



PDS SUCCESS STORY
Wheaton Franciscan Healthcare

Secure, Automate, Comply:

Implementing Identity and Access Management to secure access, automate business, and meet regulations.



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SCOTT SELBY, IT DIRECTOR

Wheaton Franciscan Healthcare

For over 100 years, Wheaton Franciscan Healthcare has been caring for families throughout Southeast Wisconsin.

Wheaton Franciscan Healthcare is one of the largest providers of care in Southeast Wisconsin with more than 15,000 associates and affiliations with more than 7,000 providers.

Challenge: Streamlining administration and providing role based access to our top 10 clinical applications – commencing with Epic.

When the Healthcare Insurance Portability and Accountability Act (HIPAA) was passed in 1996, it included requirements for managing user access. Since then congress has sought to increase participation, and in 2009 passed the Health Information Technology for Economic and Clinical Health Act (HITECH), with specific recommendations for adopting a user, role, or context based access control methodology. These tighter regulations and increased security concerns put pressure on healthcare providers to adopt new solutions to comply. It was during a review of their security process and staff skills assessments that Wheaton Franciscan Healthcare really understood the need for a formal solution. Aware of the regulations and the benefits of adopting a solution, Wheaton Franciscan Healthcare set their sights on role-based solutions that aligned with their electronic health records system, Epic. Wheaton saw the opportunity to simplify administration, streamline management of





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roles and privileges, limit access to least privilege required to perform job function, and increase the auditability of their system. They also sought to improve access controls to their web-based applications by providing secure federated or proxy access. With those goals in mind, Wheaton faced the challenge of navigating these solutions with no in-house knowledge of products or vendors, and no in-house experience implementing an IAM tool.

Solution: Learn, Plan, Build.

Wheaton reached out to their trusted IT partner PDS to help guide them through the difficult process of defining the proper solution.

“We needed a partner not just familiar with Identity and Access Management, but who also understood process automation for our environment,” said Scott Selby, IT Director at Wheaton. “With 15+ years of experience with IAM in Healthcare and a deep understanding of our business PDS was an invaluable partner.”

PDS offered a vendor-agnostic workshop to first learn about the unique needs at Wheaton and to help design a road map for success. It was important to Wheaton that they fully understand their needs before they looked for a solution.

“PDS is the partner that would give us frank input whether we wanted it or not,” Scott explained. “During the design process PDS challenged us by saying, ‘We just need to know what you need, if you can identify that, we can provide it’. This really brought to light the real issue, and has been our mantra ever since.”

Once the challenges were clearly identified and prioritized, PDS offered a vendor/product analysis to ultimately find the best solution for Wheaton. The solution was driven by Gartner’s Magic Quadrant, and



ultimately Wheaton decided on NetIQ as an end-to-end provider.

Results: Enhanced Compliance, streamlined management, and better healthcare IT.

The implemented solution accomplished the goals of increasing security and improving identity administration. The foundational solution automates provisioning from Lawson HR, the Physician credentialing database and the Student Database to Active Directory, Exchange and Epic. Additionally, Wheaton was able to solve a compliance issue by deleting MedeAnalytics access on termination and provide single sign on to benefits enrollment for Wheaton associates – something HR is still smiling about today!

“Our identity system drives all provisioning and access for Wheaton’s applications – whether on premise or hosted – despite what our application vendors promote. The measurement of success is a single point of audit and control over every identity within our organization – employed or not”

The organization was expecting significant new costs to support their adoption of Epic as their EHR. With the operational improvements and automation from the IAM project Wheaton was able to dramatically reduce the impact.

“Had we not done the automation, I would have had to double my staff just to support Epic, but We’re now able to focus our attention and those resources on core strategic initiatives as a result,” said Scott. “As a benefit of our IAM implementation, we’ve been able to return end user administration to the help desk and convert our 7 open positions for Epic administration into strategic security roles.”

Through the process Wheaton learned so much about their own environment and the operational processes that were broken. It brought to light for them the challenges and inefficiencies of the current onboarding processes and spawned a LEAN initiative to define and standardize Wheaton’s identity lifecycle. The end result for Wheaton was compliant security process, automated business and IT people focused on improving IT for the organization.

To learn more, visit PDS-Healthcare.com or call 800-966-6090 and ask for a Healthcare sales representative. ■

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