

Single Sign-on to WISHIN Pulse Improves Clinical Workflow

Many WISHIN customers are maximizing the value of their participation by establishing a single sign-on (SSO) integration between their local EHR system and the WISHIN Pulse community health record.

A recent study published by the Ponemon Institute found that clinicians use, on average, 6.4 passwords per day to access critical applications and patient data, and 83 percent of respondents said SSO simplifies their access.

With SSO, WISHIN Pulse is visually integrated into the provider's EHR system so that WISHIN users can easily access the data available in Pulse without leaving the EHR. The user's login credentials, along with patient demographic information, are passed behind the scenes from the EHR to Pulse, eliminating the need for extra clicks to log in to Pulse or search for the patient in the WISHIN system.

When Seconds Count, SSO Can Make a Difference

One treatment setting in which electronic health information exchange (HIE) is particularly valuable is the emergency department (ED). Patients in the ED are often unknown to the clinical staff, or if records do exist, they are incomplete because of the patient's previous encounters elsewhere, and there is little or no opportunity to acquire external records in advance. In addition, EDs must often cope with unpredictably high patient volumes, meaning that an efficient workflow is essential.

Aurora Sinai Medical Center in downtown Milwaukee is one of the state's busiest EDs. Dr. Paul Coogan, President of the Emergency Division for Aurora Health Care, says SSO access to WISHIN Pulse means his team can easily access clinical information from multiple sources. "Logging in and logging out for every patient through a separate portal just isn't feasible. Providers are always looking for ways to stay in one system—the less clicks the better. With single sign-on to WISHIN Pulse integrated directly into our Epic system, we have access to all the information we need in one place and we're able to gain insights on patients who come to us from providers that do not share the same EHR as we do. This has tremendous value."

Another study published by the Brookings Institution documents a significant reduction in the duplication of tests and services when providers queried clinical information beyond that available in their EHRs. In the study, providers who accessed additional patient data through an HIE ordered 52 percent fewer lab tests and 36 percent fewer radiology exams. The study highlights the widespread benefits of HIEs and the importance of integrating access to external clinical data directly into providers' workflows.

"Single sign-on is a way to magnify the value of electronic health information exchange," said WISHIN CEO Joe Kachelski. We recommend the SSO feature to all of our clients."

With a master patient index of more than 5.4 million unique patients from nearly 1,500 sites of care across Wisconsin, the WISHIN network has grown to the point where WISHIN Pulse contains at least some clinical information on nearly every potential patient.

There are no additional fees from WISHIN for SSO access. To learn more about integrating WISHIN Pulse directly into your EHR, contact WISHIN at 608.274.1820 or via email at wishin@wishin.org.