

CASE STUDY



Penn State Health increases user productivity and strengthens security with Imprivata

Imprivata digital identity platform automates lifecycle management, improves governance, and accelerates new technology adoption



PennState Health

ORGANIZATION SNAPSHOT

Penn State Health

CHALLENGE

- Improve identity lifecycle management, streamline onboarding, and reduce risk

SOLUTION

- Imprivata digital identity platform automates resource intensive, time consuming, error-prone administrative processes and strengthens security

RESULTS

- **Fast onboarding** | new users are provisioned in hours instead of days or weeks, with a 99.59% reduction in processing time for new or departing employees
- **Immediate risk reduction** | comprehensive identity management solution eliminates credential sharing, orphaned accounts, and privilege creep
- **Rapid ROI** | Day One clinician productivity enables fast investment return
- **Increased IT productivity** | automated workflows free up IT resources to focus on strategic tasks, leading to savings of 76,000 hours
- **Improved visibility** | detailed audit trails and activity reports make it easy to track usage, investigate security issues, and provide evidence of compliance

Overview

Penn State Health uses the Imprivata digital identity platform to give clinicians fast, secure, role-based access to healthcare IT applications and systems. Imprivata eliminates resource-intensive, time-consuming digital identity management processes, helping the healthcare delivery organization (HDO) streamline identity lifecycle management, improve governance, and strengthen its security posture.

“ Imprivata has been a reliable partner. ”

Cletis Earle, Senior VP and CIO,
Penn State Health

Challenge: managing digital identities at speed and scale

Penn State Health is a multi-hospital health system serving patients and communities across 29 counties of Pennsylvania. Its mission is to continually improve the health and well-being of the people of Pennsylvania, and beyond.

Like many HDOs, identity lifecycle management – onboarding and offboarding users, and managing their fluctuating access privileges across an increasingly complex IT environment – was a challenge for Penn State Health’s IT organization. The HDO employs more than 17,000 people, including 2,400 physicians and advanced practice providers. The Penn State Health workforce is continuously evolving due to attrition, business expansions, and new partnerships.

Penn State Health maintained identity data in a variety of independent directory stores, credentialing systems, applications, and spreadsheets. The HDO relied on a fragmented collection of scripts, email notifications, and other crude processes to provision new users and manage access rights across disparate systems – an inefficient, time-consuming approach that impaired new-hire productivity and added risk. It could take weeks for a new user to gain full access to all the applications they needed to perform their job.

“The process of onboarding new users took way too long,” recalls Cletis Earle, Senior Vice President and Chief Information Officer at Penn State Health. “We could tell from our user satisfaction surveys and our analytics tools that we just weren’t meeting the needs of our internal customers.”

Reassigning user privileges was also a challenge. Penn State Health employees and contractors frequently change roles and take on new responsibilities. During the early days of COVID-19, for example, clinicians were often required to take on additional duties due to staffing shortages. It often took several days to re-provision users and grant them access to the right systems and clinical applications.

Solution: Imprivata automates identity lifecycle management

Earle sought to replace the HDO's inefficient identity lifecycle management processes with a more automated approach and reached out to Imprivata for help. Earle had worked with Imprivata in the past and understood firsthand how the Imprivata digital identity platform can help unify identity management and governance, simplify operations, and mitigate risk. Imprivata specialists carried out a thorough assessment of Penn State Health's existing systems and practices and identified a number of opportunities to increase automation, speed up onboarding, and improve user experience with Imprivata digital identity solutions.

