



Streamline Clinical Operations by Eliminating Identity Friction

Remove Hidden Barriers to Faster, Safer Care



The Hidden Constraint of Clinical Operations

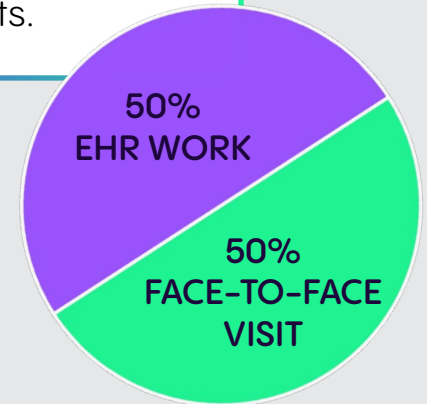
When access slows down, care slows down.

Seconds lost logging in and minutes waiting for access compound across every shift. Clinicians lose time. Patients wait longer. Capacity erodes.

Identity is not just an IT function. It directly impacts clinical operations.

¹JAMA Internal Medicine (2025). [jamanetwork.com]

Clinicians spend nearly 50% of scheduled clinic time in EHR records.¹ Time spent navigating systems is time not spent with patients.



Identity is Clinical Infrastructure

Identity governs how clinicians access EHRs, imaging systems, collaboration tools, and connected devices.

When access is late, inconsistent, or complex:

- Clinical workflows break down
- Staff troubleshoot instead of delivering care
- Operational efficiency declines across departments

EHR access is nearly universal across healthcare environments. 86% of ambulatory care and 96% of inpatient settings rely on EHRs.²

Identity is often treated as a technical issue, but it is an essential enabler of care delivery.

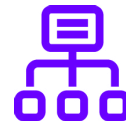


How Does Identity Friction Impact Daily Operations?

Gartner estimates nearly 40% of help desk calls are related to password resets and expirations.³



Identity friction is visible across nearly every clinical workflow:



Onboarding Delays

Delays ranging from hours to days for onboarding, rehires, and role changes



Inconsistent Access

Authentication varies across systems, facilities, and care environments



Manual Processes

Lifecycle processes fail to keep pace with dynamic staffing models



Authentication Challenges

MFA fatigue, password resets, and shadow accounts disrupt care and security

These inefficiencies compound across departments, creating persistent delays in care delivery.

³Gartner estimate (cited by Specops). [specopssoft.com]

The Operational Cost of Waiting

A 19-hospital study found that workstation single sign-on streamlined clinical workflows, saving 943.4 clinician hours per week - equivalent to 49,056 hours annually, representing \$3.2M in value.⁴

