

CASE STUDY

Mackenzie Health makes strategic mobile health vision a reality with Imprivata

Imprivata Mobile Access Management (formerly Imprivata GroundControl) delivers a personalized user experience for shared iOS devices, optimizing clinician workflows while safeguarding protected health information (PHI)



“With Imprivata, we know who has a device checked out and where it is at any given time. We can send reminders to the staff if they’re leaving the building, and they still have the device, which is great. The loss rate of these devices is close to zero.”

– **Felix Zhang**, Chief Technology Officer, Mackenzie Health

Challenge

- Efficiently manage and secure thousands of shared mobile devices deployed across two hospitals
- Optimize clinician experiences and satisfaction
- Avoid device loss and data loss

Solution

- Imprivata Mobile Access Management centralizes device management, automates provisioning, and protects data privacy
- Innovative solution automatically configures devices, providing a custom environment for each user
- Cloud-based management tools make it easy to track dispersed assets

Results

- Superior clinician experience – personalized device setup and easy access
- Exceptional visibility and control – centralized asset management and reporting
- Remarkable business results – widespread adoption of mobile technology, rapid ROI, practically no device loss (<.5%)

Organization snapshot

Mackenzie Health is a dynamic regional health care provider with two hospitals and a network of community-based locations. It serves a population of more than a half million people across western York Region in Ontario, Canada and beyond.



Overview

Mackenzie Health uses Imprivata Mobile Access Management (formerly Imprivata GroundControl) to optimize mobile productivity and the user experience for clinicians and other hospital employees using shared iPhones throughout the healthcare system. The Imprivata solution makes it fast and easy to check out a shared iOS device and gain secure, personalized access to a variety of mobile apps including the Epic Rover EHR app, the Vocera Vina unified communications app, the Philips Care Assist patient status and alarm monitoring app, and the UKG Pro time management app, from anywhere in its hospitals.

Imprivata Mobile Access Management helps the health care provider improve visibility, safeguard PHI, and practically eliminate costly device loss. Central IT administrators efficiently manage, track, and secure the dispersed device fleet.

According to a Ponemon report on clinical mobility, replacing lost mobile devices has a significant financial and operational impact, with organizations paying out an average of \$5.45 million annually on lost devices. This figure does not include the associated costs of IT security and help desk support, or diminished productivity, which tack on an additional \$1.4 million, on average. Moreover, replacing lost devices diverts valuable IT resources from other important tasks, potentially leaving more gaps in an organization's security posture.

Challenge: Provide secure, personalized experiences for shared-device users

Mackenzie Health's vision is to create a world-class, patient-centered health care experience. To that end, the Mackenzie team embarked on a mobile health strategy to streamline clinician workflows and improve care quality. "Most eHealth strategies are focused on making the computers mobile. We focused on making the workforce mobile; making it easy and beneficial for clinicians to incorporate mobile devices into their everyday workflows," recalls Purvi Desai, Vice President of Digital Health and Chief Information Officer at Mackenzie Health.

Mackenzie Health introduced a pool of shared iPhones to supplement traditional desktops and portable workstations and pave the way for their strategic mobile health initiative. They deployed Imprivata Mobile Access Management to automatically provision and efficiently manage, secure, and track the shared mobile devices.

“iPhones really aren’t designed to be used as shared devices,” explains Felix Zhang, Chief Technology Officer at Mackenzie Health. “We were going to have different users in different roles using the same phones. We had to find a way to automatically wipe the devices between uses and ensure the right people had the right access to the right applications and data at the right time.”

A long-time customer, Mackenzie Health leverages a number of Imprivata solutions to control access to critical systems and data including Imprivata Enterprise Access Management (formerly Imprivata OneSign and Imprivata Confirm ID), Imprivata Privileged Access Management, and Imprivata Vendor Privileged Access Management (formerly SecureLink Enterprise Access).

Solution: Imprivata Mobile Access Management streamlines access security and provides a personalized user experience

Imprivata Mobile Access Management helps Mackenzie Health accelerate the adoption of mobile technology by simplifying access security and delivering tailored user experiences. Upon checkout, shared devices are automatically configured to provide a personalized environment with a unique set of applications based on the user’s role and identity. Phones are automatically wiped and depersonalized between uses to protect data privacy and ensure compliance. “With Imprivata we can custom-provision shared devices upon checkout, so doctors and nurses get access to the clinical apps and patient data they need, but other users like porters can’t access Epic or view PHI,” explains Zhang.



The Imprivata solution also helps Mackenzie Health reduce bring-your-own-device (BYOD) security concerns. “We originally deployed the iPhones primarily for nurses and porters,” says Dr. Aviv Gladman, Chief Medical Information Officer and a critical care physician at Mackenzie Health. “But I see doctors pulling them all the time, because Imprivata makes it so easy.” The shared-device approach reduces the risks posed by untrusted personal devices by ensuring physicians are using officially sanctioned applications and up-to-date software.

Cloud-based monitoring and reporting tools make it easy for IT professionals to track assets and minimize device loss. “With Imprivata, we know who has a device checked out and where it is at any given time. We can send reminders to the staff if they’re leaving the building, and they still have the device, which is great,” explains Zhang. “The loss rate of these devices is close to zero.”

Central IT admins keep tabs on the entire device fleet and make sure the phones are always efficiently distributed. “Many doctors are on the move all day long. They might pull a phone from one unit in the morning and drop it off at another unit on the other side of the hospital at night,” says Gladman. “At the end of the day, you’ll see support folks walking around the hospital, redistributing phones, making sure every unit has enough devices on hand for the next shift.”

Results: Superior clinician workflows, exceptional user satisfaction, remarkable investment returns

Imprivata Mobile Access Management helped Mackenzie Health make their strategic vision for mobile health a reality by transforming clinician workflows and unleashing mobile productivity. The Imprivata solution lets the healthcare provider take full advantage of all the benefits of clinical mobility technology, while protecting and extending previous investments. For years, Mackenzie Health has relied on Imprivata Enterprise Access Management for single sign-on functionality. Clinicians now take advantage of those same familiar capabilities on their mobile devices for ultimate convenience and security.

Imprivata helped Mackenzie Health break down mobile technology adoption barriers and achieve a successful outcome. “Many of the things our doctors and nurses used to do on workstations-on-wheels – barcode scanning, positive patient identification, blood product management, etc. – is all done on the phone now,” says Zhang. “The shared mobile device is their Swiss Army knife: it’s their phone, their pager, their window into the electronic health record. It’s their ‘everything’ device.”





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.

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