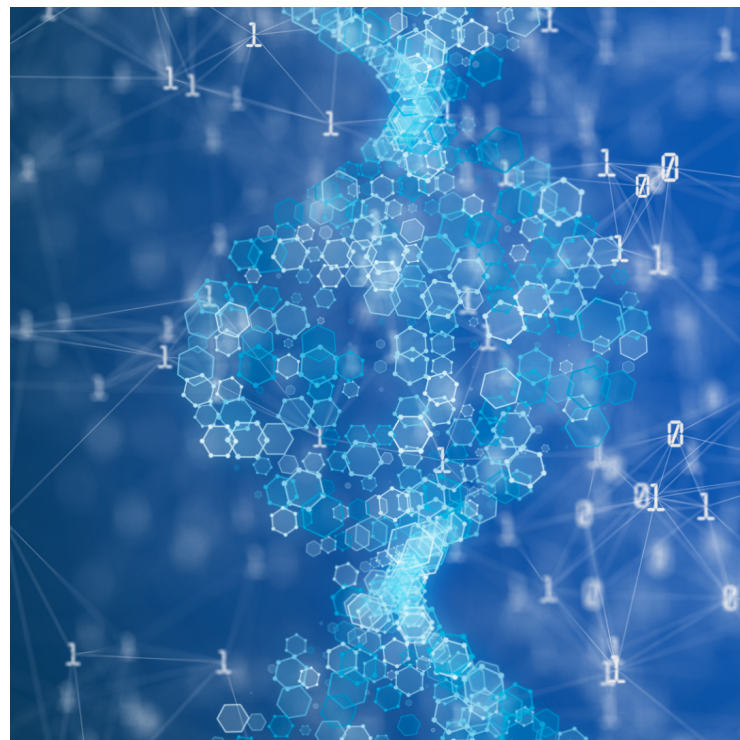
"Imprivata has been a reliable partner," says Earle. "Their solution gives our users secure and efficient access while maintaining compliance standards."

Results: rapid onboarding, risk reduction, and ROI

The Imprivata digital identity platform, based on the **Imprivata digital identity framework**, automates manually intensive, time-consuming administrative processes, helping Penn State Health accelerate IT service agility, and improve user productivity and satisfaction. With Imprivata, the HDO can now onboard new employees and provision users in just hours, with minimal IT involvement. This led to a 99.59% reduction in processing time for new employees and terminations.

"We hire thousands of people every year," explains Earle. "If you consider the fully burdened cost of an employee, assume each employee loses a couple hours productivity per day during their first couple weeks on the job, and do the math, the lost productivity costs are substantial. We have found that our implementation of Imprivata speeds up onboarding, giving users fast access to all their apps, and reduces lost productivity."

Imprivata solutions also help Penn State Health improve IT productivity, freeing up resources to focus on more strategic tasks. In addition, they help the HDO improve



security and compliance by avoiding provisioning errors; eliminating credential sharing, orphaned accounts, and privilege creep; and streamlining audits. The use of Imprivata solutions resulted in 76,000 hours saved by Penn State Health.

The Imprivata digital identity platform is specifically designed to meet the unique, demanding, and constantly changing security, compliance, and workflow challenges of the modern HDO. Imprivata digital identity solutions provide end-to-end provisioning, risk management and reporting, seamless multifactor authentication, role-based access, single sign-on, patient privacy monitoring, and integrated governance and compliance. They help Penn State Health secure and manage trusted digital identities – including third-party digital identities – across the entire enterprise, in a cohesive manner.

Future plans: streamlining digital transformation

The Imprivata digital identity platform helps Penn State Health consolidate systems, improve identity lifecycle management workflows, improve user and IT productivity, and mitigate risk. Going forward, Earle expects Imprivata to play a key role in the HDO's digital transformation by protecting cloud-resident data and securing internet-based users. "Imprivata's digital identity framework aligns with our strategic vision of giving users fast, secure, and consistent access to all their systems and services from any place at any time," explains Earle. "As we roll out new digital services, we're focused on protecting critical data while making experiences as seamless as possible for both providers and patients."



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

Copyright © 2023 Imprivata, Inc. All rights reserved. Imprivata is a registered trademark of Imprivata, Inc. in the U.S. and other countries. All other trademarks are the property of their respective owners.