

{ CASE STUDY }

**PARTNER:**

Computer Associates Inc.

RESELLER:

NuFocus, Inc.
South Bend, Indiana

SAFLINK SOLUTION:

SAFaccess

PARTNER PRODUCT:

eTrust Single Sign-on™

BIOMETRIC TECHNOLOGY:

Fingerprint, LifeView scanner
with Authentec sensor

CLIENT: ST. VINCENT'S HOSPITAL AND HEALTHCARE CENTER

CUSTOMER PROFILE

St. Vincent Hospitals and Healthcare Center, Inc. is an Indiana-based healthcare provider with a network of eight hospitals and a number of health services locations. One of the largest healthcare providers in the Indianapolis region, the main hospital includes a major tertiary and acute care center and is also home to the Indiana Heart Institute, the State's largest cardiac care center.

The hospital's computer network serves 8,000+ users and operates 24 hours per day, 7 days a week.

THE BUSINESS ISSUE

In early 2000, hospital management launched a physician satisfaction program designed to improve the overall experience of local physicians who admit patients to St. Vincent Hospital. One of the areas targeted for improvement was access to the hospital's electronic medical charts and other computer systems used by health care workers. To this end, the hospital's IT organization began exploring methods to improve speed and simplicity of access to a variety of in-house applications.

THE SOLUTION

After extensive research, the IT group determined that a single sign-on solution in combination with biometric authentication would enable them to completely eliminate the biggest login problem – frequently lost or forgotten passwords. Analysis of available solutions, including the results of a competitive pilot, led the hospital to select Computer Associates' eTrust Single Sign-on and SAFLINK's SAFaccess.

"The team from Computer Associates and SAFLINK listened to our needs and brought us a tested product that met our requirements," said Bruce Peck, Information Security Manager, St. Vincent Hospitals and Health Care Services. "We chose biometric technology as our means to raise the bar for system access security and at the same time provide the speed and simplicity of access demanded by our users. This will go a long way to help make our physicians comfortable and more productive when using clinical applications."

IMPLEMENTATION DETAILS

- St. Vincent Hospital purchased SAFaccess licenses for 5,000 users.
- First production department went live in July 2001.
- As of 2/03, the hospital has enrolled 2,000 users.
- Support for multiple biometrics was a key decision factor, and iris authentication is under consideration for system access in areas where users may be gloved and masked.
- Implementation of biometrics is expected to further bolster the hospital's compliance with patient privacy standards by providing irrefutable identification and authentication protocols.

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