

CASE STUDY

Saint Francis Medical Center Deploys Automated Training Attendance Check-In

Located in Cape Girardeau, Missouri, Saint Francis Medical Center is a 284-bed facility serving more than 650,000 people throughout Missouri, Illinois, Kentucky, Tennessee and Arkansas. Named as one of the top 100 “Best Places to Work in Healthcare” by Modern Healthcare magazine for six consecutive years, the hospital is committed to the highest levels of quality and believes an empowered workforce is best able to deliver services that stay true to their philosophy, values and mission.

Training is the key to employee empowerment, and Saint Francis needed a way to ensure that all employees were attending required sessions, with an audit trail for regulatory compliance purposes. The old manual system was failing, but rf IDEAS® contactless credential readers are now turning in a perfect time and attendance tracking score.



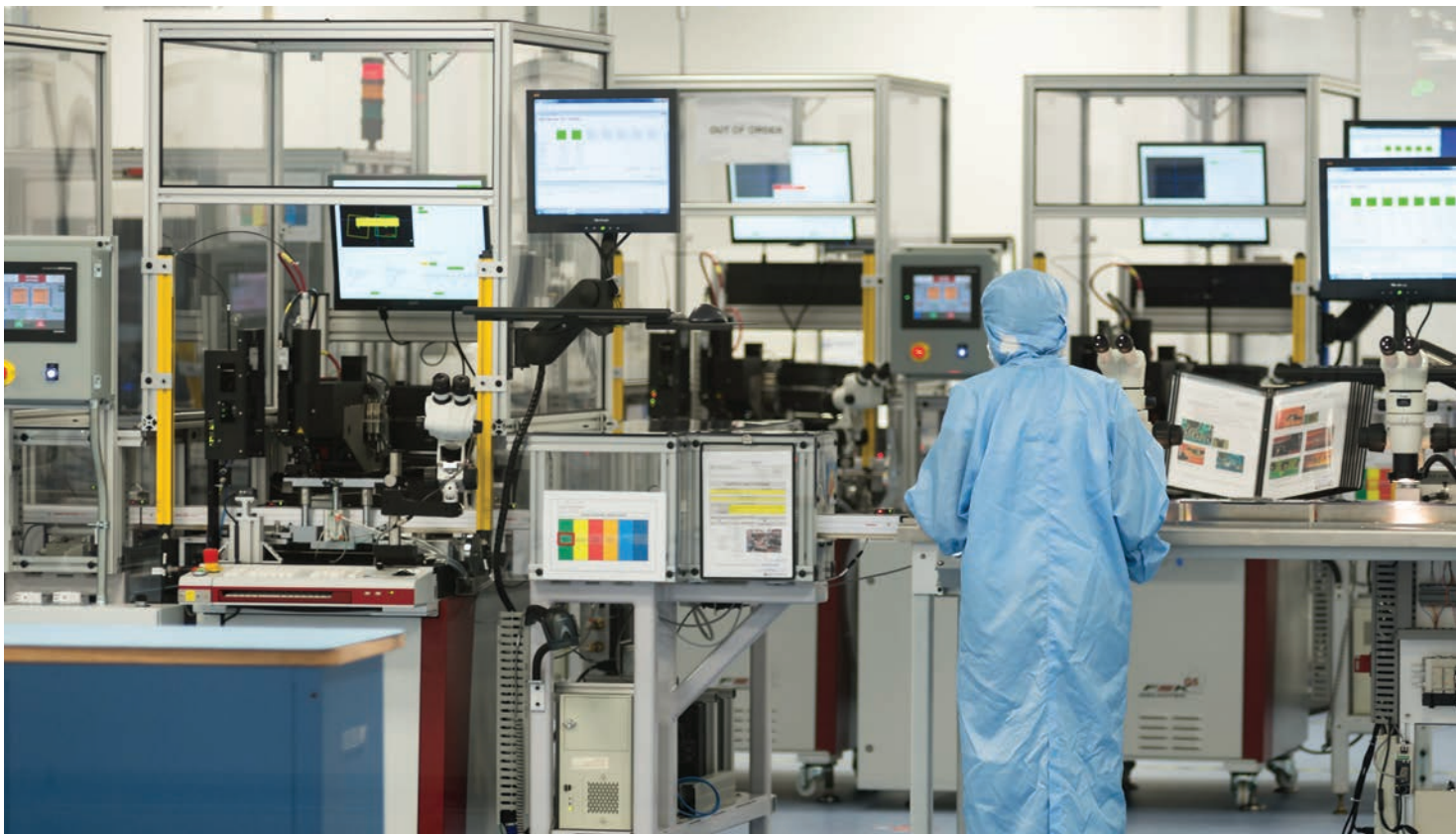
THE CHALLENGE

Manual sign-in for training results in errors and hours of administrative time

From infection control and safety procedures to medical updates and organizational changes, Saint Francis Medical Center holds up to 100 monthly training sessions to ensure that its 2,500 staff members stay informed and at the top of their game.

