MidMichigan Health
MidMichigan Health is a non-profit health system headquartered in Midland, Mich., serving a 14-county region of central Michigan. The health system consists of four hospitals, as well as urgent care centers, medical offices and a number of other specialty health services. Dedicated to providing quality, comprehensive care throughout the communities it serves, MidMichigan has recently been recognized by Thomson Reuters as a top performing health system in the nation.

The Need: Efficient Access into Clinical Applications
MidMichigan began its transition from paper charts to its electronic health record (EHR) system and recognized the need for a solution that would improve efficiencies with the user authentication and application access processes. End-user acceptance of the new EHR technology was critical, so MidMichigan made plans to not only improve authentication processes with the EHR technology, but also solve potential location-based clinical workflow issues. “For years physicians had been complaining about how long it took to access their applications...so we knew we needed to make some improvements there,” said James Czyzewski, Clinical Desktop Support Supervisor for MidMichigan.

The Solution: Cerner Instant Access
To improve user experiences with the EHR technology, Cerner Instant Access™ was implemented across the health system. At its core, the technology enables clinicians to bypass many of the logins required for access into applications, allowing for instant access to the point of productivity. The future value of Cerner Instant Access can be recognized by its location awareness capabilities, which enable user-specific workflows to be pre-determined based on location proximity.

Cerner Instant Access is an ease-of-use technology solution that enhances the overall user access experience for clinicians. The solution eliminates the need for multiple user logins and re-authentications into the EHR system, multiple steps to access the applications and any wait times for the appropriate
Cerner Instant Access

applications to be accessed. It also enables clinicians to access necessary applications based on the role, venue and contextual location from which they are accessing the applications.

Clinicians at MidMichigan carry encrypted identification badges which enable advanced authentication and enhanced location awareness for EHR applications. The various Cerner Instant Access authentication methods provide quick system access, allowing clinicians to promptly get to the point of productivity, saving time and improving user satisfaction. Additionally, the solution ensures organizational security is maintained through a variety of session locks, protecting patient privacy data.

Improving Clinical Workflows

Cerner Instant Access has improved clinical workflows at MidMichigan Health by reducing the amount of time required for clinicians to login and access EHR applications. Throughout the day, clinicians can access and lock sessions by simply tapping their badges on the workstation readers, as opposed to manually typing in usernames and passwords to log in and out of applications throughout the day. “They tap in, they provide their password, they tap out, and now they don’t need to provide their password for the rest of the day,” said Czyzewski.

Additionally, the solution’s advanced session roaming capabilities enables MidMichigan clinicians to move around to various workstations throughout the facility and access an application from where they previously left off. This gives clinicians access to the information they need when they need it, creating further clinical efficiencies and enhancing the way care is delivered. Not only does this workflow enable end-user mobility, it also ensures HIPAA compliance as users can lock their sessions at one workstation and reconnect to the same session at a different workstation — all without the need to authenticate.

Furthermore, common location pain points like front- and back-end printer mapping are eliminated, as location-based settings determine the optimal choices from a proximity standpoint. “It saves me a great deal of time and aggravation throughout my day,” said Dr. Mike Stack.

Finally, with Cerner Instant Access in place, MidMichigan will be able to further enhance location-based workflows in the future. The solution will facilitate automatic authentication and access into clinical applications based on the user’s role and his or her location within specific venues. With this future functionality, MidMichigan clinicians will experience instant access into the correct patient chart upon entering a patient room, bypassing the need to open any applications.

The Cerner Advantage

The implementation of Cerner Instant Access at MidMichigan Health has increased user efficiencies and enhanced clinical workflows with EHR application access. The solution’s robust location and proximity-based functionality coupled with its advanced authentication methods has optimized the way end-users access applications, greatly improving usability of EHR applications. “The Instant Access solution that we have in place to use with the EHR at the hospital adds tremendously to the ease of use of the EHR,” said Dr. Stack.

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