

Imprivata Clinical Solutions

Imprivata has successfully deployed identity and access management solutions to hundreds of hospitals across the globe. That experience has taught us that the greatest single influencing factor in the success or failure of an authentication initiative is engagement with clinicians and care providers.

All clinicians and care providers have unique workflows and demands, and only by working with them are organizations able to optimize adoption and rollout of their solutions. This is true of pharmacists, too, who tend to be high-volume users of mobile devices, which present even more workflow and application variety. Due to all of the unique roles, workflows, applications, and demands present in clinical settings, ensuring that solutions enable workflows – not impede them – is of critical importance.

The Imprivata Clinical Solutions Assessment provides healthcare organizations with dedicated clinical professional services to drive the clinical value of a prospective investment in an Imprivata solution. This provides an opportunity for organizations to obtain clinical insights into the technology/solution capability and start localizing value to their environment. The key objectives of the Imprivata Clinical Solutions Assessment are to:

- Review the clinical value of identity and access management
- Understand clinical workflows in relation to the Imprivata solution
- Identify the problems in the clinical setting the organization is seeking to resolve
- Realize how solution functionality and configuration can engage with the identified problems
- Assess adoption and/or optimization following the deployment of the solution

Clinical services breakdown

PREPARATORY CALL

Approximately two weeks prior to the onsite clinical assessment, a preparatory call is scheduled between the Imprivata and customer teams to review the logistics and the agenda for the onsite assessment. This includes the meetings that need to be scheduled as well as the personnel that should be involved in each walk-through. A portion of this call will focus on which sessions should be held and how much time will be required onsite.

ONSITE KICKOFF

The purpose of the onsite kickoff meeting is to review clinical workflows, as well as the expected change and improvement that implementing Imprivata solutions will have, with all project stakeholders. The onsite walk-through expressly allots time to converse with clinicians, and introduce them to the solutions and possible impacts. A live demonstration of the solutions can also be provided to any or all stakeholders, if requested.

DEPARTMENT WALK-THROUGHS

Department walk-throughs will help the Imprivata team gather information on clinical workflows, endpoints, and application workflows in use in each department where the solutions will be implemented. Interviews and observations are typically conducted with four to five department or units. These walk-throughs are driven by the organization with guidance from Imprivata.

WRAP-UP

The wrap-up session will be conducted as a review of the observations that were made during the walk through. This can be onsite or offsite, and additional follow-ups – driven by organization needs – can be arranged.

POST-ASSESSMENT OUTPUT

The clinical assessment output summary document is designed to provide both the customer and Imprivata with a configuration blueprint for the Imprivata solution. Workflows will be defined, and the specific policies required to build the workflows will be documented and discussed.

The output document will be completed and submitted to the customer for advance review, followed by a walk-through of the document within the two weeks following the on-site clinical assessment. This will be the final meeting between Imprivata and the customer to review the findings of the clinical assessment and to present workflow design recommendations, at a high level, including:

- New and/or optimized workflows to be implemented
- Applications that will be included in the scope of the project
- Thick, thin, and zero workstation environment document

The Imprivata Clinical Solution Assessment: Remote, onsite, and hybrid approaches

Imprivata recognizes that adaptability and agile means of working are necessary in increasingly resource-constrained environments. The solutions assessment can be undertaken via a blended approach of remote and/or onsite consultation, depending on the needs of organizations. In addition, a remote clinical solutions assessment can also be an entry point to a more comprehensive onsite clinical solutions assessment that can follow depending on the scope and outcomes to be achieved. This comprehensive onsite evaluation of Imprivata solutions entails clinical discovery across multiple healthcare settings, benchmarking of workflows, and project value. This can be used to inform effective clinical change leadership and management.



Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700
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