Dell and Caradigm: Identity and Access Management (IAM) Solutions for Healthcare

Caradigm Identity and Access Management (IAM) helps customers overcome the challenges of:

- Increased regulatory audits and enforcement, which make the protection of patient health information and auditability more important

- The growing number of clinical and business applications clinicians need to access

- The shift to collaborative care across boundaries that creates a more dynamic workforce

- Constrained IT resources that are bogged down by burdensome IAM related tasks

Caradigm's IAM solution is a part of Dell's Mobile Clinical Computing solution that help health systems manage risk, improve clinical efficiency and simplify identity and access management.

- **Manage Risk** – Identify access risk, control access to patient health information and meet compliance requirements

- **Improve Clinical Efficiency** - Improve patient outcomes and clinician satisfaction by providing immediate and appropriate access to the applications they need

- **Simplify IAM** - Free IT from burdensome account administration, data gathering and reporting tasks

The Challenge: With the growing number of applications and huge, expanding volumes of data, healthcare organizations face a range of challenges as they strive to support clinician efficiency while protecting patient data.

"We selected Caradigm's IAM portfolio because when used in concert with each other, the products were able to easily meet our expectations. The products address our requirements for simplifying, managing and tracking access to applications and data across our organization. We found that working with a single vendor brings incremental value as well, including integrated governance, lower total cost of ownership, simplified support and maintenance."

- Tom Gordon, Vice-President and CIO at Virtua

The Solution: Built exclusively for healthcare, Caradigm Identity and Access Management (IAM) addresses the operational challenges of access to clinical applications while protecting you from increasing security and compliance risk by safeguarding access to patient health information.

Identity and Access Capabilities

CIO/CSO	IT Manager	Clinicians	Line of Business Manager

Provisioning	Single Sign-On	Clinical Access Governance	Clinical Application Integration	Context Management	Password Management

- Clinicians tap a badge and can unlock a workstation or thin-client device, launch their primary EHR, call a roaming VDI session, sign orders and then lock the device.

- Organizations can reduce the risk of medical error by automatically tuning different applications to the same patient.

- IT staff can gain insight into how systems are being used to identify who has looked at patients when, where and in which applications.

Caradigm IAM is Made Up of Three Products:
Access Management is provided by Caradigm Single Sign-On (SSO) which enables clinicians to use a single set of credentials, entered once per session, as well as multi-factor authentication in an integrated clinical workstation. They can access applications quickly without signing on to each one separately.

Context Management enhances SSO and maintains patient context across all applications, allowing automatic access to the right patient record as clinicians move from system to system. This saves time and increases accuracy.

Provisioning, a role-based identity management solution, automatically creates, modifies or terminates access to clinical applications. This frees IT from burdensome account administration tasks while improving clinician satisfaction by giving caregivers rapid access to the applications and data they need.

Caradigm Products Deliver:

- Clinical Access Governance
- Clinical Application Integration
- Password Management

IAM Features:

- SSO with fast user-switching reduces access time to shared workstations by as much as 50 seconds
- Context management speeds logins and automatically selects the right patient in each application
- Robust application integration capabilities, including point-and click SSO and shared patient context across healthcare applications
- Provisioning automates new user access to applications in hours instead of days
- Role based access enables access to clinical applications and data by clinical role to minimize the potential for unauthorized access
- Monitor access to patient health information with comprehensive self-service reporting capabilities
- Enforce corporate role policies through certification and remediation workflows
- Facilitate rapid termination of employees from hospital systems, including the EMR and other sensitive clinical applications
- Plug-and-play connectivity with over 120 HL7 CCOW compliant applications including Epic, Cerner, etc.

- Support for device independence through Citrix, Terminal Server and Virtual Desktop Infrastructure (VDI)
- Scalability and reliability with automated load balancing and failover

About Caradigm
Caradigm is a population health company dedicated to helping organizations improve care, reduce costs and manage risk. Caradigm analytics solutions provide insight into patients, populations and performance, enabling healthcare organizations to understand their clinical and financial risk and identify the actions needed to address it. Caradigm population health solutions enable teams to deliver the appropriate care to patients through effective coordination and patient engagement, helping to improve outcomes and financial results.

Caradigm solutions are in operation in over 1500 hospitals worldwide. The Caradigm Intelligence Platform connects 295+ source systems including Allscripts, athenahealth, Cerner, Epic, GE, McKesson and Meditech and data for 175 million patients, while our identity and access management solutions are used daily by over 1,200,000 users. www.caradigm.com.

The Dell Technology Partner Program
Caradigm is a Dell Technology Partner and Caradigm IAM is certified by Dell to run on the Dell platforms specified in the technical architecture section.

The Dell Technology Partner program is a multi-tier program that includes ISVs, IHVs and Solution Providers. This global program helps partners build innovative and competitive business solutions using Dell platforms. Program resources keep customer costs low and help to sustain competitiveness.

The program has a structured and streamlined process that combines technology and business strategies with Dell Solution Center expertise to onboard and test partner products on Dell platforms. This testing process helps ensure that products have met the technical requirements to perform well on Dell platforms.

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