

Ensuring fast, easy access to patient information with virtualization and Imprivata OneSign

Key facts

Industry: **Healthcare**

Location: **California**

Beds: **437**

Challenges

- Increase EHR adoption
- Provide secure access, anywhere, at the point of care
- Reduce time spent logging in

Results

- Fast, secure, No Click Access to patient information
- Giving clinicians the ability to roam and still have access
- Increase clinicians' time with patients

Pomona Valley Hospital Medical Center is a 437-bed not-for-profit hospital in California. As a trauma center in the Los Angeles area, Pomona Valley sees about 100,000 emergency department visits a year.

When Pomona realized that their initially selected single sign-on (SSO) product wasn't scalable and actually proved to be more work instead of less, they started looking for alternatives prior to a new EHR implementation. The team at Pomona knew that with a new provider and solution, they wanted to be able to:

- Optimize user experiences
- Unlock the full benefits of both SSO and virtual desktop infrastructure (VDI)
- Allow care providers to be able to quickly and securely roam and have their session follow
- Ensure that the move to a new EHR would be as seamless as possible
- Be able to partner with their vendor on future security strategies

With those needs in mind, Pomona looked to find a SSO solution that would help to ensure fast, secure access to patient health information (PHI).

The solution

For their SSO and virtualization needs, Pomona selected Imprivata OneSign[®] for fast, secure, No Click Access[®] to PHI.

"Imprivata OneSign met every requirement we had and helped make our move to Cerner Soarian easier," says Kent Hoyos, CIO and Vice President of Information Technology at Pomona. "And the ability for users to have their session wherever they were – the ability to roam – was really a game changer for us."

The team at Pomona quickly saw the impact of Imprivata OneSign on their virtualization investments. Workflows across the enterprise became streamlined, which ensured fast, easy, and secure access to PHI. The impact on the nursing workflows, in particular, which are largely roaming-based, was a big, early success for Pomona.



About Imprivata

Imprivata, the healthcare IT security company, enables healthcare securely by establishing trust between people, technology, and information to address critical compliance and security challenges while improving productivity and the patient experience.

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“The nursing workflow was painful before and it was very time-consuming because they had to constantly log in and out of the desktop and applications all day long, every time they left a room,” says Mike Aitchison, Systems Operations Information Services Manager at Pomona. “Now they can just tap in, and wherever they were at before, their session’s just right back up within three seconds. That has been a tremendous win for us.”

Prior to implementing Imprivata OneSign, it could take providers minutes at a time to log in to their desktop just once – and as that process occurred numerous times a day, Aitchison estimates that it may have cut two hours out of a single provider’s shift. With Imprivata OneSign fully rolled out, Pomona has seen increased clinician satisfaction by reducing the time spent on repetitive, manual logins and has ensured PHI security.

Pomona also saved valuable time because there were fewer calls to the help desk, fewer account lockouts, and more consistency across workstations.

“From the user standpoint, Imprivata OneSign helps them with roam-ability, saves them time, and ensures a consistent, working environment,” says Paul Luu, Systems Engineer at Pomona. “It just made it so that providers don’t have to be concerned about technology and can instead be more focused on patient care.”

SSO and VDI – a winning combination

With both SSO and VDI in place, Pomona was able to check off every goal they had hoped to achieve, and their care providers could quickly, easily, and efficiently help patients. SSO and VDI unlocked the potential of each other and ensured an improved user experience for everyone involved – clinical and IT.

“The combination of the two – SSO and VDI – was essential,” says Hoyos. “It really does put the users first, and it proves to them that this technology really is going to help save them time and ensure security of patient data.”

Looking to Imprivata – a valued, strategic partner

With Imprivata OneSign rolled out, when Pomona was looking for solutions that would help solve their patient identification and secure communications needs, they knew where to look.

Pomona chose to implement Imprivata Cortext®, the secure communications platform for healthcare, and Imprivata PatientSecure®, the positive patient identification platform. Both solutions helped to ensure that patient data stayed clean and secure.

“It’s critical to success that you can develop a strategic partnership with a vendor who can solve multiple critical problems within your healthcare organization,” says Hoyos. “Having a core technology and security strategy from a single vendor cannot be understated.”