



**CASE STUDY**

# **Managing risk and improving governance with comprehensive, integrated identity and access management**

 **imprivata**<sup>®</sup>



## ORGANIZATION SNAPSHOT

# Midwestern Health System

**INDUSTRY**  
Healthcare

**EHR**  
Epic

### CHALLENGES

- Cybersecurity risk and compliance
- Demands for day-one user access
- Managing identities as employees constantly change locations and roles

### EXPECTED RESULTS

- Reduce provisioning time for new users from two weeks to two days
- Improve customer satisfaction due to consistent delivery of day-one access
- Enhance security posture with role-based identity management

IT and security leaders at Midwestern Health System were early adopters of identity and access management (IAM), starting their IAM strategy around 2010. Their Imprivata IAM partnership began in 2013 with Imprivata OneSign®, which offers single sign-on access, and expanded in 2018 with Imprivata Confirm ID®, a multifactor authentication solution that Midwestern Health System uses for electronic prescribing of controlled substances (EPCS). Imprivata Identity Governance® is the latest addition to Midwestern Health System's IAM program.

With a team of thousands of full-time employees and more than 20,000 total user identities to manage, Midwestern Health System realized that having 40 to 50 employees manually provisioning each user was inefficient. Managing identities and maintaining HIPAA compliance proved challenging with so many users moving from site to site, changing roles, and accumulating access rights.

The health system works closely with an affiliated medical school, which means students come and go every year, and frequently rotate through different service areas. As different departments require access to unique sets of applications and access permissions, each time a clinician rotates service, IT must manually change provisioning rights for each individual, immediately. There can't be any downtime for doctors or nurses.

“It was [the growth in users] that exposed some gaps in our IAM solution and other systems that led us to turn to Imprivata Identity Governance. We have around 40 or 50 employees who spend many hours each week entering new employees and setting up access to over 300 applications, dealing with changing roles and changes in access, including roles on the Epic side, PACS system, and imaging systems, all with different system administrators,” confirmed the head of IT and Technology at Midwestern Health System.

In order to ensure that nurses, physicians, and other staff have appropriate and timely access to the applications needed to deliver the best quality patient care, the key stakeholders at Midwestern Health System wanted an identity governance solution that would:

- Be compatible with their already installed identity management system
- Automate user provisioning processes
- Free up 40 to 50 employees to focus on other tasks
- Institute role-based access control (RBAC) to ensure users had the right access to applications
- Fit with their ERP system and project go-live

With these considerations in mind, the health system began searching for a solution that covered all their needs.

## Turning to Imprivata Identity Governance

After a careful selection process, Midwestern Health System turned to Imprivata Identity Governance, an end-to-end solution with precise role-based access controls, automated provisioning and de-provisioning, streamlined auditing processes, and analytics that enable rapid threat evaluation and remediation.



“Imprivata was the best fit for our environment. They were the most flexible; we didn’t need an entire identity management platform. We already had a lot of the basic tools implemented,” says Midwestern Health System’s head of IT and technology. “We really wanted something that would complement what we already did so we didn’t have to re-do the work and spend more money than we needed to.”

## Anticipated results

While working with the Imprivata Professional Services team on the implementation plan for Imprivata Identity Governance, the team at Midwestern Health System was also planning for the installation of a new ERP system. The decision was made to combine these two projects, which affected the overall timeline but had other efficiencies.

When Imprivata Identity Governance is in place, the team at the health system expects to see significant time savings in the provisioning and de-provisioning of user accounts.

Their end goal is to reduce provisioning from two weeks to two days, and the team is confident it will ultimately take even less than two days. It will also enable the manual provisioning team of 40 to 50 employees to focus on other activities and projects.

“We expect to see the ROI of this project in about 18 months, so we’re hopeful that this all comes to fruition. I don’t see why it will not,” said Midwestern Health System’s head of IT and technology.

## Ensuring fast, No Click Access

One of the reasons that Midwestern Health System was confident in the selection of Imprivata Identity Governance and the expected results is that they have experienced success with the other components of the Imprivata IAM suite of solutions.

When the health system implemented Imprivata OneSign, they found that it exceeded expectations to deliver fast, secure, No Click Access® to the systems and applications that clinicians needed to securely deliver patient care. The badge-tap single sign-on solution was extremely well-received by its clinical teams.

To date, the health system has close to 9,000 single sign-on users who have completed a total of 5.7 million application logins. Using an average hourly rate range of \$50-100 per hour, and a conservative estimate of time savings of five seconds per login, those 5.7 million logins translate to between \$400,000-\$800,000 saved.

“Being able to just tap a badge and have access is invaluable,” says a doctor and Midwestern Health System’s associate CMIO. “It’s a huge time saver.”

Together with Imprivata Identity Governance, clinicians would have day-one, fast, secure access to the right technologies and confidential information for which they have been provisioned.

## End-to-end compliance for EPCS

Imprivata Confirm ID for EPCS has provided Midwestern Health System with improved security and increased efficiency through a single, electronic prescribing workflow for all medications. This solution not only helps the health system meet EPCS requirements, but it also integrates flawlessly with its Epic EHR system and gives clinicians fast, convenient two-factor authentication solutions with biometrics including fingerprints.

With Imprivata fingerprint biometric authentication technology, providers are able to prescribe controlled substances in just seconds, improving productivity, increasing patient satisfaction, and enabling stronger restriction and control in comparison to paper prescriptions. So far, there are just over 1,700 physicians equipped to do electronic prescribing of controlled substances with Imprivata Confirm ID, and they were doing as many as 12,000 signings per month within the first six months of implementation.

“EPCS was worth the wait. It works efficiently and provides more security to the process, while providing convenience for the patients,” says a doctor and Midwestern Health System’s associate CMIO. “The change has been well accepted by our providers.”

## Integrated IAM solution results

Midwestern Health System views investing in the Imprivata IAM solution suite, including Imprivata Identity Governance, Imprivata OneSign, and Imprivata Confirm ID, as one of its biggest wins for clinicians and the IT department since implementing the Epic EHR system.

The solution suite delivers:

- Secure, seamless, day-one access for clinicians, enabling them to focus on delivering the highest quality of patient care
- Increased data security and auditing processes
- Improved IT productivity, reduced costs, and help desk calls

“We’ve been using Imprivata for almost ten years. Imprivata has been a proven leader in the industry and has helped us with many of our identity access solutions to date,” said the head of IT and technology at Midwestern Health System.



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  
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