

CASE STUDY



Seattle Children's Hospital strengthens digital identity security and improves clinician experiences with Imprivata

Imprivata solutions provide secure, seamless access to EHR systems, e-prescribing applications, and other healthcare apps from any device



Seattle Children's
HOSPITAL · RESEARCH · FOUNDATION

ORGANIZATION SNAPSHOT

Seattle Children's Hospital

CHALLENGE

- Provide secure access to EHR systems and clinical applications from any device
- Reduce burdensome and risk-prone password-based authentication schemes
- Implement DEA-compliant identity proofing for e-prescribing initiative

SOLUTIONS

- Imprivata OneSign® and Imprivata Confirm ID® ensure seamless, secure, and compliant access

RESULTS

- Imprivata OneSign provides fast and convenient access to Epic EHR system and various healthcare apps
- No Click Access™ reduces user frustration, password fatigue, and risky workarounds
- Net EHR experience jumped from -17.8 to +19.7 for physicians
- 700+ hours redirected to patient care in first two years of deployment
- Imprivata Confirm ID satisfies EPCS identity proofing requirements

Overview

Seattle Children's Hospital serves as the pediatric and adolescent academic medical center for Washington, Alaska, Montana, and Idaho – the largest region of any children's hospital in the country. For more than 115 years, the healthcare delivery organization (HDO) has specialized in meeting the unique physical, emotional, and developmental needs of children from infancy through young adulthood.

Ranked as one of the top children's hospitals in the country by U.S. News & World Report, Seattle Children's has over 400 licensed beds, and receives over 390,000 patient visits annually. The HDO employs about 9,500 people and has over 1,900 active medical staff.

Seattle Children's uses Imprivata digital identity solutions to provide fast, secure, and convenient access to a variety of on-premises and cloud-based healthcare applications. Imprivata solutions help the HDO strengthen data security, protect patient privacy, and satisfy HIPAA, HITECH, and electronic prescribing of controlled substances (EPCS) requirements without impeding clinical workflows.

Challenge: Reducing security risks, improving clinician experiences, and ensuring regulatory compliance

Identity and access management is a challenge for many healthcare organizations. Many HDOs are hampered by disjointed, password-based user authentication methods that disrupt clinical workflows, consume valuable time, and frustrate physicians and nurses. Common workarounds like sharing accounts or using the same password for multiple applications can open the door for threat actors and data theft. PHI leakage can tarnish a hospital's reputation, diminish patient trust, and lead to costly regulatory fines and legal settlements.

"Hospitals are fluid spaces," explains Dr. Zafar Chaudry, SVP and Chief Digital and Information Officer at Seattle Children's. "No one stays in one spot all day. They go from unit to unit, department to department, and workstation to workstation, and are constantly logging in and out of systems. We needed to find a way to reduce password hassles and risks, and to give our people quick and easy access to all their applications."

Chaudry also sought a multifactor authentication solution to support the HDO's e-prescribing initiative. Essential for identity proofing, multifactor authentication is a fundamental EPCS requirement and critical for controlling and auditing access to electronic prescription applications.

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- Dr. Zafar Chaudry, SVP and Chief Digital and Information Officer Seattle Children's

Solution: Imprivata solutions ensure seamless, secure, and compliant access

Chaudry selected Imprivata digital identity solutions to strengthen data security, optimize clinician experiences, and improve compliance. Seattle Children's deployed Imprivata OneSign® to support clinician mobility and enable seamless and consistent electronic health record (EHR) access across all of the HDO's 46 sites. They also selected Imprivata Confirm ID® to satisfy EPCS identity proofing requirements and to strengthen access security.

Chaudry used Imprivata solutions in previous roles with other HDOs and was well versed in the company and its products. "I've been working with Imprivata since 2005 and have leveraged their solutions multiple times in multiple organizations across the world," recalls Chaudry. "Every single time the products have worked really well and have been well received by physicians and nurses.

The Imprivata corporate culture and their commitment to customer success also played a pivotal role in Chaudry's decision. "One thing I've learned in working with Imprivata over the years is that they truly value and take care of their customers," explains Chaudry. "And that extends all the way to their management team. I regularly hear from the CEO. He cares. He reaches out. He asks questions. He makes sure we're taken care of."

Results: Happier clinicians, less burnout, and stronger data security

Imprivata OneSign provides fast, No Click Access™ to clinical applications and EHR systems, reducing password fatigue, user frustration, and risky practices like credential sharing. The solution helps clinicians save time, avoid distractions, and stay focused on patient care. In the first two years of deployment, Imprivata OneSign provided over 500,000 secure badge "tap-ins," freeing up an estimated 700+ hours of clinician time for patient care.

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“Entering a username and password each time you access a system takes time. It adds up over the course of a shift,” explains Chaudry. “People are working really hard, certainly through the pandemic and even now. Burnout and attrition are problems we can help address.” Since Imprivata OneSign and a new EHR were introduced, net EHR experience has jumped from -17.8 to +19.7 for physicians and from -13 to +18 for all users (physicians, APPs, nursing, and ancillary care).

Imprivata Confirm ID helps Seattle Children’s meet Drug Enforcement Agency requirements for EPCS, providing supervised enrollment of credentials, multifactor authentication, and comprehensive auditing and reporting functionality. The solution provides convenient and compliant access to e-prescribing applications.



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.

For more information, please contact us at 1 781 674 2700
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