



## HealthCare Single Sign-On

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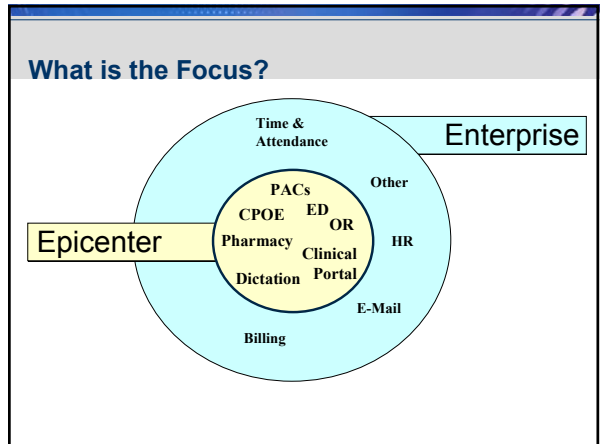
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## Agenda / Objectives

- Introduction
- Problem Definition(s)
- SSO Demonstration
- Case Study Data
- HIPAA & OH Board of Pharmacy
- ROI
- Q&A

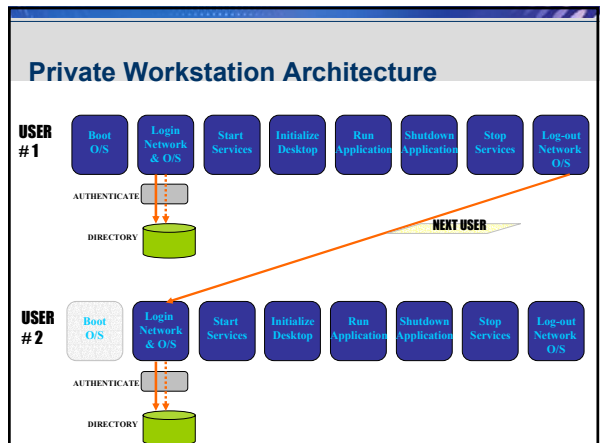
## What Problem Are You Trying to Solve?

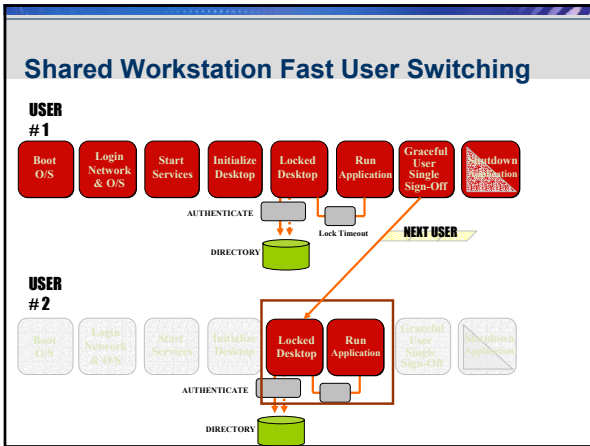
- Clinical Workflow
  - Relieve burden of access to computer-based information
    - Application Access
    - Patient Record Access
- IT & Security
  - Password management, helpdesk
  - Application account management
  - HIPAA Security & Privacy
  - Board of Pharmacy



## Healthcare IT Experiences

- Single Sign-On Expectations & Failures
  - Single sign-on efforts for 10+ years
  - Remarkably poor results in healthcare despite success in other industries
    - Lots of pilots ... very few enterprise deployments
    - Ebb & flow of non-healthcare vendors to the industry
    - Many "puzzle pieces" – "integrating the integrator"
- Healthcare SSO needs are different
  - Many-to-1 user/workstation ratio – Need for fast user switching
  - Need for instant access to *both* applications *and* patient records
  - Legacy Applications...





### SSO Sample Demonstration

- Strong authentication
- Single sign-on
- Single patient selection
- Role-based access
- Single sign-off
- Shared workstation

Single sign-on will be here to stay.

"I only have one sign-on password now!"

Beginning October 1, your computer login procedures will change. They will become very simple. Come by the Staff Development Classroom today, September 24, to learn how your login options will be simplified to one login and password. No need to pre-register. There will be three hour-long informational sessions offered throughout the day:

7:30 p.m. to 9:30 a.m.  
12 p.m. to 1 p.m.  
4 p.m. to 5 p.m.

Find out how you can "share yourself" to the new sign-in technology at Valley Medical Center.

### Case Study Context

**THE NUMBERS**

- The findings here are ACTUAL CUSTOMER NUMBERS.

**SAMPLE vs. PREDICTION**

- The findings provide an example of the possible impact.

