Virtua Implements Single Sign-On to Improve Clinical System Access, Satisfaction, and Security

Virtua is a comprehensive multi-hospital healthcare system headquartered in Marlton, NJ with more than 36 care sites and four hospitals. A non-profit organization, Virtua employs 8,400 clinical and administrative personnel, and approximately 1,800 physicians serve as medical staff members. Virtua has distinguished itself as one of the first Six Sigma organizations in healthcare and as an early adopter of advanced clinical and digital technologies. It has been honored twice with the New Jersey Governor’s award for Clinical Excellence and recognized with the Leadership Award for Outstanding Achievement by Voluntary Hospitals of America.

Project Stats:
- Over 2,000 PCs were individually prepared for SSO deployment.
- Over 3,000 hospital staff and physicians were provided network access over a four week period for the first time in the hospital history.
- Over 10,000 staff, affiliated physicians, and providers are currently using SSO as their main clinical entry point.

| The Challenge |

Virtua planned to go live with their replacement clinical information system, which consisted of multiple integrated applications from various vendors, starting in October 2009. To do so, the hospital system needed to meet two main objectives. The first was to streamline the ease of access to these multiple vendor systems through a single logon. The second was to improve security on their individual workstations through more stringent controls. Virtua could only accomplish these objectives through a systematic approach.

| The Solution |

Virtua worked in partnership with Aspen Advisors to lead the planning, build, and deployment of the Microsoft Sentinel single sign-on (user context) product for the clinical information system rollout. Specific outcomes included:

- Developing an overall program roadmap with key milestones, expectations, key deliverables, and benefits for all identity management phases (including SSO for specific applications in the first phase and patient context management and additional applications in the second phases and beyond);

“In leading our SSO implementation, Aspen Advisors helped us streamline access to our clinical applications. As a result, we’ve improved clinician efficiency and the service we provide to our patients.”

– Maria Foschi
Assistant Vice President
Information Technology
Virtua
• Creating and managing an SSO governance and sustainability model;
• Managing timelines, expectations, key activities, deliverables, and the vendor contract to provide an end user tested solution around SSO and privacy management;
• Developing design documentation for role based definitions and an application roadmap with specific SSO system specifications;
• Developing the testing strategy and managing the overall testing direction; and
• Organizing and managing the go live support and transition to operational support post go live.

The Results

Single sign-on was deployed in six months — half the time that is typical for a multi-hospital healthcare system — and drove real benefits to the hospital staff and physicians including:

• The ability to have one login to multiple clinical applications resulting in higher satisfaction and workflow efficiency;
• Improved workstation security and HIPAA compliance;
• An easy to utilize user interface for navigating between applications; and
• The ease of adding on new systems and applications in the future without having a security administration headache.

The accelerated implementation of SSO across multiple hospitals was complete in 5-6 versus the typical 9-10 month SSO implementation timeline.

About Aspen Advisors

Aspen Advisors is a professional services firm with a rich mix of respected industry veterans and rising stars who are united by a commitment to excellence and ongoing dedication to healthcare. We work with healthcare organizations to optimize the value of their information technology investments. Our experienced team is highly skilled in all aspects of healthcare technology. We understand the complexities of healthcare operational processes, the vendor landscape, the political realities, and the importance of projects that are executed successfully – the first time. Every client is important to us, and every project is critical to our reputation. Established in 2006, the firm has grown significantly year over year and was named a 2010 “Up and Comer” by Healthcare Informatics. Our hallmarks are top quality service and satisfied clients; we’re proud that each past and current client is 100% referenceable.

Contact Us: 412-370-4900 or info@aspenadvisors.net