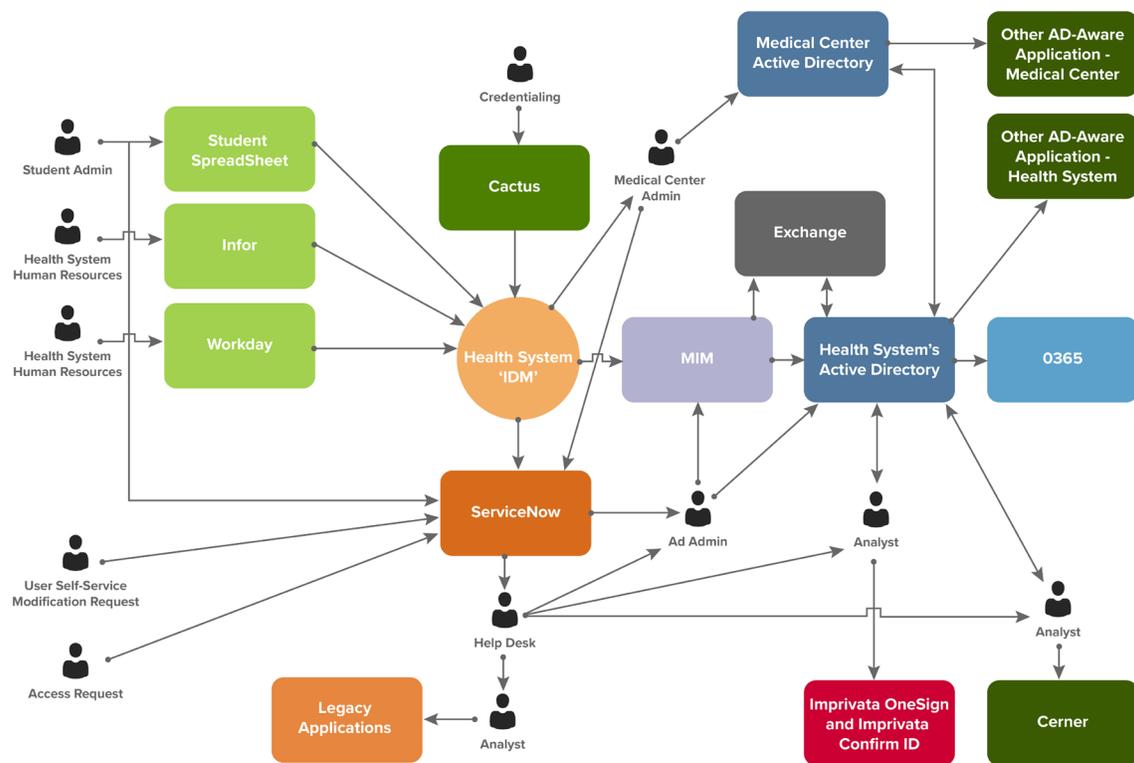
## Helping decision-makers decide: Assessment findings seal the deal for stakeholders

Following these collaborative working sessions, the Imprivata team of experts presented a report of assessment findings highlighting and validating the Mid-Atlantic HDO environment's key challenges, while further defining and quantifying the value of Imprivata Identity Governance.

The findings, based on actual stakeholder data, made it clear to the decision-makers that they had, indeed, found the right solution for their organization. The projected ROI numbers clinched the deal to move forward with Imprivata.

Having already invested in [Imprivata OneSign](#) and [Imprivata Confirm ID](#), Mid-Atlantic's IT security leaders were convinced of the benefits and value of optimizing their identity and access management solution suite with Imprivata Identity Governance.

