

CASE STUDY

Sundale Ltd improves usability, efficiency and security in clinical and care workflows while enhancing data collection to meet new compliance requirements



Sundale Ltd, located in Queensland, Australia, is a community based, not for profit organisation that supports the needs of its area by providing retirement communities, care centres and in-home care support services. Sundale has been part of the Sunshine Coast community since 1963 continually building on its heritage and strong foundations of care provision. The organisation has around 700 staff across its range of activities.

Challenge

- Staff had a difficult and inconsistent user experience accessing systems and clinical records via different devices (laptop, Citrix, mobile, tablet)
- Multiple passwords were needed to access different systems, with generic password usage causing security and audit issues, with limited personalisation options
- New aged care regulation and reporting requirements for Australian National Aged Care Classification (AN-ACC) funding requires rapid documentation to prove that 200 minutes of care is provided per bed per resident, per day

Solution

- Imprivata Enterprise Access Management (formerly Imprivata OneSign) for single sign-on (tap and go) is used with RFID readers across all workstations within the Sundale organisation
- Imprivata Mobile Device Access facilitates access via the wide range of devices used in clinical workflows
- Around 550 Sundale staff are now using Imprivata in everyday operations to access clinical and care applications

Results

- Improved workflows and time savings have enhanced resident care and safety
- Progress notes are now updated in real time, rather than being written down and input at the end of shifts
- Due to the ease of the 'tap on/tap off' functionality and enthusiastic user acceptance, Imprivata has now been extended to administrators, catering, and some maintenance team members

The challenge: Improving usability, efficiency, and security in accessing clinical and care workflows while enhancing reporting to meet new compliance requirements

Sundale Ltd was experiencing difficulties in providing easy and secure access to the health and care operational workflows and records needed to best meet client needs, staff expectations, and changing government regulations.

Without single sign-on capability, employees had to remember multiple user IDs and passwords to gain access to the different systems and applications used to deliver modern health and care services.

There was an inconsistent user experience when accessing information across different devices and systems (laptop, desktops, Citrix, mobile, tablet) leading to staff frustration. Progress notes were written down rather than being updated in real time and then input later at the end of shifts. Generic passwords were used for some devices and systems leading to sub-optimal security and auditability. Tablets used generic accounts so no access to personalised data and conversations was possible.

From October 1st, 2023, the Australian government introduced a mandatory care minute responsibility for residential aged care. The care minutes target is a sector-wide average of 200 minutes of care per resident per day. This includes 40 minutes from a Registered Nurse (RN). From October 1st, 2024, there will be an increase to a mandatory sector wide average of 215 minutes (including 44 minutes of RN time).

Sundale needed to be able to improve its data collection and reporting capabilities to meet these evolving standards and continue to qualify for government funding under the Australian National Aged Care Classification (AN-ACC) model.



“The Imprivata platform stood out from others as it had much more functionality and encompassed identity management – which other solutions lacked.”

– Lani Maxfield, Senior Systems Engineer at Sundale Ltd

The solution: Imprivata solutions were recommended by respected healthcare organisations and their capabilities outstripped those from other providers

As part of the Modern Desktop initiative a steering committee comprised of the CFO, the CEO, a clinical executive, a Technology Advisory Group (TAG), and site managers was set up to oversee the project and select an easy and secure access solution. A number of technology vendors were approached for accessibility functionality. Imprivata was recommended by multiple other healthcare providers. Its solutions were found to have much more functionality and support than competitors. Imprivata also encompassed identity management which other solutions lacked.

In addition, Imprivata Mobile Device Access now facilitates access via the wide range of devices used in clinical workflows. Efficient, secure, and auditable access is now possible for staff across laptops, mobile, tablets, and the wall mounted clinical access system (CAS) kiosks in each facility, with consistent standards of usability, personalisation, and access to real time data and processes.

As Lani Maxfield explained, "Imprivata has enabled us to greatly increase data security AND improve the user experience. These two goals are no longer mutually exclusive as has been in the case in the past, thanks to Imprivata."

The results: Enthusiastic user acceptance leads to a wider rollout of the solution

Around 550 Sundale clinical and care staff are now using Imprivata in everyday operations to access clinical and care applications such as Telstra Clinical Manager and BESTmed as well as the HR system iChris. They also use Imprivata solutions to update records in real time. Due to the enthusiastic adoption among clinical staff and care providers, and the ease of the 'tap on/tap off' functionality, Imprivata has now been extended to administration, catering, and some maintenance staff.

Carers and clinicians are now able to update resident records as they go, meaning that the need to write down progress notes on paper throughout a shift before updating systems and client records only at the end of the workday has been removed. Providing carers with CAS machines and mobile devices throughout Sundale facilities whilst enabling rapid access via Imprivata Enterprise Access Management (EAM) has meant client records and notes are updated instantly – providing effective and efficient clinical care decisions.

"Feedback has been amazing from our carers and clinicians working across all Sundale facilities that have adopted the new solution. Everyone loves Imprivata tap on/tap off."

– Grant Morris, ICT Project Manager at Sundale Ltd

Imprivata solutions have enabled time savings, improved workflows, reduced staff frustrations, and enhanced resident safety. Data is now being collected effortlessly to support the reporting requirements of the government's new care minutes regulations.

Looking to the future

Throughout 2024, the Australian government will ramp up an ongoing programme of quality activities to monitor care minutes and 24/7 RN data reported by providers. Sundale is confident that the data collection enabled by Imprivata's solutions will allow it to meet evolving AN-ACC reporting requirements.

"Imprivata has greatly improved access to systems and enhanced staff workflows. There is reduced login friction and fewer support tickets for IT to deal with regarding password resets. As an organisation we have more visibility of device usage and more accurate real-time reporting."

– Grant Morris, ICT Project Manager
at Sundale Ltd



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.

For more information, please contact us at +61 3 8844 5533
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