HealthLeaders
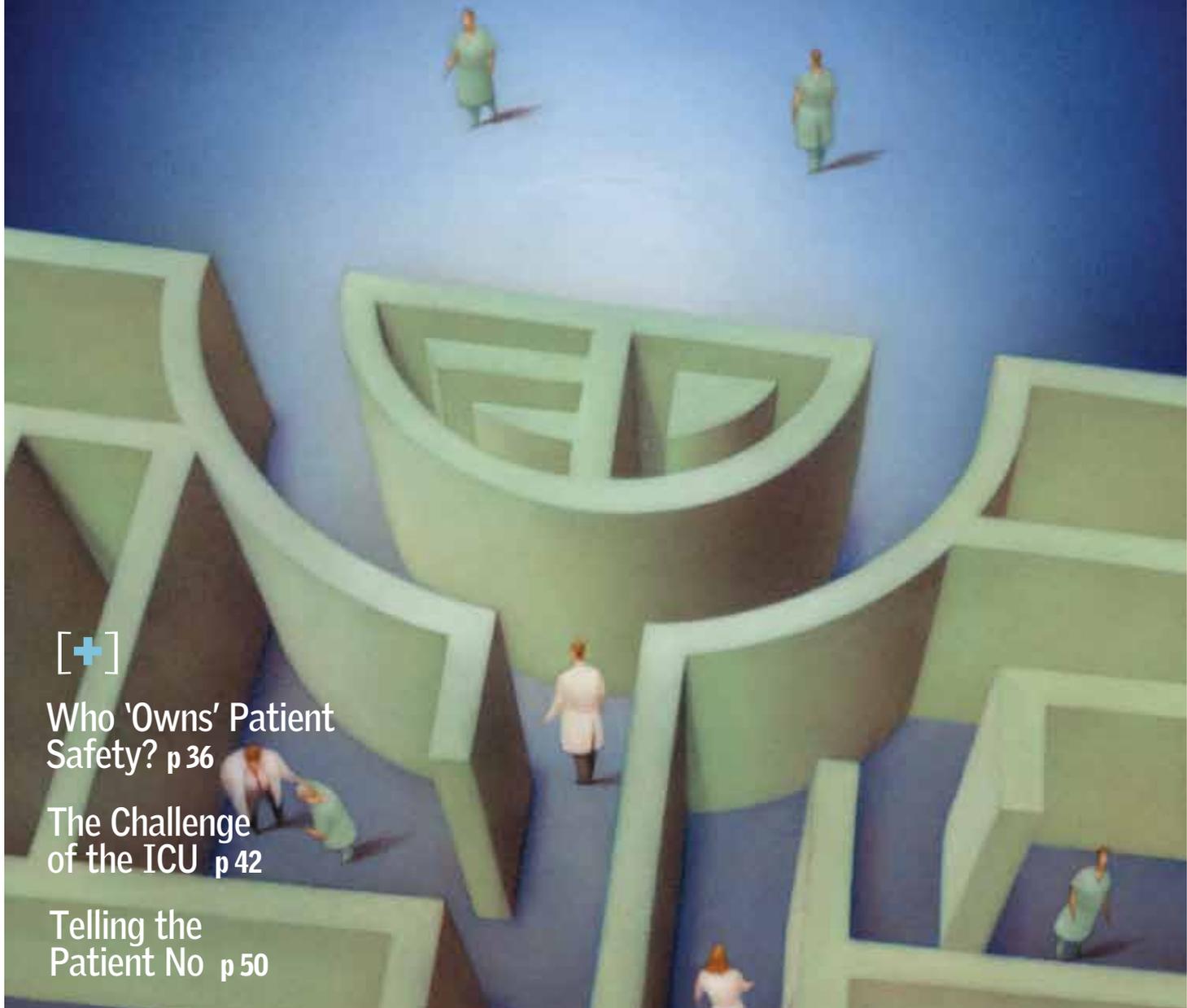
THE NEW ED:
KEEP PATIENTS OUT (BUT HAPPY)

While not exactly a checkpoint to bar patients from the hospital,
the doors of the ED will become increasingly important as an exit. p 14

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ID Management Solution Helps Reduce Risks and Identity Errors

Integrating ID systems streamlines hospital access control and security

A healthcare employee's card credential not only unlocks doors, but also applications; however, most facilities manage critical databases by e-mailing spreadsheets and making manual changes. ADT Healthcare Solutions' Identity Management Automation Process (IMAP) arms system administrators with tools to eliminate these points of failure and replace them with operational efficiency, data integrity, and risk mitigation.

"There are multiple stakeholders on a card credential," says Shane Meenan, Director of Sales for ADT Healthcare Solutions. "Right now, there are different people and departments sharing lists. We alleviate all that effort by automating the process."

Improving operational efficiency through automated data sharing

Christiana Care Health System in Wilmington, DE, implemented IMAP in 2009. Security System Administrator Woody Sheats says the facility's human resources (HR) management application is now able to populate other hospital databases automatically, eliminating silos of information.

"If it works in the HR system, it works in our other systems," says Sheats.

One of the many benefits includes the ability for employees to swipe their card credential through a wedge reader to log on to all their applications at once, providing them with immediate access to patient information during critical medical situations.

"One-tap sign on helps nurses and physicians," says Sheats. "They don't have to continuously log on and off of their PCs."

Because IMAP performs an HR system download to the access control database, Sheats can access new employee information within 30 minutes instead of waiting for a biweekly new hire report and manually entering and verifying data in the access control database. He says this has resulted in one to two hours per day that he can now spend on other tasks.

The University of the Sciences in Philadelphia also had multiple databases that didn't communicate with one another, but fed into one system. When they implemented IMAP in 2007, it streamlined how the university onboards a new employee.

