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Self-service solutions speed patient care at Duke

Article Summary

Clinicians at Duke University Medical Center sidestep time-consuming IT issues — and gain time with patients.

Imagine that you are an ER doctor. Your patient is in toxic shock and you need to know if she is allergic to penicillin. You download her medical history and get the information you need to give her the best care you can. And you don't waste precious time re-inputting IDs and passwords.

Clinicians at Duke University Medical Center in Raleigh-Durham, North Carolina, are getting instantaneous access to a range of patient data on 2,000

workstations, laptops and kiosks – without being stymied by security considerations. Thanks to IBM, the Medical Center will reduce the need for time-consuming password resets. Moreover, the patient-centered solution is expected to save Duke as much as \$275,000 a year.

IT analyst firm IDC estimates that healthcare organizations spend between \$30-\$70 per help-desk call for password resets. Most organizations average four password resets per employee each year. With a clinical staff of more than 2,300, Duke will see significant savings that can be channeled into direct patient care and innovative healthcare programs.

The solution, based on [Tivoli Identity Manager \(TIM\)](#), also permits doctors and other healthcare providers to order lab tests electronically and complete patient prescriptions. When password input is unavoidable, the system will prompt users through a short series of questions to verify their identities, and instantly reset their passwords.

Rafael Rodriguez, associate CIO, Duke Medicine, said Duke chose IBM over others including BMC Software because of the Tivoli multi-purpose software and IBM's longstanding commitment to the Medical Center.

"This was not just a one product decision," Rodriguez said. "We're very focused on making our systems as secure as possible and minimizing impact on our users. TIM allows us to do that."

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