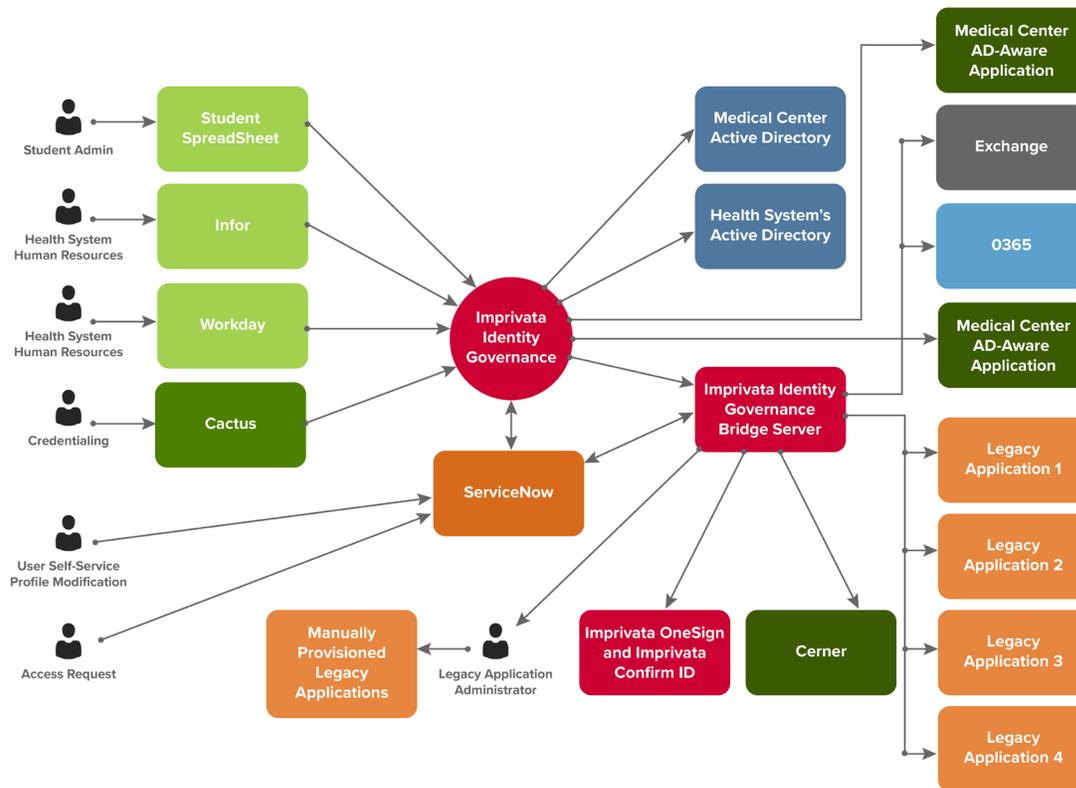
# Where they started: The manual provisioning process



The Imprivata Identity Governance solution assessment revealed several key challenges:

- Provisioning could take from two to eight days for certain applications and roles
- System modifications and terminations didn't take effect for up to 23 days
- EHR account management was entirely manual, with multiple user accounts for multiple jobs
- There was no regular access audit capability, compliance reports could take days to generate

# Where they're headed: The automated process being implemented



The Imprivata Identity Governance solution assessment helped Mid-Atlantic identify key opportunities and benefits:

- Rapid onboarding enables day-one access for clinicians hired to meet increased demand
- Reduced manual provisioning, intervention, approval, and research saves time and reduces costs
- A role-based security model ensures accuracy and consistency for all assigned users
- Streamlined auditing and analytics enables faster threat evaluation and remediation

# More data drives decision-making

Mid-Atlantic was stuck: the team knew they had a problem, and they had identified a potential solution, but the hurdle was convincing the stakeholders that the status quo was unacceptable and investment was needed. The time invested in the Imprivata Identity Governance solution assessment process resulted in hard data, visual mapping, and “eureka moments” on the part of leadership that ultimately made it clear that it was time to make a change.

## Learn more

For more about the benefits of an Imprivata Identity Governance solution assessment, contact your Imprivata representative today.



Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare’s unique workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700  
or visit us online at [www.imprivata.com](http://www.imprivata.com)

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