

Protecting the Community of Care

Who Should Read This Whitepaper

The following pages explore common visitor management challenges healthcare providers experience, especially when caring for children. Based on our experience working with leading children's hospitals across North America, let this information guide you through transforming problems into opportunities for improvement. Please keep in mind that the applications of these points is not limited to children's hospitals and pediatric units only; any healthcare facility wishing to provide the highest level of security and care can benefit from this information.

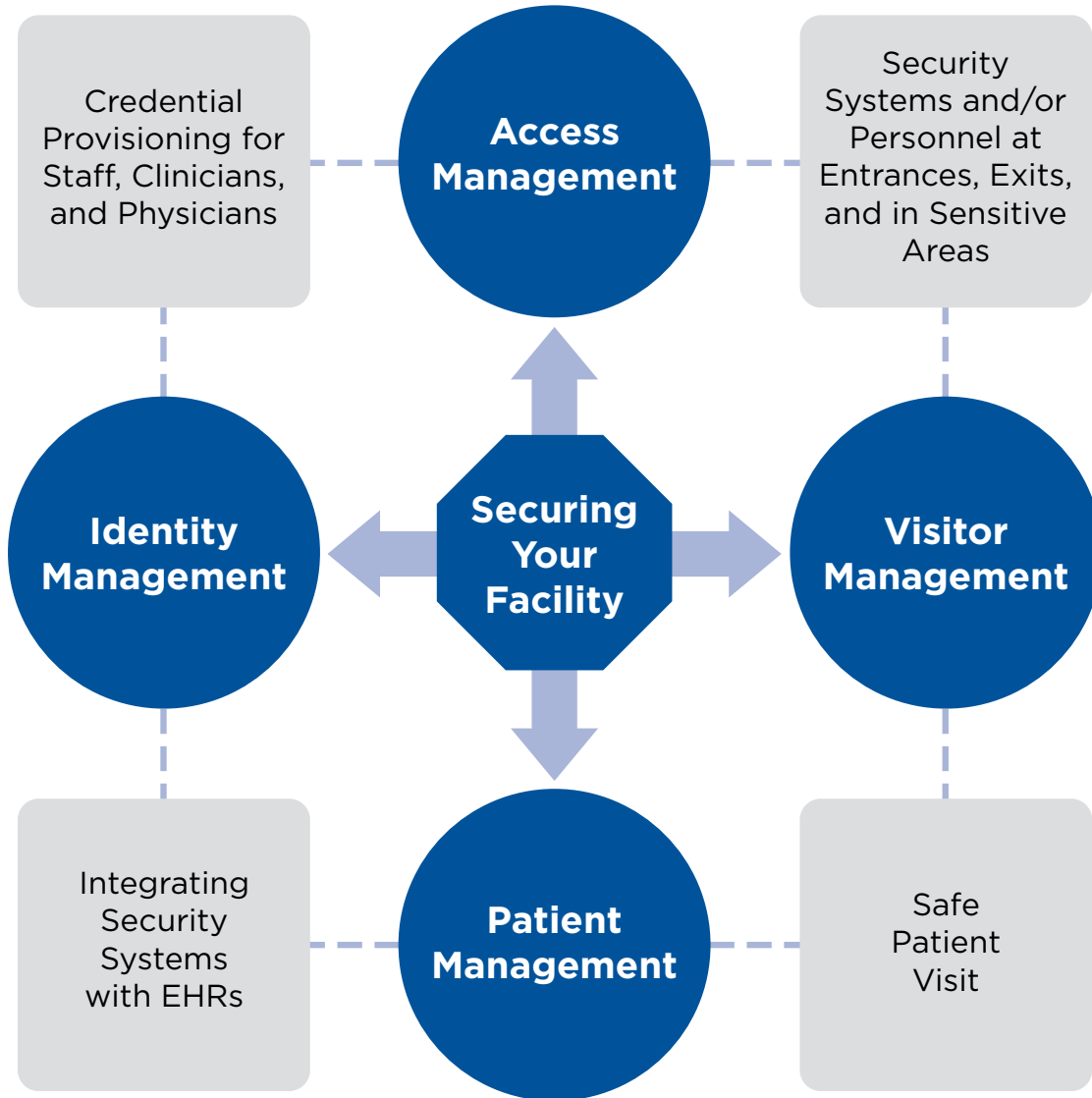
Intelligent Security to Safeguard Your Most Vulnerable Patients

Healthcare facilities that Parents and families trust with the well-being of their children bear the weight of that responsibility every day. Many times, that means a continuous search for new ways to keep patients happier while they're stuck in a hospital bed, away from home. It can also mean using the most advanced tools available to ensure safety and safeguard against the threat of external infections from visitors during cold and flu season or a localized outbreak.

