

## CASE STUDY

# Pomona Valley Hospital Medical Center improves mobile workflows and device management with Imprivata Mobile Access Management



*Expert care with a personal touch*

### Challenge

- Inefficient mobile device login workflows that slowed clinician access
- Limited visibility into device location and usage
- Difficulty managing shared mobile devices at scale

### Solution

- Implemented Imprivata Mobile Access Management (MAM)
- Enabled badge-tap authentication on shared devices
- Deployed centralized docking stations for device storage, maintenance, and charging

### Results

- Fast, secure clinician login and access to applications
- Device checkout was reduced to less than two seconds, and a 98% checkout success rate was achieved in the first month
- Simplified device management and maintenance
- Real-time visibility into device usage and location
- Improved clinician adoption and overall user experience



### Organization snapshot

<b>Location:</b>	<b>Industry:</b>	<b>Beds:</b>
Pomona, California	Healthcare	427

### Overview

Pomona Valley Hospital Medical Center (PVHMC) is a fully accredited, not-for-profit acute care hospital serving eastern Los Angeles and western San Bernardino counties.

In recent years, secure messaging, voice communication, and timely alerts have become increasingly important to care delivery at PVHMC and healthcare organizations like it across the country. As a result, the hospital expanded its use of mobile devices to support clinical communication and care coordination.

However, as adoption grew, so did the operational complexity of managing shared devices and ensuring efficient access. The organization needed a scalable approach that would simplify clinician workflows while improving IT visibility and control.

## Challenge: Reducing friction in mobile workflows while improving device management

As mobile usage increased, clinicians faced inefficient login processes that required manual authentication on shared devices. This introduced delays and created friction in accessing critical applications.

At the same time, IT teams lacked effective tools to track and manage devices. Devices were stored in bins without clear ownership or accountability, making it difficult to locate missing devices or confirm whether they had been returned.



These challenges limited the effectiveness of the organization's mobile strategy. To fully realize the benefits of mobility, PVHMC needed to:

- Streamline and standardize the login experience
- Improve visibility into device usage and location
- Establish a scalable, well-managed shared device model

PVHMC had already seen success with Imprivata badge-tap access for workstations. Consequently, when they learned that Imprivata could provide the same capability for mobile devices, they understood how beneficial that would be. So, they decided to implement Imprivata Mobile Access Management, extending the badge-based authentication their clinicians already used to the hospital's shared mobile devices.

With this approach, clinicians could tap their badges to automatically log into devices and applications, including their secure messaging platform. This eliminated the need for manual logins and aligned mobile workflows with existing clinician access habits.

The organization began with a 15-device pilot unit before expanding deployment across the hospital, and the reactions were enthusiastic.

Jose Baldivia, the PVHMC systems analyst who implemented the solution, said, "It's great when you show people how you can tap in on the badge reader, and they check their phone and see how quickly it logs them in and automatically logs them into messaging. Their eyes light up, and you know you did something good."

Soon, the hospital expanded implementation to over 300 phones across 35 care units.

Key components that ensured the solution's success included:

- **Badge-tap authentication:** Fast, consistent access across shared devices
- **Automated application launch:** Immediate access to messaging and communication tools upon login
- **Centralized docking stations:** Organized storage and charging, replacing unstructured device handling
- **Simplified device management:** SmartHubs and MAM device management capabilities simplified maintenance and offered visibility into the location and status of devices
- **On-site training and support:** Live demonstrations, clinical champions, and ongoing education to drive adoption

This phased approach ensured both technical validation and strong clinician engagement prior to the broader rollout.

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– Jose Baldivia, Systems Analyst,  
Pomona Valley Hospital Medical Center



## Results: Improved efficiency, control, and clinician experience

Implementing MAM elicited positive reactions from clinicians across the hospital. Lisa, a Med-Surg Nurse Manager, said, “With MAM and the SmartHubs, it’s a lot easier to track the phones. It really helps to know where a phone is when it goes missing.”



### **Faster access to clinical applications**

Badge-tap authentication reduced login friction and enabled clinicians to access mobile applications more quickly, thus improving workflow efficiency and reducing delays. In fact, device checkout was reduced to less than two seconds.



### **Enhanced device visibility and accountability**

IT teams gained real-time insight into device usage, including who last checked out a device and whether it had been returned. This significantly improved device tracking and accountability, simplifying recovery and reducing costs relating to lost devices.



### **Streamlined device management**

The introduction of centralized docking stations and mobile access management tools simplified device storage, tracking, and maintenance, thereby reducing administrative overhead. The SmartHubs also ensured that devices were kept fully charged and ready to go.



### **Improved clinician adoption and workflows**

By aligning mobile access with familiar desktop workflows, the organization improved clinician satisfaction and confidence in shared mobile devices, in part thanks to the 98% checkout success rate achieved in the first month. The simplified login experience and automated workflows also made mobile tools easier to use in fast-paced clinical environments, where every second counts.

## Next steps/Looking forward

Pomona Valley Hospital Medical Center plans to continue expanding its mobile capabilities. Future initiatives include enabling unit-level device visibility for clinical managers and extending mobile workflows to additional departments, including the emergency department.



Imprivata delivers simple and secure access management solutions for healthcare and other mission-critical industries to ensure every second of crucial work is both frictionless and secure. The Imprivata platform of innovative, interoperable access management and privileged access security solutions enables organizations to fully manage and secure all enterprise and third-party identities to facilitate seamless user access, protect against internal and external security threats, and reduce total cost of ownership.

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