

CASE STUDY

Peter MacCallum Cancer Centre empowers nurses with fast, secure access to Epic

Saving time and increasing barcode medication administration (BCMA) compliance rates



Peter MacCallum Cancer Centre (Peter Mac) is a world leading cancer research, education, and treatment centre located at six sites in Victoria, Australia. It is Australia's only public health service dedicated to caring for people affected by cancer. Peter Mac has more than 4,000 employees, including more than 700 laboratory and clinical researchers, all focused on providing better treatments, better care, and potential cures for cancer.

Challenge

- Improve efficiency and standardise access to clinical systems to reduce login times for staff no matter which devices they are using
- Increase the ability for nursing staff to work close to the patient by better utilising mobile workflows
- Streamline the process of double-user or witness authentication needed when administering medication to ensure patient safety and reduce stress for staff

Solution

- Imprivata Enterprise Access Management (EAM) for desktop computers and workstations on wheels, and Imprivata Mobile Device Access (MDA) for shared mobile devices
- Epic EMR for desktop computers and Epic Rover for mobile devices

Results

- Substantial time savings by not having to repeatedly enter usernames and 15-character passwords into the EMR, while also maintaining security
- Usage data shows nurses file flowsheet data 50 minutes sooner using mobile devices than when using desktops
- Increased compliance with procedures and standards when mobile devices are utilised



The Challenge – harnessing the benefits of mobile

Peter Mac wanted to continue enhancing patient care and improving efficiency by introducing and integrating mobile workflows into the daily work practices of nursing staff. This would ensure access to electronic patient records wherever and whenever needed by authorised staff members, but also introduced the need to enter long, complex passwords more than 30 times a shift, on mobile devices with small touchscreen keyboards.

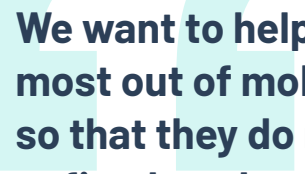
Australian regulations categorise Schedule 8 (S8) medicines as those associated with significant risks. These drugs must be locked away in keyless safes when not in immediate use. This places significant professional obligations on nursing staff. Double-user, or witness, authentication when administering S8 medication is required for patient safety, but this takes extra time, and increases anxiety around always following the full and correct procedures. A solution was required that would reduce the time these important processes take, while maintaining patient safety and reducing stress levels.

The solution – extending the same look and feel for mobile workflows

Peter Mac is a long-term user of Imprivata solutions. They have used Imprivata Enterprise Access Management (EAM) to provide clinicians with badge tap access for more than 10 years. When the organisation wanted to introduce the same level of easy access to mobile workflows, it was logical to extend their usage to Imprivata Mobile Device

Access (MDA). Whether on a mobile device or desktop computer, nursing staff in all inpatient wards now benefit from the same simple badge tap log in, no matter how they need to access patient records or where they are on the ward.

Imprivata delivers powerful integration with Peter Mac's Epic Electronic Medical Record (EMR) solution providing the right level of access to the right staff at the right time. The integration also creates a full audit trail of who has done what, and when. Approved staff log into Schedule 8 safes to access drugs that have significant associated risks. Credentials are then used to provide a double check of medications on computer and mobile devices.



We want to help nurses get the most out of mobile workflows so that they do not have to work at fixed workstations but can work where they need to, on the move and close to the patient."

– Antonela Vogranic, CNIO, Peter MacCallum Cancer Centre



Nurses enjoyed substantial time savings by not having to repeatedly enter their username and 15-digit password into the EMR when dual signing medications."

– Antonela Vogranic, CNIO, Peter MacCallum Cancer Centre



The results: significant time saved, and the same device can be used for multiple applications at the point of care

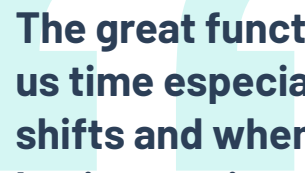
Using Imprivata EAM and MDA, nurses now benefit from the same simple badge tap to log in via desktop computers, workstations on wheels, and mobile devices – including Ascom Myco rugged smartphones. Login times are reduced, nursing staff have quicker access to

workflows, and they can complete documentation more efficiently. Using mobile devices, nurses can now file flowsheet data an average of 50 minutes sooner than they can via desktops.

Nurses get to travel lighter now that all functions are consolidated into one device, including medications, documentation, barcode scanning medication administration (BCMA), clinical images, paging, and nurse call bells, alerts, and codes. This significantly improves efficiency and satisfaction levels.

Wards with high adoption of mobile workflows have delivered:

- Higher BCMA compliance rates in inpatient wards (80% with mobile handheld devices, 30% with workspaces on wheels)
- More than 90% of medications using handheld devices
- More than 60% of specimens collected using handheld devices
- Higher patient ID scanning during specimen collection in inpatient wards (80% with mobile handheld devices, 50% with workspaces on wheels)



The great functionality saves us time especially on busy shifts and when patients are having a pain crisis. In stressful situations I don't have to remember complicated user IDs and passwords."

– Nurse on an inpatient ward.



On average nurses file flowsheet data 50 minutes sooner using mobile devices than via desktops. And using Imprivata EAM means we now have streamlined access and nursing mobility."

– Antonela Vogranic, CNIO, Peter MacCallum Cancer Centre





Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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