

I. Background:

All Laguna Honda employees are issued an Employee Identification Badge for identification and security purpose. Other frequent visitors, such as volunteers and contractors, are also issued a badge. The badge is also an electronic card key for entering various locations and restricted areas on the hospital premise. Access to each area is limited to a specific group of people. Since the electronic card key system provides the hospital a high degree of control on who gets access to the various locations, the badge is integral in providing a safe environment and enhancing campus safety.

II. Current Conditions

An Employee Identification Badge is required to access many areas in the hospital, including general access areas (e.g. entrance to the Admin building from the Hospital) and restricted areas (e.g. HR). Besides the general access areas, it is unclear who gets access to the restricted areas and who grants access to these areas.

The badge/electronic card key system provides security control as to who can access and when that person can access an area. The default is currently set as 24/7 for everyone. Real-time report to any access point can be obtained.

Facility Services department has internal working procedures on granting badge access for various request types, including new badge request, additional access request and other DPH employees' request. However, there is no approved written hospital-wide policy and procedure. Standard in granting badges to non-staff, such as contractors, interns and CBO is also unclear.

In addition to badges, keys and garage door openers are issued when access to these areas is necessary. And there is no written procedure for issuing.

During the last employee satisfaction survey, "safety of workplace" was one of the three lowest rated job satisfaction attributes.

Many office areas are limited to be accessed by staff who work in those areas and authorized visitors only. However, concerns have been raised by staff about personal and property safety as unrecognized visitors (with badges) are often seen entering these areas.

Procedures for collecting and deactivating badges for separated, terminated and retired employees are unclear. The monthly separation report from HR includes only LHH employees. In other words, there is no control over badges for Non-LHH employees who have left.

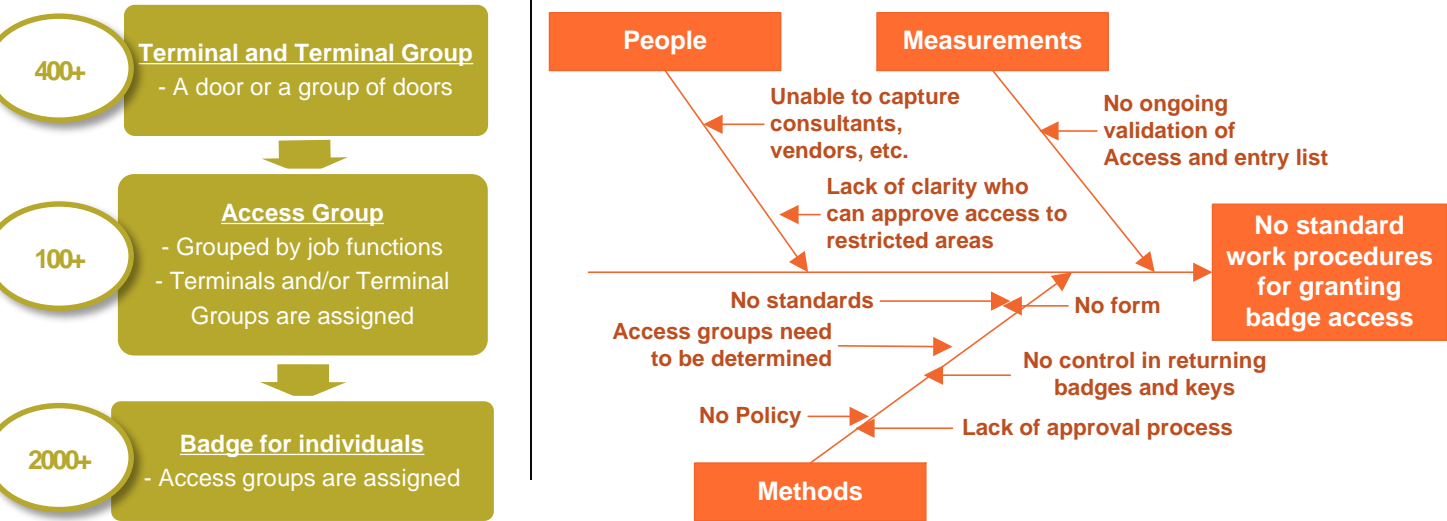
Problem Statement

- No standard work procedures for granting badge access and issuing keys to enter specific areas in the hospital and determining who gets access to those specific areas.

III. Goals & Targets

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

IV. Analysis



V. Recommendations / Proposed Countermeasures

Access Categories

- 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

Standardization

- 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 when an employee is terminated so that the badge can be deactivated immediately.
- Standardize the format for usage of nicknames
- Explore the option of having an expiration date for badges.

Security Enhancement

- 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

VI. Plan

Category	Task	Owner	Timeline	Status
Access Categories	Identify Restricted Areas and personnel responsible for granting/approving access	Diana K., Chia M.	5/19/2017	Drafted
	Review and update Access Groups	Diana K.	5/19/2017	Ongoing
	Review and update Terminal Groups	Diana K.	5/19/2017	Ongoing
Standardization	Develop a P&P and a standard workflow	John G./Chia M. and Diana K.	Draft by 7/31/2017	75-10 Approved
	Develop an application form	Chia M. and Diana K.	3/5/18	Drafted
Security Enhancement	Identify areas in need of Aiphone and arrange installation	Chia M., Diana K., Basil P.		In Progress
	Review status of all badges <ul style="list-style-type: none"><li>Assign all current active badges to the appropriate "Access Group"</li><li>Determine invalid badges to be deactivated.</li></ul>	Diana K., Cassandra C. and Karina Y.	8/31/2017	Ongoing
	Initiate process for reviewing access credential and possession of keys. Incorporate with DPH HR onboarding/off boarding process for better access monitoring.	Christina F.	1/22/18	Ongoing
	JCI Training	Diana K.	1/22/18	Ongoing

VII. Follow-Up

Aiphones in Admin building for : HIS, Accounting, PFS  
OSHPD projects in the hospital buildings to install Aiphone (Nursing Ops) and badge readers