There's no downtime when it comes to keeping your facilities secure. Managing the constant stream of visitors is a daunting, highly complex task with the safety of patients, staff, and site visitors on the line. The stakes of implementing an effective vendor credentialing process couldn't be any higher. Fortunately, you don't have to go it alone. We're IntelliCentrics, providers of the Reptrax™ system. Our comprehensive compliance management system is used by more than 5,000 healthcare facilities nationwide. To learn how we can make your facilities safer, visit IntelliCentrics.com today.

Managing Points of Access

Hospitals assert tighter control over vendor and visitor access to improve safety

No open-door policy. Hospitals are tightening control of vendor and visitor access to ensure regulatory compliance, cut down on unauthorized interaction with medical and other staff, and enhance patient and staff safety. The efforts are aided significantly by technology, particularly visitor and vendor management systems that provide organizations with a view of everyone who enters the facility and his or her purpose for being there.

Health Facilities Management and Hospitals & Health Networks conducted a survey recently to explore hospital vendor and visitor access. The survey found that policies to control access are becoming the norm. Eight-six percent of respondents to the survey have some form of vendor credentialing program in place. Sixty-five percent of respondents reported having a formal check-in process for all other visitors.

Vendor credentialing, driven by compliance with the Joint Commission and Centers for Disease Control and Prevention regulations, is credited with reducing supply chain costs and enhancing the quality of care through better access to products and a reduction in variation. "Our organization suffered from an open-door policy," says Randy Hall, administrative director, supply chain, University of Utah Health Care, Salt Lake City. "We had very little control over vendor access and no program for how to introduce new products to the organization." University of Utah Health Care launched a vendor credentialing program in 2007 to control and reduce supply chain expense while maintaining and improving the quality of care.

Vendors must preregister for visits and provide a photo and other background information, including record of a flu shot. Hall says the program received little pushback from physicians. In fact, most physicians welcomed the policy because it limits interaction from vendors making sales calls at physician offices. "You need solid processes and policies so people understand what they need to do," he says.

The vendor credentialing system has helped the organization to standardize products and reduce the overall number of vendors, allowing for vendor discounts. "It's been a really important component of our supply chain cost-management program," Hall says.

Lee Memorial Health System in Fort Myers, Fla., launched a Fast-Pass program in 2010 to gain control of visitor access. "We are not trying to restrict visitors," says Raphael Ortiz. "We want to know who is inside the facility." Visitors must present state-issued identification upon entering and each is given a temporary photo badge to wear while on-site. Since the program was launched, the organization has seen a drop in pedestrian traffic and loitering, as well as a drop in pilfered items. Reports of suspicious persons have dropped to zero.

This gatefold shows the results of the 2013 Hospital Vendor & Visitor Access Survey.

• Article by Lee Ann Jarousse  |  Data by Suzanna Hoppszallern

From the OR to the ER, the importance of verifying visitor credentials cannot be overstated. Yet not all areas of a hospital demand the same level of security. IntelliCentrics, providers of the Reptrax™ system, offers a highly customizable suite of compliance management tools. More flexibility means greater efficiency, but most importantly, improved patient and employee safety. To learn how we can make your facilities safer, visit IntelliCentrics.com.
Visitor Check-In

Technology facilitates change in managing access to health care facilities. "Thefts, vandalism, or acts of violence within health care facilities are major issues," says Rebecca Bellino, chief security officer at Memorial Hermann Health System, a 13-hospital system based in Houston, Texas. "For example, if there is a theft or attack occurs. And video management systems with video capture can help to identify suspects if an incident or attack occurs. And video management systems with video capture can help to identify suspects if an incident or attack occurs. And video management systems with video capture can help to identify suspects if an incident or attack occurs. And video management systems with video capture can help to identify suspects if an incident or attack occurs."

These systems can help to protect patients, caregivers, and visitors. "We hope that we can prevent incidents from happening through video surveillance and video capture," Bellino says. "These systems can help to alert authorities and caregivers to potential incidents. And video management systems with video capture also can help to identify suspects if an incident or attack occurs. And video management systems with video capture also can help to identify suspects if an incident or attack occurs. And video management systems with video capture also can help to identify suspects if an incident or attack occurs. And video management systems with video capture also can help to identify suspects if an incident or attack occurs. And video management systems with video capture also can help to identify suspects if an incident or attack occurs. And video management systems with video capture also can help to identify suspects if an incident or attack occurs."
ALWAYS ON GUARD

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