Imprivata – Fast User Switching

Increasing provider productivity while safeguarding patient data

Benefits

- Save care providers time by reducing manual log-ins on shared desktops

- Provide faster and more secure access to patient data

- Eliminate the need for care providers to use risky, generic Windows log-ins

- Reduce the risk of clinicians accidentally charting under the wrong ID

- Protect against unauthorized access to patients' PHI and resulting HIPAA violations

- Create audit trails of shared workstation access and usage

In many hospital settings, care providers rely on shared computing resources to deliver patient care. By providing ready access to patient information and clinical applications, shared workstations and desktops help to streamline clinical workflows and improve care delivery while lowering hospitals' costs.

The accessibility that makes shared workstations so useful, however, also creates challenges. With multiple clinicians using these devices, often in rapid succession, striking the right balance between accessibility and security is a difficult task for many organizations.

Some hospitals use approaches that are not secure enough, such as allowing the use of generic Windows log-ins. This can result in a range of problems, including clinicians charting under the wrong ID, and patient sessions left open after clinicians walk away. These situations put patient safety and privacy at risk, clinicians in bad positions, and hospitals at risk of costly and damaging HIPAA violations.

Conversely, shared workstation usage policies that are too stringent pose a different set of challenges. Requiring manual log-ins to Windows and applications at every workstation is time consuming and frustrating for care providers.

The solution: Fast User Switching with Imprivata OneSign

Fast User Switching eliminates the need for generic user log-ins. It secures Windows desktops without requiring a Windows log in for each user at every machine they need to use. With the Fast User Switching capabilities in Imprivata OneSign®, hospitals and care providers can take full advantage of the benefits of shared workstations and desktops while minimizing security, privacy, and patient safety risks. Fast User Switching enables doctors and nurses to access patient information with Imprivata's No Click Access® – requiring only a tap of their ID badge or swipe of their fingerprint.

With the same simple badge tap or fingerprint swipe, care providers can instantly close their sessions and log off the workstation. This quick sign-off safeguards patient data, greatly reduces the risk of clinicians charting under the wrong ID, and leaves the workstation or desktop in the proper state for the next clinician.

Imprivata OneSign's Fast User Switching capabilities secure desktops without impacting care providers' productivity.

Fast User Switching at the workstation level

The most common example of a shared computing resource in healthcare settings is the kiosk workstation. These devices are placed in key workflow locations, such as at nursing stations on hospital floors, or in examination rooms in outpatient clinics. Shared kiosk workstations are focal points for the capture of patient data and for the delivery and coordination of patient care.

Shared workstations are used almost continually by steady streams of doctors, nurses, and other clinicians. Much like PCs in hotel business centers, they are set up with open, generic desktops that do not require a log-in. To access their applications, clinicians type in their user names and passwords. When their sessions are completed, care providers are supposed to log out before moving on. For a variety of reasons, proper log-outs are not done and clinicians' desktops are left open, creating significant security risks.

Imprivata OneSign's Fast User Switching capabilities secure desktops without impacting care providers' productivity. The technology enables care providers to leverage the open Windows desktop to instantly access Imprivata OneSign and their own applications without the repetitive manual log-ins and log-outs. Instead, clinicians can walk up to a shared workstation and access their applications with just a tap of their badge or swipe their fingerprint.

Fast User Switching at the application level

Some EHR systems support user switching within the application itself without requiring a shutdown, offering the alternative to 'suspend the session', for example. With EHRs and other clinical applications that have this capability and need to be accessed at kiosk workstations, Imprivata OneSign can enable Fast User Switching at the application level. In this implementation model, Imprivata OneSign can leave an application open and either suspend or log off the previous user within the application as multiple care providers 'tap in' and 'tap out' of the workstation.

For example, with an EHR system that has the required internal switching capabilities, a nurse can enter data in a patient's chart and then with a quick badge tap, put the application into a suspended state. A doctor could then tap in on the same workstation and access the EHR and the same patient's record – or a different record or application – all with just a quick badge tap.

Fast User Switching at the application level creates smoother clinical workflows, eliminates frustration caused by repetitive manual log-ins, and saves care providers significant amounts of time.

Use case: optimizing workflows in an outpatient clinic

The following scenario describes the basic workflow of a patient visit to an ambulatory clinic with and without Imprivata OneSign and its Fast User Switching capabilities.

Without Fast User Switching – A nurse enters the exam room, goes to the shared kiosk workstation, clicks an icon to launch an EHR system, manually types in her username and password, and waits for the application to launch. The nurse takes the patient's vital signs and discusses their health issues, recording data and observations in the EHR system. When finished, she closes the application with a series of mouse clicks.

Next, the doctor enters the room, repeats the same manual log-in process, and also waits while the EHR application launches. She reviews the data entered by the nurse, interacts directly with the patient, and clicks on an icon to launch a lab Information system which requires her to type in a different user name and password. After checking test results, she generates an e-prescription using the EHR system. The doctor wraps up the session with the patient, and clicks on various buttons and menu items to exit and log off the EHR and lab information systems. This entire process is repeated dozens of times during an average shift.

Total tech time (focused on technology, not on the patient): Approximately 2 minutes per patent visit

With Fast User Switching – The nurse walks into the exam room and taps her badge to access the generic Windows desktop, and automatically launch and log in to the EHR system with Imprivata OneSign. After interacting with the patient and recording her observations and the patient's vital sign data, the nurse simply taps her badge to log out of the application and secure the desktop. A doctor enters the room and uses the same, quick badge-tap process to access clinical applications and the patient's records. With the Imprivata OneSign and Fast User Switching, the EHR application can instantly switch to the doctor's credentials without the need to restart. Another badge tap is all that is required for the doctor to log off and secure the applications and the shared workstation. By automating log-ins and eliminating application wait times, Fast User Switching saves clinicians time and helps them increase their efficiency.

Total tech time (focused on technology, not on the patient): Approximately 10-15 seconds per visit

Fast User Switching for multiple windows desktops
Imprivata OneSign also supports a shared workstation model that utilizes multiple Windows desktops, as opposed to the single, generic Windows desktop used for shared kiosks. This model is designed to accommodate clinicians who can use a shared workstation, but need to have their own dedicated Windows desktop to keep their applications running during a user switch.

Clinicians can instantly lock their desktops when they step away from a workstation. Upon returning, the clinician, with just a badge tap or fingerprint swipe, can pick up right where they left off. The access is not impacted by another clinician, who in the meantime logged on and then locked their desktop on the same workstation. With Imprivata OneSign's Fast User Switching features, multiple clinicians can have their own individual desktops running on a single PC, and switch between them quickly and easily.

Since this model features multiple desktops running simultaneously, more powerful workstations with higher memory capacities are required. Some applications may not support this model. Imprivata can help determine if this model makes sense for your environment.

By automating log-ins and eliminating application wait times, Fast User Switching saves clinicians time and helps them increase their efficiency.

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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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