

## CASE STUDY

# KDMC optimizes clinical mobility for greater efficiency and patient care

Integrate clinical mobile devices with single sign-on

**Key facts**

- Location: Brookhaven, MS
- Beds: 99
- EHR: MEDITECH Expanse;
- Expanse Point of Care

**Challenges**

- Streamline clinical care for more face-time with patients
- Improve the efficiency of medication administration
- Encourage adoption of clinical mobile devices

**Results**

- Extended single sign-on workflow to Zebra mobile devices
- Some areas approaching 100% medication administration using the devices
- Nurses are saving valuable time



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– Joe Farr, RN and clinical applications coordinator, King’s Daughters Medical Center

**Overview**

Is clinical mobility a goal at your organization? It was for King’s Daughter’s Medical Center (KDMC), a 99-bed facility in Brookhaven, Mississippi. KDMC is a recipient of many prestigious awards, including Modern Healthcare’s “Best Places to Work” for six out of seven years and Healthcare’s “Most Wired.” Its leadership team takes patient care very seriously and knows that optimal care is achieved with enhanced clinical efficiency and provider satisfaction. At KDMC, that meant a migration to MEDITECH Expanse for its web-based benefits and physician-centric design. “Having worked with various platforms, it’s clear to see that Expanse was developed with physician input, because it has common sense solutions that any provider would appreciate,” says Joe Farr, RN and clinical applications coordinator at KDMC.

**Optimized workflows with single sign-on**

Through Forward Advantage, KDMC implemented Imprivata Enterprise Access Management (formerly OneSign) in 2013, and it is now widely used throughout the facility. KDMC’s clinicians and other staff, including Admissions and Business Office personnel, tap in with a proximity badge and enter a single password at the start of a shift. Thereafter, they can simply “tap in” and “tap out” of various workstations without tediously reentering a password.

The ease of use and time savings are substantial and have been further enhanced for clinical staff by integrating Imprivata Enterprise Access Management with roaming sessions using KDMC's VMware Horizon View Virtual Desktop infrastructure also optimized through Forward Advantage. "Our CEO is really big on optimization and looks for ways to make what we're doing even better and more efficient," says Farr. "It's hard to overstate the importance of Imprivata Enterprise Access Management in a clinical environment. If you took away that piece, it would really interfere with our organizational vision for efficiency and optimization. The Zebra devices with Imprivata Mobile Device Access was a natural next step."

## A MEDITECH-endorsed partnership

### Fast, secure access to Zebra clinical mobile devices

The Zebra TC51-HC hand-held devices provide a mobile platform with which KDMC nurses can launch Expanse POC and perform many of their nursing duties from a patient's bedside. They can even scan and administer medication using a built-in barcode scanner that has been described by Farr as "superior." Perhaps most important to KDMC is that the Zebra devices come with a built-in proximity reader that allowed them to expand the single sign-on workflow their clinicians are accustomed to on a shared device. As an authorized reseller and implementer for Imprivata, Forward Advantage integrates Imprivata Mobile Device Access for fast, secure access to the Zebra devices. "We felt very strongly about the mobile device access component," says Farr. "In fact, we were willing to delay going live with the Zebra devices if it meant waiting to get single sign-on working. That's how crucial it is to a successful go-live."

### Before and after

Prior to Expanse POC, nurses at KDMC typically used hand-held scanners and wall-mounted computers for medication administration and in-room documentation. Wall-mounted computers were not always on the same side of the room as patients, and the number of steps to administer a medication was inefficient. "I'd have a patient to my left, and a computer on my right," says Farr. "Add a scanner to my right hand and a pill in my left hand, and I'd have to sync all these things up. It took eight steps to do one thing. Most people wouldn't consider that very efficient." Expanse POC takes the EMR and makes it mobile for many of KDMC's primary nursing functions. The Zebra devices consolidate the EMR and scanner into one, hand-held device. "It's patient-facing, so I can walk into a room and scan the patient, scan the med, administer the med, and document it all on one device." The new workflow is so efficient that a respiratory therapist at KDMC has told Farr it cuts his time in half.

### Popular among clinicians

Zebra devices at KDMC were never mandated, because they are viewed as an optional tool to enhance clinician workflow. Despite this, the devices have been widely adopted by clinicians - with some areas using them for close to 100% of their medications. The efficiency of the devices, the ability to do more in less time, and single sign-on are all credited for the successful rollout. Forward Advantage had the best overall vision for the project and made sure we hit all our marks and timelines," concludes Farr. "Our COO told us that we hit this one out of the park. There's a lot you can do with the devices, such as load department-specific apps that may be clinically relevant. Our next phase is to implement our secure messaging platform on the devices."

"KDMC was a pioneer with this project," says Mike Knebel, VP of sales at Forward Advantage. "They are a valued customer with a clear vision to improve clinical efficiency and patient care. As a MEDITECH partner and mprivata reseller, Forward Advantage is pleased to be in this unique position to help hospitals like KDMC achieve their vision."

## About Forward Advantage

Forward Advantage has been focused on healthcare IT for 25 years, and offers innovative and cost-effective solutions that provide better access to information. Examples includes: automated and intelligent report distribution, streamlined identity and access management, migrating and archiving legacy data, document management, EMR-integrated secure messaging, and interoperability solutions connecting hospitals and physicians. Forward Advantage is a certified reseller and implementer of Imprivata solutions. For more information please visit

[www.forwardadvantage.com](http://www.forwardadvantage.com)

## About King's Daughters Medical Center

King's Daughters Medical Center is an acute care, 99 bed hospital founded in 1914 and is located at 427 Highway 51 N. in Brookhaven, MS. Over the past several years King's Daughters has been continually recognized by numerous rating agencies for their quality, patient care and safety along with their employee satisfaction scores. Visit <https://kdmc.org/> for more information.



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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