"I no longer have to worry about the information in one database not getting into our system," says Bernard D. Gollotti, CPP, Executive Director of Business and Support Services and Chief Security Officer. "I know that information is being collected and distributed correctly."

Security grants employees access control clearances and their cards are automatically populated. If an employee needs special clearances, Gollotti says security is able to modify the card and grant the clearance on the fly.

Gollotti says the director who reports to him has more time to focus on investigations and crime prevention, since he is spending less time on data entry and troubleshooting. "He's not left wondering if someone has the right access control level," he says.

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Ensuring data integrity

Any manual process is vulnerable to errors. For example, hospital security staff can spend hours troubleshooting why an employee's card doesn't work, only to discover that someone transposed two numbers in the employee's ID.

"Those days are gone," says Gollotti. "Once you have integration, it creates an automated process that is seamless."

Employee ID numbers are automatically populated in the HR system. From there, Sheats says he can attach a folder to a new ID, assign access rights, and print the ID badge.

"What amounted to a human error is alleviated," says Meenan. "Because we have data integrity, it adds to additional operational efficiencies when we're troubleshooting."

Mitigating risk

When a manager terminates an employee, security must sever the employee's ties with the hospital immediately, if not, the facility is open to risk. Unfortunately, eliminating an employee's building access is a complicated process that involves making changes to multiple databases.

"We're relying on a human being to make sure they don't make a mistake getting the card out of the system," says Meenan. "That's a huge risk for the institution."

Typically, security receives an e-mail prompt to manually change the employee's status, but the change doesn't take effect until the next scheduled download. By comparison, IMAP allows managers to terminate the employee in the HR system, which sends a download to security, and the change takes effect in 30 minutes.

"Before that, an employee would have an ID badge that would be activated for up to two

OPERATIONAL EFFICIENCY

AUTOMATED DATA SHARING

weeks," says Gollotti. "It really helped mitigate a lot of our risk."

Gollotti estimates that security spent as much as three to four hours per day manually changing employee statuses. Because the university has medical students and residents, sometimes security would receive up to 300 employee status change requests in a single day.

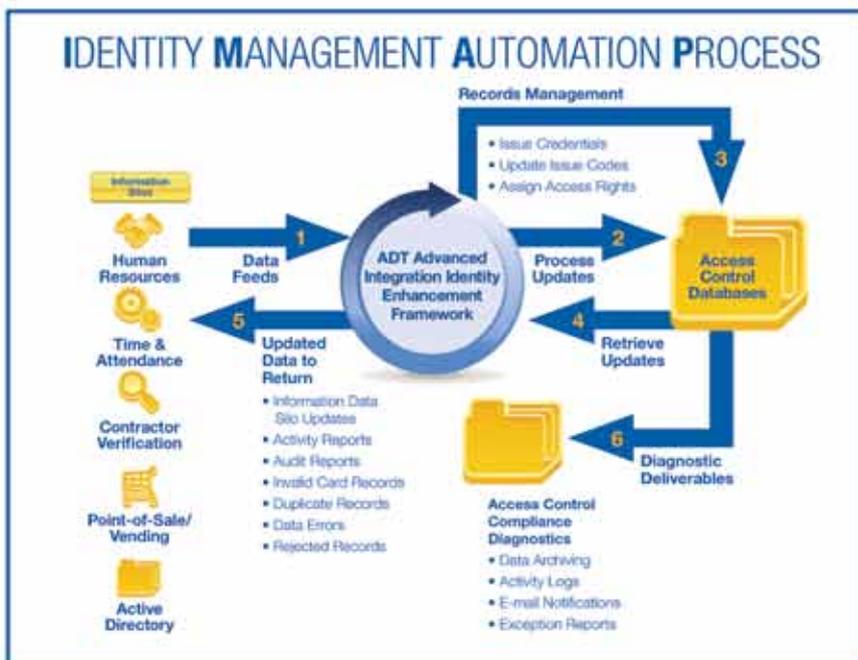"That's very time-consuming, especially if it's Friday at 4 o'clock," he says.

The advantages of IMAP

Implementing ADT's IMAP solution can increase operational efficiency, improve data integrity, and manage risk at facilities that currently rely on manual processes to manage their access control database. This results in opportunity costs, since staff can perform essential tasks that do not involve data entry or troubleshooting.

According to Sheats, Christiana is in the process of expansion and ADT is anticipating and responding to its changing needs. He says ADT technicians are able to respond to the facility's issues 24/7.

"They're right on top of things," he says. "The team is just phenomenal."

Gollotti says he values how knowledgeable ADT is about the healthcare industry. "They've been doing this for a while, so they have a good sense for the needs of their clients," he says. "But they're not so stringent as to disregard each client's particular needs and create a system that's going to work."

IDENTITY MANAGEMENT AUTOMATION PROCESS

Records Management
• Issue Credentials
• Update Issue Codes
• Assign Access Rights

Information Silo

Human Resources

Data Feeds — 1

ADT Advanced Integration Identity Enhancement Framework

Process Updates — 2

3 — Access Control Databases

Time & Attendance

5 — Updated Data to Return
• Information Data Silo Updates
• Activity Reports
• Audit Reports
• Invalid Card Records
• Duplicate Records
• Data Errors
• Rejected Records

Contractor Verification

Point-of-Sale/ Vending

Active Directory

4 — Retrieve Updates

Access Control Compliance Diagnostics
• Data Archiving
• Activity Logs
• E-mail Notifications
• Exception Reports

6 — Diagnostic Deliverables

ADT Healthcare Solutions

Learn more at *www.adtbusiness.com/healthcare*

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