Governance of Electronic Health Records

Marshfield Clinic saves nearly six months a year on electronic health record governance with Omada Identity Suite

MCIS

Country: Wisconsin, US

Industry: Healthcare information technology services

Profile:
MCIS, Inc. is a healthcare information technology company dedicated to delivering and managing cutting edge products and services. MCIS is a wholly-owned subsidiary of the Marshfield Clinic Health System.

Solution:
Omada Identity Suite for identity lifecycle management. access goverance, and attestation surveys

Think of what saving six months of time spent on manual processes could mean for the overall efficiency of employees and business. Marshfield Clinic Information Services (MCIS) was spending 265 hours per quarter – equal to six-and-a-half workweeks – to get through each attestation cycle of its electronic health records (EHR).

Amy Moin, Security Provisioning Lead at MCIS, runs a team of seven people that protects its EHR data for more than 17,000 users. MCIS is part of the Marshfield Clinic Health System of Wisconsin, USA, and has supported the 100-year old organization as its technology partner since 1964. This partnership has allowed the company to develop and use its own EHR system, which has evolved over time.

Large data volumes

A large volume of legacy data including EHRs, radiology, lab data and different types of software, combined with more than 1,600 active departments and 1,300 unique job titles, resulted in three million rows of data.

"We had made attestation as efficient as possible, employing bar code-scanning to ease administration," Amy Moin says. "But it was paper-based attestation. Our in-house-developed software allows for significant customization. At the same time, customization can lead to granular security," she says. "Our task was to accurately assign access for new employees and get it right 100% of the time at 'second one' of employment – a method that sometimes felt like using a crystal ball to gather necessary identity and access management requirements."

Periodic attestation review requirements

Healthcare regulations require a periodic attestation review. But dealing with the three million rows of data – only a third of which were meaningful to managers – to provide an actionable format previously required 265 hours per cycle. "Most of the hours weren't spent in value-add activities, but in chasing down ancillary details." says Moin.
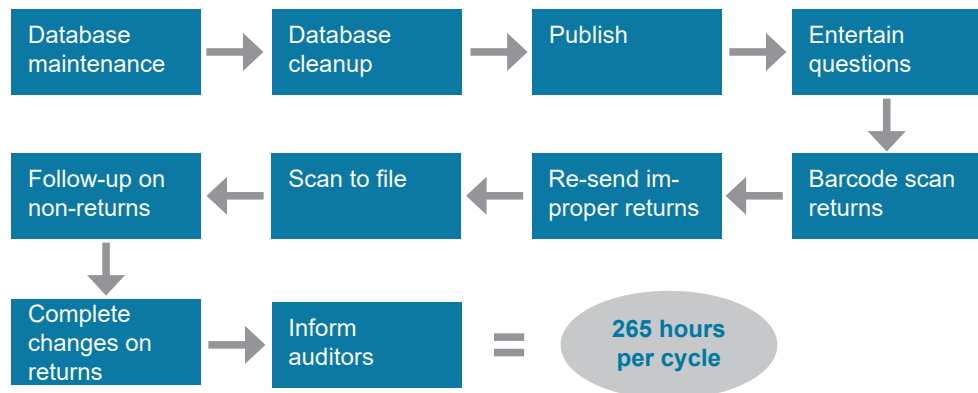
Previous manual steps in the attestation cycle

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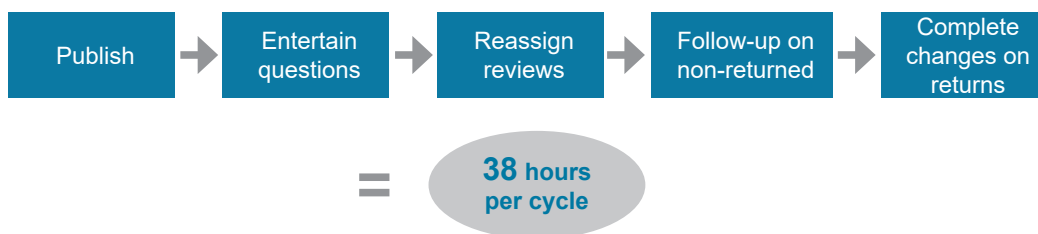> Marshfield Clinic
> Information Services

72% savings

MCIS initially planned to invest in a tactical provisioning technology. However, it quickly became apparent this approach would not provide the business with the solution it required, Moin noted.

"I discovered Omada's website while searching for a solution. Their demo ticked the boxes of what our team was missing," she says.

She adds, "MCIS was moving toward a solution that provided the information needed, combined with technology to significantly reduce manual workload of data gathering, correlation, and provisioning/de-provisioning of user access rights automatically – after years of doing both manually. The solution allowed us to connect decision-makers with the technology needed to execute those commands."

Of the ten manual steps in the previous method, Omada's solution allowed MCIS to eliminate half of the steps. This resulted in a time savings of 72%. The 265 hours per cycle now became 38.

| Publish | → | Entertain questions | → | Reassign reviews | → | Follow-up on non-returned | → | Complete changes on returns |

= **38** hours per cycle

Omada helped reduce 10 manual steps in the previous attestation process down to five, cutting the 265 hours previously needed per cycle down to 38.

Audit-ready reporting

"The difference was remarkable," Amy says. "It changed all phases of our preparation, processing, and outcome." In addition, several hours were previously spent preparing reports for auditors. Now, auditors get a direct view of the necessary information, including systems and reports. "The biggest payback from Omada has been identifying the root problem and empowering us to deal with the findings," she says.

"What we have in our hands with Omada is a toolkit to spot and solve problems," says Amy Moin. "We are equipped to continually improve steps in our processes as the business environment changes. The ripple-effect of the change benefits the employee, the employee's manager, and most importantly, the patient."

About Omada Identity Suite

Omada Identity Suite (OIS) provides a comprehensive integrated identity management and access governance solution. Omada's solution empowers enterprises to manage identities across heterogeneous IT systems. The flexibility of the solution allows a high degree of customization via configuration, enabling enterprises to meet business specific requirements. This approach reduces the need for custom development, decreasing deployment time, so ROI is achieved quickly.

About Omada
Founded in 2000, Omada is a fast-growing, independent IT company with offices in Europe and North America. Omada provides identity management and access governance solutions and services. Omada's innovative product portfolio offers customers an integrated set of core services including identity lifecycle management, compliance control, provisioning, and access risk management.

Microsoft Partner
Gold Identity and Access
Gold Application Development