

Reduce healthcare IT cost and complexity while strengthening security with Imprivata Identity Governance

Deliver fast, secure role-based access to systems and applications

In today's digital world, healthcare professionals need fast, efficient, and secure access to a wide range of applications to effectively treat patients. But many healthcare organizations are underserved by traditional identity management products and manual administrative processes that hinder IT agility, impair care delivery, and introduce security vulnerabilities.

Imprivata Identity Governance is a healthcare-specific identity governance and compliance solution purpose-built to give clinicians and non-clinicians fast, secure, role-based access to critical healthcare IT systems and applications. An integrated component of the Imprivata identity and access management solution suite, Imprivata Identity Governance automates provisioning tasks, improves security and compliance, and allows healthcare professionals to focus on quality patient care on day one.

This paper reviews healthcare IT trends, explains some of the challenges digital transformation poses for healthcare IT and security leaders, and explains how Imprivata Identity Governance can help healthcare organizations reduce IT cost and complexity, strengthen security and make the most of digital transformation initiatives.

Digital transformation poses new challenges for healthcare IT and security teams

Advances in information technology are helping healthcare systems transform care delivery, improve revenue and achieve better outcomes. Using the latest cloud-based applications and mobile technology, today's healthcare professionals can care for patients from any place, at any time. To be fully effective, they need efficient and secure access to all their applications and data – from day one and beyond.

Ensuring fast, secure, and seamless access to mobile applications, shared medical devices and cloud-based services is a challenge for many healthcare IT and security organizations. Many struggle to find security solutions and point products that can accommodate cloud and on-premises applications in a hybrid IT ecosystem. Disjointed security systems and manually intensive administrative practices can overburden operations teams, introduce security gaps, and impair care delivery.

Manual provisioning processes mean risk of human error and delay

Hospital workforces are in a constant state of flux. Clinicians frequently change roles or move on to other opportunities. And students, residents, contractors, and temporary employees come and go on a regular basis.

Many security and IT organizations use a collection of traditional identity management products, home-grown systems, and manual processes to onboard users and track entitlements – a time-consuming and error-prone approach that hinders technology adoption, introduces security vulnerabilities, and diverts IT staff from more strategic tasks.

It can take days or even weeks for new clinicians to gain access to the applications they need to carry out their jobs. And to make matters worse, user accounts often remain in place after healthcare professionals or hospital workers leave the organization or change roles. Disgruntled employees, rogue contractors, and cybercriminals can exploit orphaned or outdated accounts to mount attacks or steal PHI. Cyberattacks can disrupt patient care, damage a hospital's reputation, and lead to lawsuits and financial loss. In fact, security experts say the average total cost of a healthcare data breach is now \$6.45 million.¹

Going forward, healthcare IT and security organizations must find more efficient and foolproof ways to administer user identities and manage access rights. To make the most of digital transformation investments, healthcare IT and security planners must find innovative ways to protect today's dynamic hybrid IT environments, without impeding workflows or complicating operations.

Fast, secure, role-based access to healthcare systems and applications

Imprivata Identity Governance provides fast, secure, role-based access to IT systems and applications. Designed and built exclusively for healthcare, the solution automates identity and risk management processes, enables compliance with internal and regulatory guidelines, and allows clinicians to focus on quality patient care on day one. When combined with Imprivata OneSign and Imprivata Confirm ID, the solution provides a holistic view of access risk vulnerabilities, including excessive or abnormal access rights and un-provisioned access.



Imprivata Identity Governance

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1. <https://www.hipaajournal.com/hipaa-violation-fines/>

Imprivata Identity Governance provides fast, secure, role-based access to IT systems and applications.

