MEDSTAFF - CMO BLAST: Problem with Passwords Expiring - Please Read

From: Tucker, Amy (Heidi Chapman)
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Subject: CMO BLAST: Problem with Passwords Expiring - Please Read

Dear Colleagues,

As you may be aware, an issue arose with our Identity Management system last week that impacted passwords for a subset of our employees. A system issue resulted in an unintentional change to our environment which caused passwords to expire for those affected. For affected users the system no longer accepted passwords of under 10 characters and users with such passwords were required to change them.

IMT has been working around the clock to try to fix the problem and, after an exhaustive analysis, has determined that any attempt to correct this system problem has the potential to make the situation worse. Therefore, they recommend that the best course of action is for those employees affected to change their expired passwords to longer ones using the light blue icon for "MyAccounts" on the Upstate iPage.

We sincerely apologize for the inconvenience and disruption this may have caused you and your staff.

Mark Zeman and the IMT team are sensitive to the drag that extra key strokes, clicks, and mouse miles place on already overstretched care teams. They are committed to implementing strategies to make Epic more user-friendly and are starting with the following initiatives:

- Imprivata single sign-on rollout is almost complete at both hospitals. Mark and his team will be accelerating the rollout of Imprivata across our ambulatory clinics, starting the week of December 16th. This will help mitigate the impact of having longer passwords.

- In an effort to improve the provider experience and efficiency with Epic, IMT will now staff UHCC with Epic support personnel to answer questions and provide assistance to providers in the clinic, similar to the service currently provided for inpatient providers.

- Our request to purchase a voice recognition dictation system integrated with Epic is under review by the State Comptroller's Office.

- We will be putting together a team of superusers to help providers improve efficiency, customize their profiles, and streamline documentation in Epic.

Thank you for your patience with the recent disruption. I welcome your feedback and suggestions

Best,
Amy

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