Clinical workflow analysis program

Benefits

- Gain clinical oversight and perspective throughout the project lifecycle
- Improve end user productivity and technology adoption
- Receive prescriptive recommendations for implementation best practice

Imprivata solutions are purpose-built for healthcare, which means that every product and service is developed with clinical devices, applications, and workflows at the core. But every organization is different, with its own needs and specific workflows. And while Imprivata solutions enable the secure delivery of care, we know that technology, alone, is not always the solution – true success lies in ensuring that end users are bought in, and that all workflows are accounted for and included. **Technology should enable care delivery, not impede it.**

Adding a clinical workflow specialist (CWS) to your implementation and go-live project ensures clinical oversight throughout the project lifecycle. All clinical workflow specialists are practicing nurses and doctors with years of clinical experience, and each is trained to be on the lookout for all clinical use cases.

The CWS performs clinical site walkthroughs to understand end users' current workflows and challenges, including how they access their systems and how technology changes may impact their efficiency, in order to offer a unique and prescriptive future workflow recommendation. And, having a clinical peer present when implementing and deploying a new IT solution to patient-focused end users has been proven to assist with overall adoption, and, therefore, reduces the time-to-value.

Trusted healthcare IT expertise

Imprivata CWS staff bring deep technical and healthcare experience across a broad spectrum of customer organizations and architectural, environmental, and workflow variations. The Imprivata CWS team puts their knowledge and experience to work for you.

Focus area	Responsibility
Implementation, planning, and design	Presents during technical discussions and planning session
	Contributes in planning for end user communications and training
	Holds discussions with clinical leadership and champions to bridge the communications gaps with IT
	Leads clinical walkthroughs
	Drives clinical adoption
	Provides current-state vs. future-state clinical workflow diagrams
Solution optimization checkpoints	Assesses level of clinical efficiency with Imprivata products
	Obtains feedback from clinicians
	Determines areas for immediate workflow improvements
	Recommends future-state solutions to enhance clinical experience
End user enrollment and training	Works with end users to educate in clinical terms
	Attends physician group, departmental meetings, and the like, to set expectations, explain the solution, and drive adoption
	Conducts rounding with end users to obtain feedback during go live(s) and addresses technical, training and communication issues

ProfServ-DS-CWS-0320