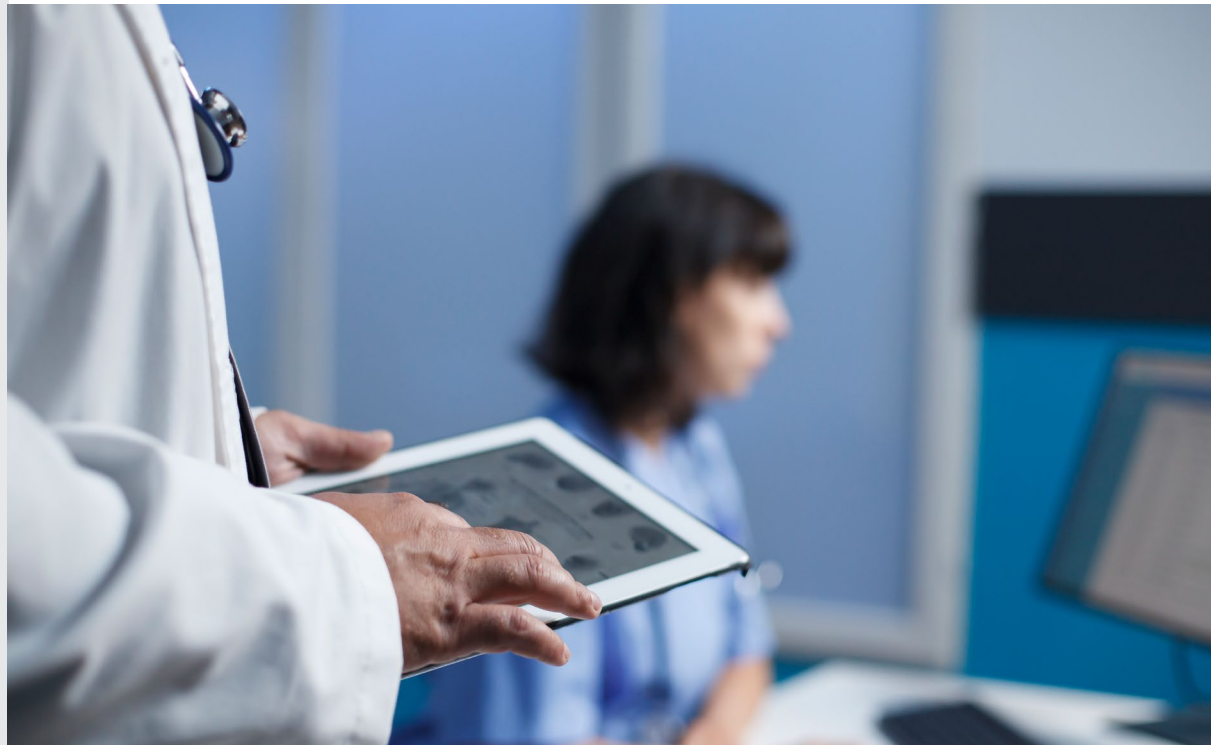


Small delays compound into measurable operational loss.

Across shifts and departments, identity friction leads to:

- Lost clinical minutes across every user
- Increased help desk demand
- Workflow interruptions that reduce throughout

The result is slower time to care and unrecoverable capacity.



The Security and Compliance Risk of Workarounds

When secure access becomes difficult, workarounds become the default.

Clinicians and staff adapt in real time:

- Shared credentials
- Persistent sessions
- Duplicate or unmanaged accounts

These behaviors keep care moving but weaken access controls, reduce accountability, and increase exposure.



73.6% of medical staff report using another staff member's password.⁵

⁵ Healthc Inform Res (PMC), 2017. [pmc.ncbi.nlm.nih.gov]

Complexity is Increasing Rapidly

Healthcare continues to face more than 700 large data breaches annually. 725 breaches involving 500+ records were reported in 2024.⁶

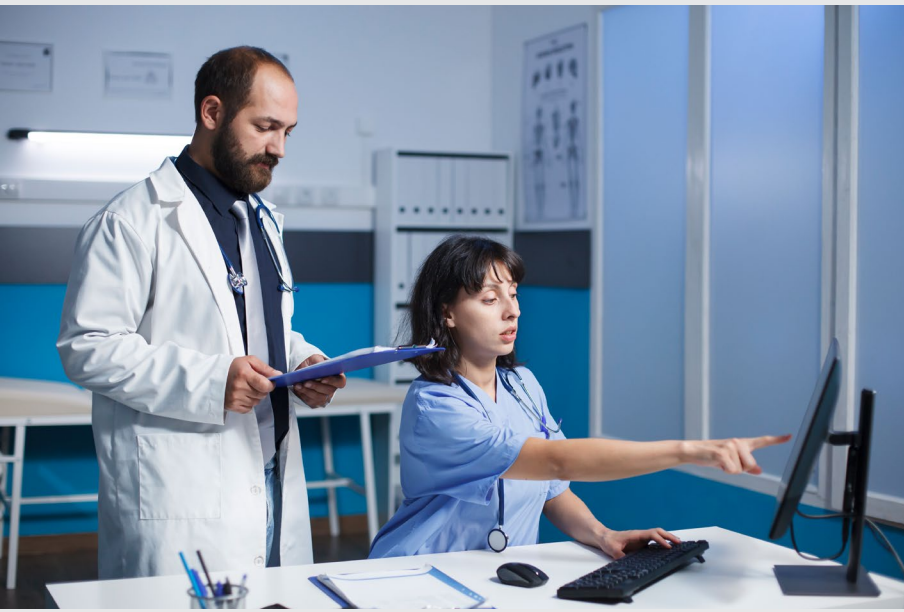
Healthcare identity environments now extend far beyond traditional workforce access.