There are so many facets to caring for patients and providing support for families while maintaining a secure facility, making the process of constructing a holistic security solution and effective policies difficult and overly complex. Regulatory requirements and the need to connect multiple disparate systems, including core electronic health records (EHR) system, present additional layers of complexity in a facility's security ecosystem. Attempting to satisfy these requirements often results in a patchwork of point solutions and manual processes that cause friction for a facility's owners, physicians, clinicians, staff and visitors alike.



A Complex Security Ecosystem



Patient Identification and Patient Location Technology

The multifaceted process of delivering healthcare, especially for children, necessitates the use of an enterprise-grade visitor and patient management system that encompasses all these areas and removes points of friction that can compromise the integrity of care.

REMEMBER: Patients and families may not have a point of reference for evaluating the medical specifics of care beyond superficial levels, but they will always remember how they have been treated at your facility. When they experience the thoughtfulness of your caregivers in an environment of safety, where security is both seamless and strong, patients and visitors receive the best possible impression of your organization.

Visitor and Patient Management Opportunities

Making Sure the Right Visits Happen

When a child is sick in the hospital, the last thing a family wants is to be delayed at a desk each visit, potentially cutting into the time they had hoped to spend with their loved one. On the other side of the coin are children who need as many people invested in their health as possible, and who are being deprived of potential support on the path to recovery. Poor policies and inefficient procedures can cause delays and may complicate how visitors enter and move around a facility.

Patients and their loved ones truly are the victims of an antiquated approach to visitor management and may experience shorter visits because of struggles created by a hospital's policies. The mental health benefits of having support from loved ones are substantial, and anything that jeopardizes the availability of this crucial component of well-being should be re-evaluated.

We know that part of your job is to put yourself in your patients' shoes when you're crafting an outstanding experience at your facility, which includes finding ways to make spaces more welcoming for parents and other family members who will likely be spending hours alongside sick children. For loved ones who come to visit and are already dealing with a stressful situation, a seamless experience is key. If stepping outside for fresh air, running to get a meal from outside, or simply arriving at your facility and entering from the parking lot is a lengthy, drawn-out process with multiple checkpoints or redundant procedures, it creates a burden that parents don't need. However, having a streamlined experience for those visitors, enabled by technologies that also make them feel safer, can help foster an environment of trust that benefits everyone.

Besides potentially impeding the recovery process or creating stress for visitors, a poor visitor experience can also endanger your facility's brand. When you've made extensive expenditures to obtain state of the art medical equipment and the best specialty physicians but still maintain outdated methods of patient and visitor management, you may not be protecting your reputation as a leader in your space:

The Reputation Equation



Advanced diagnostic machines and newly equipped hospital rooms



Well-regarded specialists from fields that support your facility's mission



Restrictive visitation policies that alienate visitors



Potentially poor experiences that translate to unsatisfied patients and families and negative word-of-mouth or public reviews

Regulate Visitor Volume to Minimize Risk

Permitting regular visits by those closest to the patient with an automated approach to visitor management that minimizes friction is one part of the patient care equation. Preventing the wrong visitors from entering your facility is another. Children's hospitals typically experience a high rate of respiratory tract infections, and the last thing an ill child needs is to acquire an infection from outside. While little Anna's whole soccer team may want to visit her when she's laid up with pneumonia, having so many potentially sniffly visitors in a pediatric wing at once may not be the best idea. Smart policies that limit the total number of visitors and vet visitors for potential illness can serve to decrease the number of infections brought from outside but may be difficult to implement without the right automated support. The risk of illness can fluctuate throughout the year or in different geographies, so policies should be able to flex with that variance.