Imprivata Identity Governance is an end-to-end security solution supporting precise role-based access controls, automated provisioning and de-provisioning, streamlined auditing processes, and rapid threat evaluation and remediation. Key features include:

- Same-day access rights to clinical systems
- Self-service portal
- Access and entitlement enforcement
- Easy-to-use role management and configuration
- Governance, risk management, and compliance dashboard



Imprivata Identity Governance in action

Memorial Healthcare System, a 1,900-bed health system in Hollywood, Florida, uses Imprivata Identity Governance to reduce IT operating expenses, eliminate resource-intensive and error-prone administrative tasks, and improve data security. The Memorial IT team was using Excel spreadsheets and manual processes to onboard new users and manage access privileges – an inefficient and ineffective approach. After evaluating a number of potential solutions, Memorial implemented Imprivata Identity Governance in conjunction with other Imprivata identity and access management solutions to automate provisioning processes, reduce security vulnerabilities, and improve compliance.

With Imprivata Identity Governance, Memorial onboards employees and vendors without IT involvement, ensuring new users have secure and timely access to critical applications, while freeing up IT staff to focus on more strategic tasks. In addition, employee transfers and terminations are processed automatically after approval from Human Resources, helping Memorial avoid privilege build-up and stale accounts.

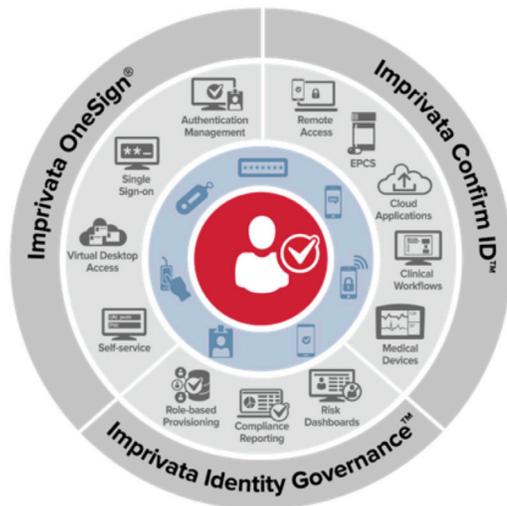
Healthcare's only integrated identity and access management solution

Imprivata provides healthcare's only integrated identity and access management solution suite. The wide-ranging solution set includes:

- **Imprivata Identity Governance** – an end-to-end identity management solution that provides fast, secure, role-based access to healthcare systems and applications
- **Imprivata Confirm ID** – a comprehensive identity and multifactor authentication solution, specifically designed for healthcare enterprises
- **Imprivata OneSign** – the leading healthcare enterprise single sign-on and virtual desktop access solution

By combining automated identity management with enterprise single sign-on and multifactor authentication management, the integrated solution suite reduces IT costs, improves data security, and shifts the focus to quality patient care, exactly where it should be.

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Imprivata identity and access management solution portfolio

Modular architecture satisfies diverse customer requirements

Imprivata identity and access management solutions are based on a modular architecture for ultimate versatility and extensibility. Healthcare organizations can deploy portfolio components individually or collectively to satisfy diverse requirements, and can seamlessly add components over time as their needs evolve.

Every healthcare organization is on a unique journey. Many already leverage Imprivata OneSign and Imprivata Confirm ID for single sign-on and multifactor authentication and are now introducing Imprivata Identity Governance to automate provisioning, accelerate IT agility and eliminate security gaps.

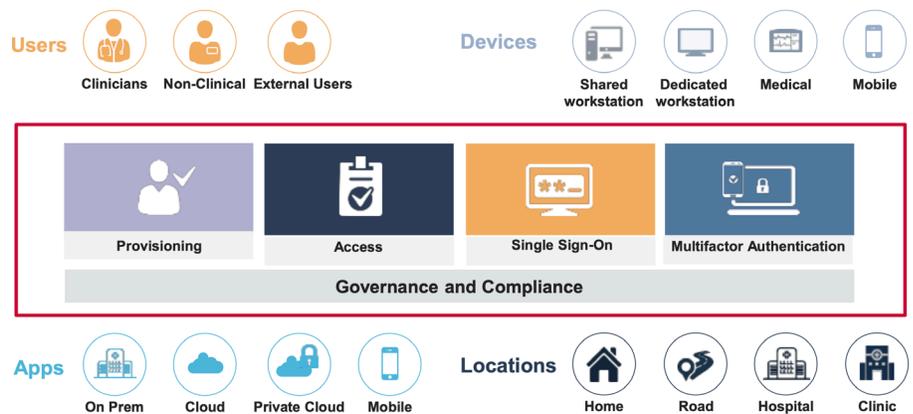
“The amount of time that we’re saving creating accounts is priceless.”