Today's environment includes:

- Clinicians, students, and rotating staff
- Third-party vendors and partners
- Service accounts and interconnected applications
- A rapidly growing number of non-human identities

At the same time, mergers, digital initiatives, and distributed care models continue to increase fragmentation.

Legacy identity approaches cannot scale to this environment.



Why this Matters Now



New pressures are making identity friction harder to ignore.

Health systems must improve both access and control simultaneously.

Ransomware attacks in healthcare increased 278% between 2018 and 2023.⁷



Staffing shortages amplify the impact of every inefficiency



Identity is now the primary attack vector for security threats



Digital initiatives expand the number of systems and identities to manage

⁷ HIPAA Journal trend reporting referencing OCR data. [hipaajournal.com]

THE SHIFT

Make Identity Invisible to Clinicians

The goal is not more identity controls. It's better ones.



High-performing organizations design identity to work seamlessly within clinical workflows, reducing delays and improve throughput:

- Access available on day one
- Security is enforced without disrupting care delivery
- Access is consistent across systems and locations

In a 19-hospital SSO study, login time decreased by nearly 70%, saving over 20 seconds per reconnect.⁸



⁸ Perspectives Health Information Management (PMC), 2019. [pmc.ncbi.nlm.nih.gov]

How MajorKey Eliminates Identity Friction



MajorKey aligns identity with how clinical operations actually function, enabling faster access without increasing risk.

We help healthcare organizations improve both access and control by:

- Unifying fragmented identity environments across systems and sites
- Automating access based on clinical roles and workflows
- Extending existing technologies to accelerate time to value
- Implementing phishing-resistant authentication that reduces friction while strengthening security

Proven Outcomes



Streamlined provisioning from 3 days to 3 minutes



Onboarded 15,000 identities in 3 months



Lowered cybersecurity staff attrition by up to 65%



Reduced sign-in steps while maintaining security

The result is faster, more consistent access without compromising control.

What Changes When Identity Works?

When identity is streamlined, the impact is immediate and measurable.



For Clinicians

Improve Productivity

Faster, reliable access across all systems

Fewer interruptions and reduced login fatigue

More time focused on patient care



For IT

Reduce Operational Burden

Reduced manual provisioning

Lower ticket volume and support demand

Improved alignment between systems and workflows



For Security

Strengthen Control & Visibility

Stronger governance and consistent policy enforcement

Reduced reliance on workarounds

Improved audit readiness and control

Organizations that invest in AI and automation reduced average breach costs by \$1.76M and shortened the breach lifecycle by 108 days.⁹

THE OUTCOME

Better Care Through Better Access



Streamlining identity improves more than security posture.

It enables:

- Faster time-to-care
- Improved clinician experience
- Higher operational efficiency across departments
- Reduced risk across the identity landscape

Identity becomes an enabler of clinical performance, not a source of friction.

Health systems reclaim tens of thousands of clinician hours annually by reducing access friction.

Example: Over 49,000 hours saved annually in a mutli-hospital SSO study.¹⁰

Start Identifying Sources of Friction

Every health system has points where access slows the pace of care.

The first step is identifying where friction exists and understanding its impact.

From there, organizations can build a roadmap to:

- Streamline access across workflows
- Strengthen governance without slowing users
- Build a scalable identity foundation for growth

Contact us: hello@majorkeytech.com

Take the Next Step

Schedule a Clinical Access Experience Blueprint

Pinpoint access delays, quantify operational impact, and define a path to streamlined clinical workflows.



To learn more, scan the QR code or [click here](#).