


Profile:

UMC Health System operates a 500-bed acute care hospital, 38 urgent care and primary care clinics, and is the academic teaching hospital for Texas Tech University School of Medicine. UMC Health System employs 4,800 employees and supports 3,100 external and private users.

Locations:

Lubbock, Texas hospital with clinics throughout the region

Sector:

Health care

Website:

<https://www.umchealthsystem.com>

Solution:

- Ivanti® Identity Director

Benefits to UMC Health System:

- Accelerated onboarding
- Efficient, compliant identity management and access control
- Faster access to patient records via automated identity management

UMC Health System transitions from inefficient manual processes to secure, automated identity management with Ivanti® Identity Director. Automation accelerates onboarding time, supporting compliance and faster access to patient records.

Seeking a Modern Identity and Access Management Solution

Bogged down by time-consuming manual processes and a siloed HR environment, UMC Health System began to look for resources that could move the health system into a modern identity and access management tool. Its objective was to greatly shorten the time to onboard clinicians and residents, thereby enhancing productivity, and to automate processes to accommodate the regular yearly staff turnover.

UMC Health System also needed to automate offboarding, using identity management tools to ensure that access to applications was quickly revoked when a staff member left, and to adjust access should personnel move on to other duties within the organization. In specific, without effective identity-management capabilities, nurses might not be able to administer bedside medications, and physicians might not have needed access to clinical decision-support systems or the technology necessary to deliver safe care to patients.

Compliance was another driver in seeking a more efficient, secure solution. UMC Health System needed to avoid slow onboarding that was creating staff frustration and could lead to personnel using someone else's access credentials to log in to obtain records. Preventing these types of HIPAA violations was a factor in moving to faster onboarding and access-privilege processes via automation.

Speeding Up Complex Onboarding with Automation

On average, UMC Health System was managing 75 new employee requests every week, and twice a year, it had to process over 400 requests from Texas Tech School of Medicine for new residents, new nurses, and new nursing students to support its clinical practices.

"Before automation, it was a very manual process," explained Justin Fair, Director of IT infrastructure for UMC Health System. "It wasn't efficient and was paper-driven. There was literally paper that was sent to HR, and then HR would pull out and hand off to IT. It was a very manual, physical process to take paper between departments to get user accounts set up. That would begin and be submitted a few days or a week before the employee's first day of in-processing and it would take upwards of two to three weeks to complete that process."

“Ivanti Identity Director reduced our average time for provisioning from two to three weeks to just two days.”

— Justin Fair, Director of IT infrastructure
UMC Health System

Creating an easier data flow between HR, IT, and other departments was a key objective. UMC Health System also wanted to automate the granting of access privileges, manage over 300 applications more efficiently, and accelerate account provisioning for private practice and external users.

Achieving Onboarding and Access Goals with Ivanti Identity Director

UMC Health System chose Ivanti Identity Director to begin automating its staff onboarding and offboarding processes and further, to automate the private practice accounts of roughly 4,800 users, and the provisioning of over 3,000 external user accounts. “There are definitely considerable efficiencies that can be realized with automation that results in both soft- and hard-dollar savings from the business side,” Fair noted.

Ivanti Identity Director provides an attribute-based approach to identity management and access with automated provisioning and deprovisioning, workflows, and self-service. People gain the right levels of access based on their identity, enabling them to stay productive while the business remains secure. It will adapt rights automatically as roles change or as employees leave an organization. Organizations can demonstrate compliance since Identity Director enforces policies consistently through automation, tracking, and logging access to sensitive apps and data to simplify audits.

Realizing Efficiency Benefits

The change to an automated identity management system has resulted in significant improvements in efficiency and access to patient-care records for UMC Health System. It reduced its average onboarding process from seven steps to five, and cut average time for provisioning dramatically from two or three weeks to two days.

Another major efficiency achievement was the automated provisioning of its Cerner Electronic Health Records (EHR) system. UMC Health System has between 5,000 and 8,000 active users within Cerner Millennium®, depending on the time of year.

“If a clinician doesn’t have access to the electronic health record, they don’t have access to the tools that are meant to help them from a patient-safety perspective. As healthcare is driven around patient safety, reimbursements, and efficiencies, that is a huge, huge risk for us. And so, accomplishing that was significant for us from a business perspective,” said Fair.

Note: UMC Health System’s results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer’s unique environment.

Learn More

 [ivanti.com/contact](https://www.ivanti.com/contact)
 epg@ivanti.com

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