Case Study

VITAS Healthcare Automates and Secures Access with Fischer Identity

CHALLENGE

VITAS sought a solution that could effectively manage the high volume of access changes commonly encountered in the hospice industry. The solution needed to strengthen user access controls and provide repeatable, automated processes to ensure transactional and access integrity related to user access control and identity administration, all while aligning with their values.

"Providing access for the right people at the right facilities at the right time is critical to fulfilling VITAS' mission of care." The Director of Mobility & Process Automation at VITAS Healthcare describes one of their many core technology services that facilitate the company's mission and provides benefits to patients, families, employees, and shareholders utilizing Identity and Access Management (IAM).

SOLUTION

VITAS knows that introducing any technology to a

production environment has inherent risk of unintended results. VITAS implemented the solution in phases, validating expected behaviors and outcomes at each phase.

This approach enabled VITAS to achieve:

◆ Fast care delivery

◆ Efficient access compliance

◆ Reliable identity governance

◆ Reduced operational cost

"It's important to judiciously introduce new technology and ensure that it behaves as expected. We didn't take a 'set it and forget it' approach with the Fischer solution. We 'set it and stared at it' for months to validate solution integrity and derived value."

— Director, Mobility & Process Automation
VITAS Healthcare

RESULT

VITAS streamlined identity management with policy-based access control that automatically adjusts user access based on role and attributes from their Source of Authority. When needed, delegated approval workflows are triggered to maintain compliance and oversight.

Automated provisioning and de-provisioning ensure timely, accurate access changes, reducing manual effort, lowering operational costs, and minimizing risk. These processes also help maintain service levels during high-demand periods—without diverting IT resources.

Operational efficiency improved significantly, with automation eliminating the workload equivalent to a full-time employee. By leveraging Fischer's managed Identity-as-a-Service® Cloud, VITAS avoided the cost and complexity of maintaining IAM infrastructure in-house.

Compliance and audit readiness also improved. With detailed event logs, drill-down tools, and built-in reporting, VITAS meets SOX, HIPAA, and HITECH requirements more easily and answers audit questions in minutes—not days.

"Fischer makes it very easy to take on an audit."

Finally, VITAS reduced overall risk through automated identity processes that ensure:

◆ Controlled access to ePHI

◆ Accurate access policy enforcement

◆ Timely provisioning and de-provisioning

◆ Proper user creation and removal

About VITAS Healthcare

VITAS Healthcare, a pioneer in the hospice movement since 1978, is the nation's leading provider of end-of-life care, employing over 11,000 professionals who provide care primarily in-home as well as in VITAS in-patient hospice units, hospitals, nursing homes, residential communities, and other care facilities. The VITAS name is derived from the Latin word for "lives" and symbolizes the VITAS mission: to preserve the quality of life for those who have a limited time to live.

"Fischer Identity is priceless in the context of compliance audits. We need the intelligent identity management solutions that automatically respond to continuous change in our workflow to ensure that access is correct across critical systems."

— **Director, Mobility & Process Automation**
 VITAS Healthcare

Contact Us

📞 800.776.7258

✉ Contact@FischerIdentity.com

🌐 FischerIdentity.com

📍 3520 Kraft Road, Suite 100
 Naples, FL 34105