



Clinicians at University Colorado Hospital Benefit
from eXactACCESS and RoamingSessions™

Case Study

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University of Colorado Hospital Benefits from HealthCast's eXactACCESS with RoamingSessions™

University of Colorado Hospital (UCH) clinicians enjoy the benefits of secure one 'pass-phrase' access to their applications and the convenience of resuming their work uninterrupted on any supported workstation

UCH leadership wished to meet HIPAA security and privacy regulations without compromising clinician satisfaction. Led by CIO Steve Clark, Ph.D., they developed a comprehensive vision to meet these goals. A team evaluated various single sign-on and authentication products that could help them meet their security goals and user convenience needs. UCH selected HealthCast's secure enterprise single sign-on, eXactACCESS, for its hospitals based on eXactACCESS's security and access control features, Multiple-User Session functionality, and cost/value return. Also important to their decision was HealthCast's significant experience in integrating hospital legacy systems, Windows, and Web applications.

An integrated ID badge/proximity sensor/single sign-on solution

A new identification badge system for employees that included bar codes and a passive sonar chip was developed as the single sign-on implementation progressed. Badge readers and proximity sensors were added to shared workstations. eXactACCESS, integrated with UCH's diverse legacy systems and other applications, was implemented to work in concert with the badge system and proximity sensors. This integrated approach improved convenience for users and security for personal health information and other data. Employee badges identified each user automatically; in turn, users entered only one 'pass-phrase' to access all of their authorized applications on the eXactACCESS desktop. eXactACCESS' Multiple-User Session functionality allowed them to 'lock' their session to deliver patient care and return to the same terminal to resume their work. Alternatively, proximity sensors could 'pause' (or lock) sessions automatically when a user left the workstation, hiding the open session behind eXactACCESS' secure Privacy Shield. Returning users simply re-entered their 'pass-phrase' to resume their work exactly where they left off.

While nurses found the new system helpful, they soon asked if it would be possible to adapt the system so that they could return to any work-

station to resume their work. Nancy Rogers, UCH Project Manager, observed and confirmed that nursing staff members would frequently find their original workstation in use by a colleague on their return from an interruption or caregiving task. Clearly, clinicians would find it more advantageous to return to their open sessions on any available workstation. At that point, Nancy and the UCH team worked with HealthCast on a solution that would resolve this challenge without compromising workstation security.

RoamingSessions™ provides a device-independent solution

The eXactACCESS team and UCH staff decided to add Microsoft® Terminal Services to the implementation. HealthCast wrote new software to integrate UCH's authentication technologies and eXactACCESS in a secure Terminal Server deployment. The result of this collaboration is a secure solution, RoamingSessions™, that locks down the eXactACCESS desktop and provides device-independent support.

UCH clinicians can now 'roam' to any supported workstation anywhere on their Units or within the hospital enterprise and resume working in the application they have open as if they had never paused in their work - and, do so without waiting for another user to finish their work and vacate a shared workstation.

Clinicians benefit from the new solution

Nurses and other Unit staff members are pleased with the workflow improvements created by the Single Sign-On, RoamingSessions™ solution. Their work is frequently interrupted by telephone calls, physician requests, questions from other nurses, patient family member visits, and ancillary staff demands. Staff members must often leave a shared terminal to handle these interruptions. The new eXactACCESS-RoamingSessions™ solution allows them to resume their abandoned session at any supported workstation, helping them make best use of their limited time



Physicians, too, gain the advantages of this deployment. For example, hospitalists work on multiple floors and units. With RoamingSessions™, they sign on once - the first time they access UCH's systems. After that, they can use any workstation with the solution deployed to resume their open sessions. Convenient access occurs because their identification badge is sensed by an available terminal, their username is automatically entered on that terminal, and they need only enter their authentication 'pass-phrase' to continue their work

UCH has found some unexpected benefits from its eXactACCESS deployment. While installing eXactACCESS, it became apparent that some caregivers were using only one application, potentially not accessing specific patient results and other information. Frequently changing passwords had made it almost impossible to keep up with new access codes for infrequently used systems. Because application passwords are managed by eXactACCESS,

this HealthCast solution allows caregivers to move easily from one application to another. Caregivers can now access information quickly and easily without compromising data security and privacy.

In summary, RoamingSessions™, when used with HealthCast's eXactACCESS single sign-on solution and proximity sensing allows caregivers to continue, uninterrupted, the use of an application when moving from one shared workstation to another (while maintaining strict HIPAA-compliant security at the same time). UCH believes this solution is helping to improve the efficiency and job satisfaction of nurses, hospitalists, other caregivers and unit staff, and may, in fact, also directly benefit patient care.

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