**UNIQUENESS**

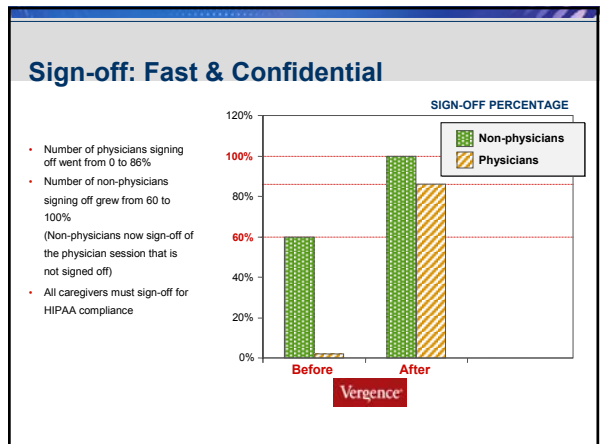
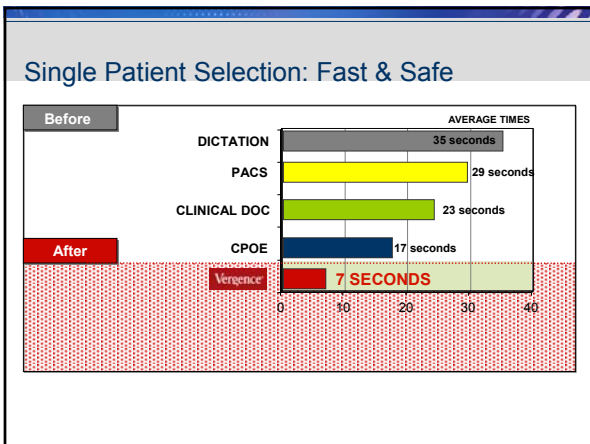
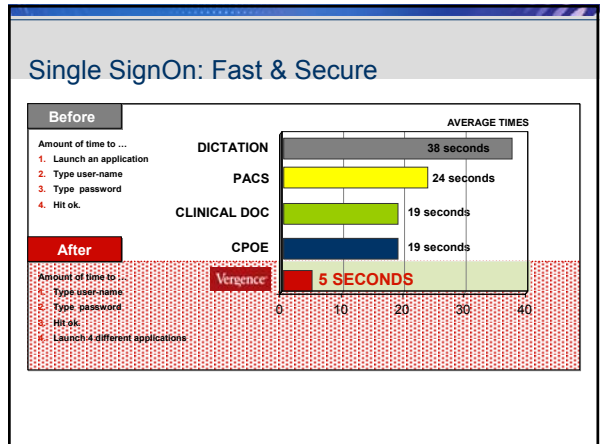
- Every hospital is different.

**YOUR NUMBERS**




- The numbers that ultimately count are YOUR numbers.

**INTENT**

- These findings are intended to provide a framework to evaluate the impact Vergence solutions might have on your specific environment.



## Questions the Case Study Hospital asked themselves Impact

- 
**What is the IMPACT of this improved environment on our ability to be competitive?**
  - Our ability to Acquire & Retain the best Caregivers?
- 
**What do the changes in Sign-On/Off mean to Patient Safety & to our HIPAA Compliance?**
  - Our ability to safeguard access our key clinical applications?
- 
**What does all this mean to us in Dollars & Cents?**
  - Our ability to provide the same care for fewer dollars?

## HIPAA Privacy Rule

- “Mini Security Rule” Provision – 164.530(c)
  - Requires “appropriate administrative, technical, and physical safeguards”
  - Protect the privacy of protected health information (PHI)
    - Any intentional or unintentional use or disclosure in violation of HIPAA
    - Limit incidental uses or disclosures

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## General Requirements

- Ensure confidentiality, integrity & availability
- Electronic Protected Health Information (ePHI) that a Covered Entity receives, maintains or creates
- Protect against reasonably anticipated
  - Threats & hazards
  - Uses & disclosures not permitted by privacy rule
- Ensure workforce compliance

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## SSO - HIPAA Features

Standards	Implementation Specifications (R/R Required (A/N/Addressable))	Sentillion Solution	HIPAA Features
Information Access Management Section: 164.309(a)(4)	Access Authorization (A)	Identix Biometric devices Vergence Authenticator	Vergence Authenticator and biometric devices from Identix provide authentication and access management to help enforce authentication policies
	Access Establishment and Modification (A)	Identix Biometric devices Vergence Authenticator	Vergence Authenticator and biometric devices from Identix provide authentication and access management to help enforce authentication policies
Access Controls Section: 166.312(a)(1)	Unique User Identification (R)	Vergence Authenticator Vergence SignOn Manager Vergence Launchpad	Supports consistent use of Unique User ID across enterprise applications
	Automatic Logoff (A)	Vergence Authenticator Vergence SignOn Manager	Enables automatic logoff capabilities across enterprise apps. Facilitates consistent enforcement, while supporting customized timeouts
Audit Controls Section: 164.312(b)	(R)	Vergence Privacy Auditor	Enables audit controls across enterprise applications, recording user access to ePHI. Enables a Privacy Officer or Security Officer to examine this activity to proactively monitor for security events, investigate suspected unauthorized accesses or attempts to access and audit access to ePHI.
	(R)	Vergence Authenticator	Enables stronger and consistent authentication of users across enterprise systems. Supports strong password rules, as well as biometric and other tokens. Leverages a single infrastructure that can adjust the level of authentication needed based upon the risk analysis.

## Return on Investment

### Vergence Business Assessment Tool Potential Revenue Gain through Vergence Single SignOn & Single Patient Selection

ASSUMPTIONS	TIME SAVINGS AND REVENUE POTENTIAL
<b>Physician</b> 10 seconds per application saved 3 applications accessed per patient encounter 15 patient encounters per day 100 \$/hr in revenue generated 200 physicians in account	<b>Time Saved Per Caregiver</b> Physician 28.75 hours/year/physician saved Nurse 47.50 hours/year/nurse saved  <b>Total Time Available to Generate Additional Revenue</b> Physician 8,625 hours/year Nurse 43,125 hours/year <b>TOTAL 51,750 hours/year</b>
<b>Nurse</b> 10 seconds per application saved 3 applications accessed per patient encounter 25 patient encounters per day 25 \$/hr in revenue generated 200 nurses in account	<b>Additional Revenue Potential</b> Physician \$862,500 /year Nursing \$1,078,125 /year <b>TOTAL \$1,940,625 /year</b>
<b>ROI ANALYSIS</b>	
System Cost \$483,500 ROI 0.25 years to payback 3.15 months to payback 83 days to payback	

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Last updated January 2004

## Questions

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978-749-0022