- Ana Agostini,
Administrative Director of IT
Services, Memorial Healthcare
Services

Imprivata identity and access management: Purpose-built for healthcare

Imprivata identity and access management (IAM) solutions are specifically designed to address the unique security, compliance, and workflow challenges of the modern healthcare enterprise. Unlike general-purpose identity and access management solutions and point products, the Imprivata solution suite was specifically conceived and purpose-built for healthcare, with experienced, practicing clinicians providing expert advice throughout its design and development.

Imprivata IAM solutions integrate seamlessly with a variety of healthcare applications and technologies including shared mobile devices, interconnected medical devices, EHRs, and other clinical applications. Delivered and supported by a single technology partner, the wide-ranging set of solutions provides unified user authentication, access control, and auditing across the entire extended healthcare enterprise. It helps IT and security organizations efficiently manage digital identities, safeguard PHI, and ensure consistent user experiences across applications, devices, and locations.



Imprivata identity and access management solutions

The comprehensive Imprivata solution set supports a complete set of integrated identity and access rights management functionality, including:

- **End-to-end provisioning.** Imprivata solutions automate all the administrative processes associated with on-boarding, tracking and removing users, and assigning access privileges. The solutions eliminate manually intensive, error-prone administrative processes, ensuring healthcare professionals have secure access to critical applications and IT systems on day one
- **Seamless multifactor authentication.** The solution supports a variety of authentication methods including push token, fingerprint biometrics, and Hands Free Authentication to accommodate various users, roles, and workflows. Multifactor authentication ensures consistent and transparent user experiences across devices, applications, and locations

- **Fast and secure access.** The product family ensures healthcare professionals have fast and secure access to a wide range of endpoints including workstations, virtual desktops, mobile devices, and smart medical devices. An innovative fast user-switching capability simplifies access to shared mobile devices and workstations while protecting PHI. And a unique proximity-based, secure walkaway capability automatically logs off users and seamlessly re-authenticates them when they return for ultimate convenience and simplicity
- **Universal single sign-on.** Imprivata IAM solutions ensure users have efficient, secure access to all their healthcare devices and applications, without having to remember complex user ID and password combinations. A strategic partnership with Microsoft adds single sign-on (SSO) support for over 3,000 Azure cloud apps. And an application profile generator lets IT and security teams extend SSO capabilities to other commercial or internally developed applications
- **Governance and compliance.** Imprivata IAM solutions provide comprehensive analysis, reporting, and auditing capabilities, helping organizations improve compliance with DEA regulations for electronic prescribing of controlled substances (EPCS), HIPAA, HITECH, and other regulations. A centralized dashboard and pre-formatted reports designed by clinical experts make it easy to audit user activity and evaluate and remediate threats

Conclusion

Digital transformation has the potential to fundamentally reshape healthcare. But general-purpose identity management products and manual provisioning processes can create security gaps, impede IT agility, and hamper digital healthcare initiatives. Designed and purpose-built for healthcare, Imprivata Identity Governance provides fast, secure, role-based access to applications and systems, helping organizations reduce IT cost and complexity, strengthen security and increase clinician productivity. An integral component of the Imprivata end-to-end identity and access management solution, Imprivata Identity Governance helps healthcare organizations improve economics, reduce risks and accelerate digital transformation.

Imprivata IAM solutions ensure users have efficient, secure access to all their healthcare devices and applications, without having to remember complex user ID and password combinations.



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.

For further information
please contact us at
1 781 674 2700
or visit us online at
www.imprivata.com

Offices in

Lexington, MA USA
Uxbridge, UK
Melbourne, Australia
Nuremberg, Germany
The Hague, Netherlands