

CASE STUDY

How One Healthcare Institution Solved Its Workflow, Safety and Security Challenges with WAVE ID®

Transitioning from an in-house electronic health record (EHR) system to a third-party proprietary system is never easy, especially when you serve a population of 1.9 million with access to more than 1,800 providers, including a cancer center, children's hospital and 24 clinics providing regional ambulatory services.

This transition presented one major educational healthcare institution with the opportunity to better integrate its laptops into clinical and administrative workflows. This integration would allow the institution to establish well-being protocols to enhance infection control, secure points of access to medical records and ensure the safety of staff and patients at the workplace.

Thanks to the partnership between rf IDEAS and Lenovo, the institution was able to deploy the ThinkPad T14 Gen 2 Healthcare Edition across its facilities for tap-and-go single sign-on authentication, improved workflow support and reduced virus transmission.



THE CHALLENGE

Increased privacy and compliance requirements are leading to a higher frequency of log-in and log-outs to comply with security policies

As part of its technology transition, the healthcare institution evaluated its current workflows and found that as privacy and compliance requirements increased clinicians were logging in and out of devices multiple times throughout the day. For each patient, the clinician would have to log in inside the room with the patient and then again outside when they were preparing for the next patient. This resulted in dozens of log-ins per day, making a patient workflow more inefficient.

However, adding a separate card reader presented its own set of challenges: routine equipment disinfecting and the need for more component ports. In clinical settings, nosocomial infections, also known as hospital-acquired infections, can be spread through contact with multiple surfaces. To reduce spread,

all devices need to be routinely wiped down and cleaned, including authentication devices and connecting wires in a traditional setup. One of the biggest, and most challenging, jobs is ensuring that all areas are clean and are not a vector for infection. And with numerous devices such as a keyboard, mouse, blood pressure device, and a bar code scanner attached to a laptop, an additional reader taxes the already overcrowded ports on the laptop.

As part of its technology refresh, the institution needed a solution that would seamlessly integrate a single sign-on application. This application could be used for computer authentication and EHR access while also providing added security and safety, saving valuable time and streamlining patient engagement workflows.



THE SOLUTION

An embedded OEM badge reader provides single sign-on access without the need for an additional port and reducing virus transmission

WAVE ID® Embedded OEM Readers

This next-generation OEM reader provides a modular design for seamless off-the-shelf integration in critical healthcare applications for enhanced safety and security.

Features

- Diverse device and application solutions for user identification and authentication
- Choice of both proximity and contactless card configurations
- Single frequency, dual frequency, and read-only units targeted to your needs

Benefits

- Proven and secure authentication solutions from world-leading producers
- Available in device-specific forms for internal integration
- rf IDEAS expertise simplifies the go-to-market process, delivering cost-savings
- Progressive design development anticipates market trends and needs

Learn more at

www.rfIDEAS.com/products/oem

The ThinkPad T14 Healthcare Edition proved to be the ideal laptop to meet the institution's needs for safety and workflow improvement. Developed through a joint partnership by rf IDEAS and Lenovo, the T14 includes a WAVE ID embedded OEM reader in the laptop. With the modality of WAVE ID technology built into the laptop, clinicians can simplify their authentication workflows through a single sign-on device, like an RFID badge, while improving compliance and safety.

"As we looked at the healthcare vertical, Lenovo really wanted to focus on the compliance elements of hardware," said Andy Nieto, Global Healthcare Solutions Manager for Lenovo. "IT decision makers want to know how this is going to save money, time and effort. At Lenovo Health, we are starting to answer those questions for the larger organization. Our partnership with rf IDEAS aligns our solutions to address everything about security. And from a healthcare perspective, it's really about compliance privacy, security,

The WAVE ID® reader embedded in the ThinkPad T14 Gen 2 Healthcare Edition is compatible with all major single sign-on (SSO) providers, including Imprivata OneSign It supports RFID and NFC technologies to align computer access with facility access, enabling secure network authentication with the tap of a badge.

The WAVE ID embedded OEM reader offered several solutions for the institution. "The first issue is ports," explained Nieto. "In a clinical setting, you run out of ports really quick and then there is the factor of where you are going to mount it. Because it is built into the device it frees up a port and space and it is less likely to fail when compared to external devices."

Our partnership with rf IDEAS aligns our solutions to address everything about privacy, safety and security."

Andy Nieto, Global Healthcare Solutions Manager for Lenovo



THE RESULTS

Employees can now tap-and-go, streamlining clinical workflow while improving safety and security for patients and staff



After the technology migration for the healthcare institute, users only need to present a contactless credential that will authenticate and authorize the user to use the applications. It has improved the workflow, safety and security for patients and staff. "For a clinical provider that needs rapid access to information, that's where a contactless authentication modality like rf IDEAS' embedded ready comes in," said Nieto. "It's a very intelligent, very capable solution in the environment."

Workflow

With the ThinkPad T14 Healthcare Edition's built-in RFID reader, employees can now just tap-and-go. "It's a tremendous time-saver for clinicians to quickly log in to a device and access the EHR when moving from patient to patient," said the health institute's director of information services. "We no longer have to maintain and support separate badge readers for each device, and employees use the same badge for building access, automated dispensers, and other functions throughout the facility."

Safety

An RFID reader might not be thought of as health and safety equipment element, but in a clinical setting, laptops and other computing devices are often overlooked as vectors of disease transmission. By using contactless authentication, the number of surfaces exposed to clinicians and staff are reduced as they go from room to room to room. Not only does having a contactless system embedded within the laptop reduces a contact point in the setting, but it also reduces the number of elements that need to be cleaned during the course of a day.

Security

Security goes hand-in-hand with safety. With multi-factor authentication and contactless authentication, the system provides added security against hacks. Using the contactless single sign-on of the the WAVE ID® reader provides authentication, authorization, and accounting of the medical records. It addresses privacy concerns by providing multi-factorial authentication if and when needed.

**For more application information,
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