

Access Credential (Identification Badges and Keys)
Hospital wide at Laguna Honda Hospital
6/5/2018

Problem: There were no standard work procedures for granting/disabling badge access and issuing keys to enter specific areas in the hospital and determining who gets access to those specific areas.

Aim: To have a policy on badge access and a standard workflow for granting badge access in place by May 2017.

1. Intervention(s):

- Identify Restricted Areas
 - Pharmacy, Med Rooms, NM, HIS, HR, Admin, Cashier, MM, IT server room, HAH F5/C3, etc.
- Review "Access Groups" – by classification, job function, contractors, volunteers, etc.
- Review "Terminal Groups" (Locations)
 - A100/200/300/400, B200/300/400, C2, C5, Clinic, Conference Rooms, etc.
- Identify personnel responsible for granting/approving access for each group (Gatekeepers)
- Develop a standard workflow for issuing badges, keys and garage openers
- Create a Hospital-wide Policy and Procedure (need to align with DPH wide P&P).
- Create an application form
- Establish a process for notifying Facility Services when an employee is terminated so that the badge can be deactivated immediately.
- Explore the option of having an expiration date for badges.
- Identify areas in need of Aiphone and install Aiphone intercom for visitors.
- Review all badges in the system.
- Annual review of Access Credential
- Assess risk level of Keys

2. Measures/Indicators:

List what measure(s) or indicator(s) are being used to monitor whether the change is effective.

- Annual Safety and Security assessment done by DPH Director of Security
- Employee Satisfaction Survey
- Process owner feedback

3. Results:

- Reviewed, updated, and consolidated over 400 Terminal Groups and close to 100 badge Access Groups in the complicated badge software system
- Better accountability and monitoring of campus access and security
- Successfully amended an existing Policy and Procedure to standardize the process of issuing badges and access that aligns with the DPH Access P&P.
- A single application form for ID badges was created that can be used for employees, volunteers, contractors and students/interns/registry.

4. Lessons Learned:

- Include all process owners and frontline staff from the beginning of the process
- Conduct PDSA cycle by updating the forms to meet all needs
- Continuous improvement, training and auditing of the process

5. Next Steps:

- Finish installation of Aiphones in three designated restricted areas (A200, B200, and B300)
- Streamline process with HR onboarding and offboarding processes
- Standardize format of usage of employee nicknames in the badge system

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