Infections are not the only danger posed by visitors. Violent incidents involving hospital visitors unfortunately do occur, and it's impossible to man every room with hospital personnel to watch over patients—no matter how much you may want to. Unsavory relatives or acquaintances, parents in custody disputes, or even outright strangers may all attempt to access your facility to see a pediatric patient. Keeping those individuals out supports the safety of patients and staff alike, but manual ID checks may not be up to the task. A more sophisticated approach to securing the facility from unauthorized entry is paramount in this era of heightened security threats.

Automate Repetitive Processes and Easily Validate Authorized Visitors

In addition to the potential threat to safety from unauthorized visitors, staff, physicians, and clinicians can experience other difficulties arising from policy limitations and antiquated visitor and patient management. Without an automated system, the desk staff responsible for visitor intake may spend hours per day repeating processes that should be managed by software. Physicians and clinicians may have to spend extra time validating patient identifying information against records, leaving less time for caregiving. Unevenly applied or poorly coordinated policies and point solutions may create gaps that allow breaches in privacy resulting in noncompliance, which may have significant liability implications.

Underlying these challenges is the reality of the physical footprint of a facility. Many facilities were designed in an era of comparative laxity, with multiple entrances and exits, inconveniently positioned elevator banks, and varying degrees of visibility in sensitive areas. Physical barriers like bollards, turnstiles, fences, or ropes are flimsy and can't be expected to secure areas or effectively control the flow of human traffic, which is why many facilities employ physical access control systems (PACS). Ideally, patient and visitor management should integrate with PACS to close the security gaps in a facility's layout.

Ensure Compliance with Machine Learning-Powered Analytics

In the effort to strike a balance between safety and accessibility in a pediatric facility, administrators may arrive at systems that work but partially rely on paper processes, manual checks, or point solutions that don't talk to each other or coordinate with EHRs. Without centralized visitor and patient management, those facilities are missing out on a major force

for improvement: data. Using an automated system that integrates with every facet of visitor and patient management creates an auditable log of transactions and a massive amount of data, both of which can be invaluable in the quest to manage liability and stay compliant.

Auditability alone is worth the transition to a more centralized approach to visitor and patient management. Looking back over access records when paper sign-ins and visual checks are concerned is nearly impossible. In contrast, a centralized system that talks to all other systems, including your EHR and PACS systems, will generate a record of entries, exits, and other transactions that can be examined if necessary, heightening accountability and reinforcing safe standards.
















Looking at each piece individually, the data that a centralized visitor and patient management system may obtain doesn't seem like much: dates, times, names, actions. But taken as a whole, there may be patterns to behavior that you (or ideally, the software you employ) can utilize to help refine your policies and enact preventative security, rather than reactive security. When you're hoping to address threats before they emerge, things like dates (Does this visitor usually come on this day?), times (Is this an uncharacteristic time for this visitor to enter the facility?), and actions (Did the visitor attempt to access a restricted area?) begin to have a lot more meaning. We know you do everything you can to keep pediatric patients safe, but wouldn't it be great to have a little help from machine learning too?


Meeting Your Facility's Needs with HID SAFE™ Intelligent Patient Visitor Management


The challenges that pediatric healthcare facilities face deserve a highly customizable, comprehensive solution that's as advanced as the medical care they provide to their patients. That's why there's HID SAFE Intelligent Patient Visitor Management (IPVM).

Your patients deserve the best care possible, which has led facilities like yours to purchase advanced equipment that saves lives, create welcoming spaces for patients to recover, and hire professionals whose commitment to patient health is undeniable. The last piece to support excellence in your facility may be a visitor management solution like HID SAFE Intelligent Patient Visitor Management, with capabilities that help facilitate patient well-being by providing a safe, compliant, and efficient environment.