The hospital collected attendance data with a manual sign-in sheet that required employees to write their ID numbers on paper, which was then turned over to Admin to input the data into the hospital's learning management software. It typically took employees up to 15 seconds each to write their ID numbers on the attendance sheet, as well as taking Admin up to 30 seconds per participant to input all of the data.

In addition, the opportunity for error from incorrectly written IDs or illegible handwriting made the process unreliable and subject to fines if the hospital could not validate that an employee had attended a training class mandated for regulatory compliance.



THE SOLUTION

i-Attend Web attendance tracking and WAVE ID® Plus readers

Eric Desa, Saint Francis Medical Center's e-learning specialist, researched the best solution for an automated attendance tracking system and chose dotEnablers' i-Attend web attendance-tracking with WAVE ID Plus readers. The solution would allow the hospital to use its existing RFID-enabled ID credentials that validated access control to specific areas of the hospital.

However, there was one small problem: The i-Attend solution required an internet connection. "That would not always be convenient," says Desa. "Our training sessions can be spread throughout various parts of the campus and are sometimes organized very quickly. In some cases too quickly for a reader to be set up and connected to the network."

dotEnablers and rf IDEAS worked together to quickly come up with a mobile solution using an Android-based app loaded onto a tablet or smartphone fitted with an rf IDEAS dongle reader. The solution fit perfectly with Desa's vision. All hospital employees wear their ID card, which is now equipped with a 125 kHz RFID-enabled proximity credential encoded with a unique ID number assigned to that particular staff member. When arriving onsite for a training session, attendees tap their ID card on the WAVE ID Plus reader as they enter the room. The reader captures the attendee's ID number and stores it along with the session information.



THE RESULTS

From manual sign-in to automated data collection with a single tap of the credential



After the session, Admin can establish an internet connection and upload that data to the i-Attend software by simply selecting the prompt for syncing. The software then identifies which employees attended which session and forwards that data to the hospital's learning management software. The software can also track when each employee is due for specific training and issue alerts when employees are required to attend a session to maintain their certification.

BENEFITS: Reduces time to sign-in, reduces errors, improves efficiency and compliance

Today, Saint Francis Medical Center uses i-Attend web attendance-tracking with WAVE ID Plus readers on a daily basis, enjoying these benefits:

Saves Saint Francis over 38 employee hours per year

Manual sign-in time could take each employee up to 15 seconds as they write their ID number by hand. Using i-Attend, Saint Francis employees simply tap their rf IDEAS-enabled credentials against the reader. The reader captures the ID and loads it into the database, reducing sign-in to just 0.5 seconds.

Based on an average of 12 attendees per session and up to 100 training sessions per month, Saint Francis saves over 38 employee hours per year.

FEATURES

- Uses existing credential IDs or creates new ones
- Provides real-time, downloadable reports
- Enables both web and mobile-enabled data capture
- Provides calendar or list view
- Increases security with role-based access control
- Built-in reward system with loyalty programs

BENEFITS

- Replaces manual sign-in with ID scan
- Validates attendee check-in at training or other events
- Enables attendee check-out to ensure training was completed
- Eliminates errors and time needed to reconcile illegible handwriting
- Proves compliance to CE, CEU, CME, CLE or CPE regulations

THE RESULTS



Reduces error rate by 90%

“Entering data manually was a frustrating process because you had to decipher people’s handwriting and hope you got the employee ID numbers right,” says Desa. “If you get one number wrong, somebody else is getting credit and Admin has to trace back the attendance sheets. It’s a lengthy, unreliable process of collecting attendance data.”

Desa estimates that each of the manual sign-in sheets had at least two to three errors. Today, with i-Attend Web attendance tracking software and rf IDEAS readers, errors have decreased by 90%, allowing Admin to import the data much more quickly.

Proof of compliance

With increasing regulatory compliance mandates, the i-Attend solution with rf IDEAS readers helps organizations prove that their employees attended and completed the mandatory training.

“People need to understand the importance of the attendance piece,” Desa explains. “What if the employee forgot to sign in or walked in late? With this solution, it’s a non-issue because employees simply tap their cards on the way in and it automatically registers their attendance. I see a great need for this going forward.”

Cost Justification

With budgets tight and cost justification always a challenge, dotEnablers makes it easy. The company provides its i-Attend web attendance-tracking with rf IDEAS desktop reader on a 30-day trial, allowing the data to speak for itself. “In most cases with other vendors, we do annual contracts and we’re never happy with those,” says Desa. “The trial worked great for us and actually gave us solid evidence that not only did the solution work, it also provided a clear monetary and workplace efficiency value.”

For more application information,
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