

CASE STUDY

Deliver fast, secure authentication and virtual desktop access to optimize Epic workflows

Organization

- **Locations:** Western Michigan
- **Employees:** 2,200+
- **Industry:** Healthcare
- **EHR:** Epic

Challenges

- Care providers performed up to 60 logins per day
- Roaming and mobile providers, ambulatory and inpatient environments
- Strict security/compliance requirements
- Paper prescribing caused significant inefficiencies for both providers and patients

Results

- No Click Access to patient records
- Increased physician satisfaction with personalized, roaming desktops
- Fast, convenient DEA-compliant EPCS workflow
- Estimated annual savings of \$2.3 million using Imprivata for desktop virtualization access

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“Imprivata allows us to meet all our enterprise single sign-on, virtual desktop access, EPCS, and other authentication needs from a single, comprehensive platform, from a company we view as a trusted, strategic IT partner.”

– Joshua Wilda, VP of Information Technology,
Metro Health

Metro Health: University of Michigan Health is an integrated healthcare system with a regional 208-bed hospital and 25 clinics serving Western Michigan. It includes nationally recognized heart and vascular services, inpatient and outpatient specialty services, a cancer center, and a wellness education program.

The business challenge

Metro Health's motto is “expert care, made easy,” which the IT staff adopted for its approach to information technology. In an effort to provide higher quality and consistency of care across its network, Metro Health implemented an electronic health records system from Epic to provide EHR access from the hospital, neighborhood outpatient centers, and participating physicians.

While Metro Health had successfully rolled out Epic, they began to identify workflows which could be streamlined to optimize the full investment of their EHR solution. First, the mobility of clinicians proved to be a challenge. With physicians and nurses moving across campus and between locations, the need to constantly log in to the Epic EHR solution was interrupting clinical workflows and detracting from patient care.

“As our users in both ambulatory and inpatient settings moved from workstation to workstation, accessing the different applications and data they need during a shift proved burdensome,” said Joshua Wilda, VP of Information Technology for Metro Health. “In studying clinician workflows, we found that physicians and nurses were reconnecting with their desktops as often as 60 times per day. With each complete login taking about 60 seconds, our users were spending about an hour of their day just waiting for access to the systems and information they need. From an IT perspective, this is completely unacceptable.”

Second, the process for prescribing medication, especially controlled substances, was creating a dual workflow that lead to concerns about clinician efficiency and patient satisfaction.

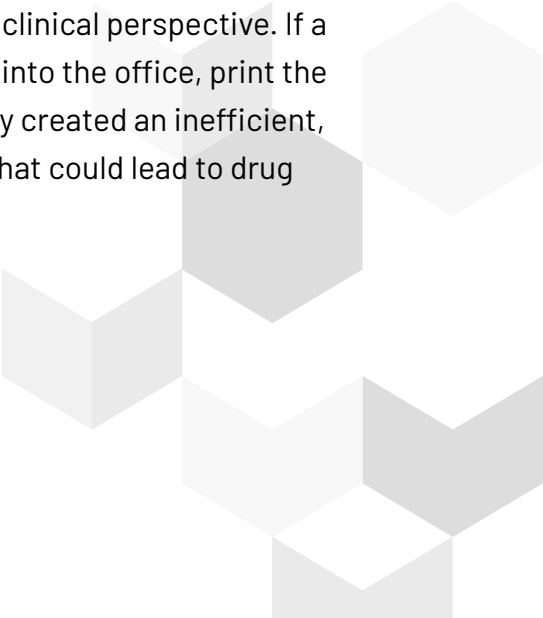
Physicians were electronically prescribing non-controlled substances, but they used printed prescriptions for opiate-based medication and other controlled substances.



“By integrating Imprivata, the overall VMWare solution is significantly faster and more efficient, allowing clinicians to maintain their focus on delivering high-quality patient care.”

– Joshua Wilda, VP of Information Technology, Metro Health

“Paper prescriptions required patients to visit their doctor every time they needed a refill. This caused significant patient dissatisfaction, especially amongst patients that need controlled substances as part of their regular regimen—for example, those with chronic pain,” said Wilda. “There are also significant inefficiencies in using paper from a clinical perspective. If a patient needed medication, the physician would be required to come into the office, print the prescription, and make sure the script got to the patient. This not only created an inefficient, dissatisfactory workflow, but it also created potential security gaps that could lead to drug diversion or fraud.”



