



VALLEY MEDICAL CENTER

ExactAccess 



Identity Automation's implementation process was stellar, and their vendor engagement in terms of availability shows they value customer satisfaction.

Jim Levy, Manager of IT Infrastructure

Valley Medical Center, a University of Washington facility, is an acute care and clinic network serving South King County, Washington. Along with a 321 bed public hospital Valley Medical operates more than four dozen primary, urgent, and special care clinics that serve more than 600,000 residents.

THE CHALLENGE

After fourteen years with their existing SSO provider, Valley Medical was experiencing decreased clinician productivity and operational efficiency issues. The clinical staff was losing confidence in the solution's ability to facilitate accurate patient care.

Users were experiencing a high number of retry errors when they attempted to tap in that slowed down log in times and decreased productivity, as well as ongoing wrong user in context issues. "We needed a solution that ensured the user who was tapped into the machine was the same user who was authenticated to the EMR environment," explains Jim Levy, Manager of IT Infrastructure.

On the technical side, maintaining their SSO had become a significant time-drain. Custom scripts had to be created and maintained to clean up workstations and address other device issues when users logged off. In fact, an Administrator was spending 50% of her time simply maintaining the SSO.

SOLUTION

Valley Medical knew they needed to switch SSO providers, so they sent out an RFP. Their CMIO was adamant about one feature: the replacement solution must also have an application launch bar that allowed users to easily pin and find their most used applications. Users were accustomed to this functionality and wanted to minimize changes to their workflow.



After careful deliberation, Valley Medical ultimately chose Identity Automation's ExactAccess, citing our flexibility, price, vendor engagement, and similar application toolbar functionality as the deciding factors. ExactAccess is an SSO and clinical workflow solution that provides clinicians with fast and secure access to patient information and other clinical applications. ExactAccess's proximity badge functionality eliminates repeated username/password input, increasing clinician productivity.

"The implementation process for ExactAccess was stellar in that the Identity Automation team came onsite and did a very thorough discovery process around how our clinicians used the existing SSO solution, what their pain points were, what was working well, and what wasn't." says Levy.

RESULTS

ExactAccess is now used by 4,000+ clinical and support staff members for secure, proximity badge SSO to Valley Medical's 3,000 shared workstations. With ExactAccess, users have the same application launch bar functionality as their prior SSO, ensuring a smoother transition to the new system. "Identity Automation offers the same toolbar functionality, and they go the extra mile to meet customer needs. I like to call that being the better vendor," says Jim Levy,

Since implementing ExactAccess, login times and on-screen errors have been drastically reduced. "We've seen major improvements in mean time of machine availability on initial login," explains Levy, adding "This has only increased with additional releases of ExactAccess, reducing log in time even more as well as additional flexibility and ease of use." Furthermore, patient context mismatch errors are significantly reduced, eliminating the need to manually kill and relaunch programs and restoring clinician confidence in their SSO.

While troubleshooting and maintaining their previous SSO once took over 20 hours a week, that time has been reduced to 1-2 hours per week with ExactAccess. "We've seen an administrative time reduction of over 90%. The solution is for the most part touchless," says Levy, "ExactAccess just works."

Thanks to Identity Automation, Valley Medical was able to replace their SSO and eliminate the issues they were previously facing. ExactAccess has increased organizational productivity and strengthened security, allowing clinicians to spend more time with patients and IT personnel to focus more on other priorities. "Identity Automation is lucky to have acquired a company like HealthCast. I'm a fan of HealthCast's support and business model and hope Identity Automation continues to maintain this philosophy," says Levy.



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