imprivata®

Local Health District rapidly implements clinician authentication to set up vaccination centres in just two weeks

Location
Australia

Industry
Healthcare

EHR
Oracle Health

Community served
740,000 people

Staff
Over 16,000

Challenge

- Rapid set-up of vaccination centres during the COVID pandemic needed the speedy implementation of identity confirmation from a standing start

- Paediatric vaccination centres required secondary witness confirmation before a vaccination could be given to a child

- A fully implemented production solution was required in less than a month

Solution

- Imprivata Enterprise Access Management enables more efficient logins to save time, effort, and costs, and provides streamlined security through multifactor authentication.

- Virtual desktop access (VDA) for clinicians that integrates technology from IGEL, Microsoft Azure, and Imprivata

Results

- A simple-to-use system that enabled witnesses to authenticate vaccinations enabling vaccination centres to be stood up, quickly, to meet demand

- Average time saved per clinician of 20 minutes per shift

- A solution foundation being built on which is expected to save 78 clinical work years, per year, every year while saving 59% of current IT costs

This Local Health District serves an ethnically diverse community of over 740,000, spread over eight Local Government Areas (LGAs) including part of a major city, as well as rural and remote parts of Australia. The District also provides care for more than a million people who come into the locality each day to work, study, and visit.

The District covers multiple hospitals and a range of integrated healthcare services in the community including community health, mental health, drug health, and aged care services. During the COVID-19 pandemic, in February 2020, The District established a new, innovative, virtual way to deliver hospital level care in the community and a sustainable solution to the increasing demand on healthcare in the area.

Challenge: Rapid setup of vaccination centres to meet the demands of COVID-19, with additional streamlined authentications for safely treating children

During the COVID-19 pandemic, the District had to rapidly set up vaccination and testing centres, including one vaccination centre focused on paediatric vaccinations. In this specific case, there needed to be a secondary witness before any vaccination could be administered to a child. This need for identification, verification, access, and audit was the trigger for the IT department to look for a solution which not only met their procedural requirements but also could be implemented rapidly despite stretched resources.

To ensure efficient vaccination processes, it was important to make secondary witnessing procedures as simple as possible while adhering to strict regulations and being able to prove that correct steps had been taken. The security, privacy, and compliance aspects were key considerations for the District, given the sensitivity of patient data being handled.

The organisation estimates Imprivata solutions will save each clinician around 20 minutes per shift, saving the district 78 clinical work years, per year, every year. In addition, virtual desktop infrastructure is expected to save 59% of current IT costs.

Solution: Unique combination of clinical applications brought together with digital identity badge-tap technology

The project team at the District liaised with several other local health districts in the area that were already using the Imprivata system, so they were confident in their decision to select Imprivata as their identity management solution for tapping on and off, enabling streamlined access for clinicians. The team chose Imprivata because the solution was simple to implement and manage while maintaining an extraordinarily high level of security, which was absolutely vital to the success of the project.

"Having an app which enabled us to manage the vaccination process and then do the witnessing as well was incredibly important for the speed and accuracy of what we were trying to achieve. In less than a month, we went from having nothing, to having a fully-fledged, implemented, productionised, and supported system."

– End user services director

Imprivata's track record and capabilities matched the District's immediate needs, so it was a relatively quick process to evaluate and select Imprivata Enterprise Access Management to overcome their vaccination procedure challenges. Especially important was the fact that the second witness requirement could be achieved without that person having to type in a username and password each time. Imprivata made it possible for the user to be able to simply tap in to a device and have that register the witnessing into the system.

The end user services director at the District commented: "Having an app which enabled us to manage the vaccination process and then do the witnessing as well was incredibly important for the speed and accuracy of what we were trying to achieve. In less than a month, we went from having nothing, to having a fully-fledged, implemented, productionised, and supported system."

For the District, the speed of implementation was crucial if they were to meet the deadline to open up the vaccination centre, including the ability to perform paediatric vaccinations from day one. Everything needed for the project was put into place by the two-week deadline, including the design, implementation, API integrations with the District's web app, and inclusion of disaster recovery elements. Then came the enrolment of all of the vaccinators which proved to be a very straightforward process, with ongoing support providing added value.

To build on the success of the rapid implementation, the District has now developed a 'follow-me virtual desktop solution' combining Imprivata, IGEL, and Microsoft technologies. This was an innovative, global-first implementation of these combined technologies, which was initially introduced into the main hospital emergency department and is now being rolled out to the District's other emergency departments.

Results: Streamlined access to clinical systems saves valuable time for clinicians, resulting in a faster service for patients

The implementation of Imprivata solutions has contributed to a time saving of around 20 minutes per clinician per shift which can now be refocused on patient care. The District also found that the solution helped in reducing the cognitive burden on clinicians as now they don't have to remember and repeatedly type in multiple usernames and passwords. Clinicians are no longer inputting their passwords incorrectly multiple times and getting frustrated, and then getting locked out and unable to serve their patients. The new Imprivata system also improves the security and auditability of clinical processes.

The next steps for this District include using Imprivata Enterprise Access Management with the Oracle Health EHR system and rolling out the solution to all 8,400 clinicians.

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