



CASE STUDY

PASSLOGIX DELIVERS FOR BAPTIST HEALTH

Passlogix delivers convenient and secure access to Baptist Medical Center's Physician Order Entry System

Doctors are busy people who require quick access to patient records when and where they need them. But to protect patient confidentiality, access also must be secure. So when Baptist Health, the leading community health care provider in Northeast Florida, decided to replace its application-specific authentication system, security and user convenience topped the list of requirements.

With that in mind, the organization invited a number of vendors to a technology fair to review their products. Baptist Health found a solution combining Passlogix v-GO SSO enterprise single sign-on software with Entrust GetAccess web-access control, a component of the Entrust Secure Identity Management Solution, was just what it needed for access to its Electronic Medical Record (EMR) system. The combined solution provided a level of integration, product functionality and ease of deployment that competitors couldn't muster

The Entrust GetAccess/Passlogix v-GO SSO solution had to integrate seamlessly with Microsoft Active Directory and function across a Citrix Metaframe server farm to extend single sign-on to host and non-web-based applications. The Citrix server farm consists of more

than 20 machines hosting numerous applications such as Cerner Millennium, AS/400 host sessions and Unix-based applications. The solution also had to provide easy access for medical staff inside and outside the hospital.

"After doing the analysis we felt there was better integration and better technical product functionality available with the Entrust/Passlogix solution than anything else available," said Dave Dully, Baptist Health's Chief

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*-David Dully, Director, IT Services
Baptist Health*

Technology Officer. "Passlogix v-GO SSO is a rock-solid product that provides good single sign-on for Citrix applications. Likewise, we have found Entrust GetAccess to deliver on its promise to deliver centralized application access management for web-based applications."

With the solution in place, Baptist Health has reduced application sign-on from minutes to seconds while refining data security by centralizing its management. Physicians enjoy the convenience and improved security of no longer having to remember application-specific passwords or using different authentication methods, for applications that are single sign-on enabled. More than 1,200 Baptist Health physicians across five hospitals have access to the solution, which also is a key component of a paperless patient chart environment the organization is implementing in a fifth hospital opening in 2005 in Jacksonville, Fla.

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BENEFITS

- Strengthen Security
- User Convenience
- HIPAA Compliance

DEPLOYMENT

- Provide ESSO to Electronic Medical Record (EMR) System
- Provide ESSO to Citrix Applications
- Microsoft Active Directory

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Baptist Health's doctors access medical records and diagnostic systems through a single sign-on link on the organization's browser-based Physicians Portal. The logon invokes Entrust GetAccess, which determines whether the user is trying to open a Citrix or Web-based application. If it's Web-based, authentication proceeds through Entrust GetAccess. If it's a Citrix application, v-GO takes over transparently to handle authentication. The entire process takes only seconds.

"Many health care organizations are seeking ways to leverage the Internet to deliver more personalized services to their clients and partners. The combination of Entrust's and Passlogix's offerings gives customers like Baptist Health the confidence that their sensitive information is secured," said Leah MacMillan, Entrust vice-president products and solutions.

Before the Entrust/Passlogix solution was in place, network and application authentication was cumbersome, taking several minutes to complete. Users had to be authenticated for each application and there was a separate layer of authentication for users accessing systems from outside the network. "There were multiple layers of security that were not transparent to them," Dully said. "Each layer required user interaction, which was cumbersome and costly."

Access with the Entrust/Passlogix solution is location-independent, which means physicians may use fixed PCs, notebooks and myriad wireless devices inside and outside the network. In Baptist Health's new paperless patient chart hospital, physicians use one of several available types of wireless mobile computers as they visit patients. Because of the flexibility built into platform-agnostic Passlogix v-GO SSO and Entrust GetAccess' seamless support for browser-based access, all wireless devices are supported.

Eventually all 1,500 physicians and 3,500 clinical staff members in Baptist Health's employ, wherever they are located, will use the Passlogix v-GO SSO/Entrust GetAccess solution. "One of the greatest challenges in health care organizations is providing medical professionals with timely access to all the unique, independent applications they use," said Marc Boroditsky, president and CEO of Passlogix. "By delivering a solution that is very easy for doctors and other medical professionals to use, we ensure enterprise wide adoption for clients customers like Baptist Health."

Baptist Health also is integrating more applications, including radiology imaging and neo-natal monitoring, into the

single sign-on solution. In addition, functionality through the Physician's Portal has grown significantly since implementation started. As the systems and applications Baptist Health uses grow, change and evolve, the organization finds that the Passlogix v-GO SSO/Entrust GetAccess solution accommodates the changes comfortably.

The technology in Passlogix v-GO SSO and Entrust GetAccess ensures compliance with the government's HIPAA regulations, which protect against misuse and disclosure of patient records. This was a major contributor to Baptist Health's decision to implement the Entrust/Passlogix solution; it allows the use of strong authentication under the covers with each application. "We can put higher-level syntax requirements and more frequent password expirations in place with the various applications that single sign-on enables," Dully said. "We're able to do that because users only have to remember one level of authentication."

The implementation also brought to light inherent complexity in Baptist Health's data security processes. Security functions were distributed and managed by different people for network, applications, remote access and the interface with physicians. For the single sign-on solution to work properly, Baptist Health had to refine its security processes by integrating all of these functions and centralizing security management. Doing so not only facilitated the successful implementation of single sign-on, it improved customer service and the efficiency of Baptist Health's user security administrative functions.

The more cohesive approach to security was a positive outcome Baptist Health hadn't originally expected. The fact that single sign-on prompted the organization to review and refine its processes is added testimony to the solution's effectiveness. And from the perspective of the physicians who use the system day in and day out, the ease and quickness of accessing applications is a valuable improvement. After all, the less time they spend in their busy days trying to log on to applications, the more time they have to dedicate to patients.



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