Deliver fast, secure access to roaming desktops

Knowing they needed a solution to streamline workflows and improve efficiency, the IT staff elected to implement VMware View desktop virtualization solutions to streamline and standardize its technology environment, particularly for mobile and roaming care providers. However, the IT staff realized virtualization alone would not be enough to solve its workflow efficiency challenges.

“While virtualized desktops gave us the flexibility to deliver clinical applications and patient information at the point of care, users were still required to provide login credentials at each station. To truly create a dynamic but secure environment for roaming access, we needed a way to make the login process more efficient,” said Wilda.

After evaluating several possibilities, Metro Health selected Enterprise Access Management (EAM) to enable No Click Access® to virtual desktops. Imprivata integrates with VMware View to enable fast, secure access to clinicians’ personalized desktop from any endpoint. The support from Imprivata also enabled Metro Health to replace its workstations with zero client devices.

“Zero clients provide faster performance than thin clients or traditional PCs, and they eliminate the overhead for maintaining the front end,” said Wilda.

“By integrating Imprivata, the overall VMware solution is significantly faster and more efficient, allowing clinicians to maintain their focus on delivering high-quality patient care.”

One of the established goals for Metro Health’s: University of Michigan Health virtualized desktop project was to provide roaming access to users’ active back-end session in 10 seconds or fewer. Using virtualized desktops integrated with Imprivata EAM, the IT staff was able to accomplish this by enabling care providers to log in once at the beginning of a shift, then quickly access their desktops from any endpoint throughout the hospital or clinical environment.



"The combination of virtualized desktops and Imprivata saves each user about 50 seconds every time they access their desktops. While this time savings alone has a significant benefit to improving workflow efficiency and allowing more time for patient care, we have also been able to calculate its economic impact," said Wilda. "Based on the number of clinicians we typically have on staff in a given 24-hour period and their average hourly rate, we estimate that our virtualized desktop environment supported by Imprivata saves us more than \$2.3 million annually."



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Today, Metro Health has more than 70 applications integrated with Imprivata EAM. To further enhance its virtualized environment, Wilda and the IT staff plan to implement proximity cards to enable users to more quickly access their desktops by simply tapping in or out.

"Our objective as an IT staff is to give clinicians freedom to perform their daily tasks instead of being forced to deal with cumbersome technology. With virtualized desktops integrated with Imprivata, we are able to meet this objective while maintaining compliance with security and regulatory requirements," said Wilda. "Imprivata offers a flexible, agile, and secure solution for simplifying access for clinicians, which, when combined with virtualized desktops, has a calculable productivity and economic ROI."

Enabling DEA-compliant EPCS workflows

To address its challenges with paper-based prescriptions, Metro Health decided to move to electronic prescribing for all medications. But this required meeting the DEA regulations for electronic prescribing for controlled substances (EPCS), including provider identity proofing, logical access controls, and two-factor authentication.

After evaluating options, Metro Health elected to implement Imprivata EAM, the fast, secure signing solution for EPCS. Imprivata EAM streamlines provider identity proofing, enables supervised enrollment of providers' credentials, integrates seamlessly within the Epic EPCS workflow, and offers the broadest set of DEA-compliant authentication options. Imprivata EAM with EPCS is fully integrated with the overall EAM solution, delivering a consistent and secure access management experience across Metro Health access workflows.

"Imprivata EAM is the ideal solution to meet our EPCS needs. Not only does it help us meet the DEA requirements for EPCS, but it gives our physicians a fast, convenient e-prescribing workflow," said Wilda.

With Imprivata EAM in place, Metro Health has improved patient satisfaction by removing the need for patients to visit their doctor when they need medication refills. Instead, the prescription is sent directly to the pharmacy. The move to EPCS also improves the prescribing workflow for physicians and greatly reduces the security and fraud risks associated with paper prescriptions.

"Our physicians love EPCS because they recognize both the tremendous efficiency gains as well as the overall boost in patient satisfaction," said Wilda. "With Imprivata EAM, we've delivered these benefits in a fast, convenient workflow, which has really driven adoption. Now, instead of managing a paper-based process, physicians can manage caring for patients."



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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