

CASE STUDY



# New England Health Delivery Organization

Closing a challenging resource gap with  
strategic healthcare IT expertise



**ORGANIZATION SNAPSHOT**

**New England Health Delivery Organization**

**LOCATION**

New England

**INDUSTRY**

Healthcare

**BEDS**

1,100+

**CHALLENGES**

- Not enough staffing and knowledge to best support Imprivata solutions
- Difficulties keeping current with system and application upgrades
- Lacking proper bandwidth to plan for changes and upcoming operational needs

**RESULTS**

- Consultative support to help bridge knowledge gaps, guide decisions, and navigate changes
- Responsive management and faster resolution of issues involving upgrades and other developments
- Proactive, strategic planning to address future operational needs

Healthcare staffing shortages and skills gaps have become increasingly common over the past two years. This has driven many health delivery organizations (HDOs) to reevaluate how they can implement, maintain, and optimize their technology investments. For one mid-sized New England HDO, this meant deepening its partnership with Imprivata to drive increased performance and value.

The HDO uses Imprivata Confirm ID® to support electronic prescriptions for controlled substances (EPCS), as well as other workflows in Epic. They also use Imprivata OneSign® enterprise single sign-on capabilities and fast user switching. The solution has helped them save valuable time for clinicians and avoid frustration as they log into and out of workstations and applications. This is especially important in their shared workstation model: Imprivata OneSign enables clinicians to quickly tap in and out of workstations as needed, while keeping Epic and other applications running.

## The challenge

The HDO's not-for-profit status carries inherent budget constraints. One of the biggest challenges for the IT team is that it has no dedicated resources to support its Imprivata solutions. Staffing consists of two part-time application analysts, plus a part-time server engineer who provides appliance administration activities. The server engineer is often tied up with many other projects and priorities, and his availability has been an ongoing issue. The lack of expertise created an extensive knowledge gap, and the inability to be proactive.

That knowledge gap became particularly troublesome following the HDO's go-live on Epic. While the IT team had been supporting Imprivata solutions prior to the go-live, understanding how the solutions work in the combined Epic-Citrix environment presented a whole new challenge.

"I really didn't have a good understanding of how to support Imprivata solutions in that very different world," explains the HDO's IT manager. "And so, we were constantly trying to catch up to provide the proper support needed across the organization and avoid disruption."

As part of the platform transition issue, the knowledge and resource gaps also impacted their ability to stay current with Imprivata application updates in the new environment. That led to a series of problems, including frustrating login issues for clinicians and other users.

## The solution

In response to this taxing resource gap, the HDO looked to Imprivata Enterprise Advisory Services (EAS), part of the portfolio of Imprivata Managed Services capabilities focused on extending the power of IT teams with customized expertise. With Imprivata Managed Services, they found a strong solution for their needs through proactive consultation support dedicated to guiding decisions and navigating changes.

The Imprivata Managed Services team has provided the support the HDO needs to quickly address the knowledge and resource shortfalls. The team's consultative approach delivered both proactive planning support and more immediate gains, including a stronger ability to stay current.

**“ I could not have hired a dedicated resource onto my team that would be as useful and effective as our existing relationship with the Imprivata Managed Services team. It's a bargain for us. ”**

HDO IT manager

“Just trying to keep the lights on with the basic technologies has been challenging, given that my attention is divided among many other things,” notes the HDO’s IT manager. “Imprivata Managed Services has given us an economical solution by filling a huge knowledge gap on my part. It’s been an effective way of ensuring we can take care of the fundamentals, including keeping up with new application versions.”

In addition, the Imprivata team’s consultative, strategic support has also helped the HDO’s IT team become more proactive and forward-thinking. The shift has kept them accountable, on schedule with upgrade paths, and thinking about what’s next and how to get there.

The Imprivata Managed Services team has also added value by helping to bridge communication gaps. That includes enabling better sharing of information with and between the application analysts and the server engineer, which has given the IT staff greater confidence to perform upgrades without issues.

## Real-time responsiveness and simpler, faster implementation

The Imprivata Managed Services team is fully plugged into the HDO’s IT team’s needs and is very accessible, which has enabled them to move much more quickly than in the past. That includes the Imprivata Managed Services team facilitating and coordinating interactions with Imprivata, while also escalating any issues for fast resolution. Imprivata Managed Services has also conducted onsite workflow reviews to help assess efficiencies and identify opportunities for improvements.

“With our Managed Services relationship, I can just pick up the phone or send an email, and I know I’ll get the support I need,” notes the HDO IT manager. “They’re like active members of our team, with real-time availability and responsiveness. That lets us address issues and get things done faster and more nimbly.”

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HDO IT manager

Ease of doing business is another advantage the IT team values in the Imprivata Managed Services relationship: they enjoy being able to engage the Imprivata team in projects without a lot of red tape, making the process simpler and faster to complete. For instance, the IT team notes that they are now able to think about doing an upgrade in the context of a service request instead of needing a full-blown contract. That enables them to start projects, do them, and wrap them up much more quickly.

**“I’ve thoroughly enjoyed working with Imprivata over the years. They’ve been the best vendor in terms of the people, the process, and the technology. It’s all been wonderful.”**

HDO IT manager

## Making an impact

The IT team and the overall organization have enjoyed immediate, impactful benefits from the Imprivata Managed Services relationship on a few different fronts, including two noteworthy upgrade projects:

- **P2V** – To improve performance, the IT team looked to upgrade from physical to virtual machines, stepping up to a current version of the appliances and the backend servers. While it’s something they had wanted to do for a long time, they just didn’t have the resources to execute it. With EAS support, the team was able to complete the project very quickly, and they’ve since completed two similar upgrades.
- **Epic Hyperdrive upgrade** – With significant implications for how the HDO’s Imprivata solutions interface and integrate with Epic, this 2022 initiative will have a major impact on the IT team. Imprivata Managed Services support has provided strong value to the team through careful planning and regular updates on changes and software development required for readiness to work with Epic Hyperdrive, saving the team a great deal of legwork.

## A valued collaboration

The IT team’s manager notes that they’ve realized significant value from the Imprivata relationship, saying, “I couldn’t have hired a dedicated resource onto my team that would be as useful and effective as our existing relationship with the Imprivata Managed Services team. It’s a bargain for us.

“I’ve thoroughly enjoyed working with Imprivata over the years,” he adds. “They’ve been the best vendor in terms of the people, the process, and the technology. It’s all been wonderful.”

# Benefits of Imprivata Enterprise Advisory Services

Imprivata Enterprise Advisory Services helps healthcare organizations by being proactive, driving simplicity, and taking direct ownership of technical matters that can be complex and interconnected. Benefits include:



Owning and managing issue escalations, communications, and post-resolution reporting



Guiding the planning, testing, and path-to-production activities for upgrades and migrations, including on-call availability during cutover



Actively monitoring and planning for implementation of product enhancements fitting an organization's unique needs



Reducing operational risks associated with change management



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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