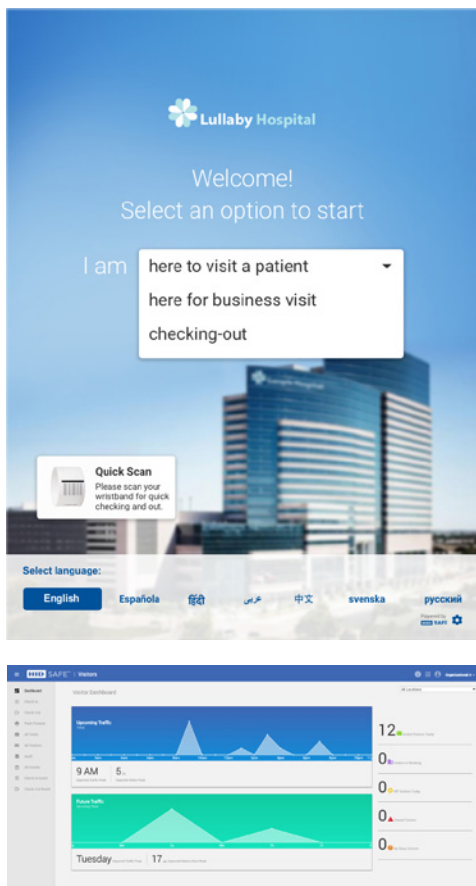
Every member of the community of care should benefit from the safer and more streamlined security experience that a sophisticated IPVM approach can provide:

 <p>Patients and Families</p>	 <p>Administration</p>	 <p>Physicians and Clinicians</p>
<ul style="list-style-type: none"> <li data-bbox="138 609 544 787">  <p>Automatically provisioned access to certain visitors based on relationship to the patient that simplifies repeat visits</p> <li data-bbox="138 808 544 976">  <p>Option for self-serve visitation policies specified by the patient, including a do-not-allow list</p> <li data-bbox="138 997 544 1155">  <p>Available kiosk onboarding to minimize friction when visiting and make front desk time shorter</p> <li data-bbox="138 1176 544 1459">  <p>Smart policies that may reduce the risk of external infection through the limitation of unnecessary visits, visitor vetting, and adjustment of policies based on season or epidemiological profile</p> 	<ul style="list-style-type: none"> <li data-bbox="597 598 1031 756">  <p>Efficient procedures and easy-to-follow workflows that make completing patient and visitor onboarding quicker</p> <li data-bbox="597 787 1031 913">  <p>Support for DEA, FDA, and HIPAA standards through consistent policies and enforcement</p> <li data-bbox="597 945 1031 1102">  <p>Automatic restriction of unauthorized individuals and integration with PACS to restrict sensitive areas</p> <li data-bbox="597 1134 1031 1354">  <p>An auditable record of transactions and robust bank of data that can be used along with HID machine learning software to enact preventative security measures</p> <li data-bbox="597 1386 1031 1648">  <p>Ability to integrate with existing PACS, EHR systems, and other identity management systems to reduce expenditures and create operational efficiencies that save money</p> 	<ul style="list-style-type: none"> <li data-bbox="1079 598 1502 724">  <p>Integration of patient management with medical records to streamline caregiving</p> <li data-bbox="1079 745 1502 1008">  <p>The ability to track the location of patients within the facility in real time to reduce elopement risk, especially for teenage patients, and allow for greater mobility around your facility</p> <li data-bbox="1079 1039 1502 1228">  <p>Simplified and automated patient management that leaves more time for care and relationship building</p>

 Automatic restriction of unauthorized visitors that may pose a threat to personal safety, both to the patient and to staff, clinicians, and physicians.

 More efficient movement around the facility and associated areas (including parking areas and common areas) for everyone: patients, visitors, caregivers, and staff alike through ready integration with PACS

Interested in learning more about HID SAFE Intelligent Patient Visitor Management?
 Visit www.hidglobal.com/ipvm for additional resources or contact Janette Andler at jandler@hidglobal.com.



HID's Solution for Patient and Visitor Management:



HID provided an automated solution for the entire identity lifecycle that seamlessly integrated with their existing systems, allowing for quick updating across systems in case of access changes



An intelligent visitor management system was also provided, enabling patients to control their own visitor lists and visitation policies within hospital parameters and integrating these policies with the existing PACS.



Despite providing a heightened level of security for patients and visitors, the HID solution has served to reduce friction in the overall visitation process, resulting in better experiences



The efficiencies created through integration with existing systems and automated policies have streamlined security operations and resulted in a substantial reduction in operating costs

CASE STUDY

CLIENT: A large pediatric center in the Midwest that employs more than 15,000 people, with roughly 2,000 being members of their medical staff, and records more than 1,650,000 patient encounters annually

THE CHALLENGES:



A wide range of identities with varying risk profiles on the hospital's premises



Long processing times and inefficiencies within the provisioning workflow, including a large number of manual processes



Existing and un-integrated human resources management software (HRMS) and physical access management software (PACS)



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