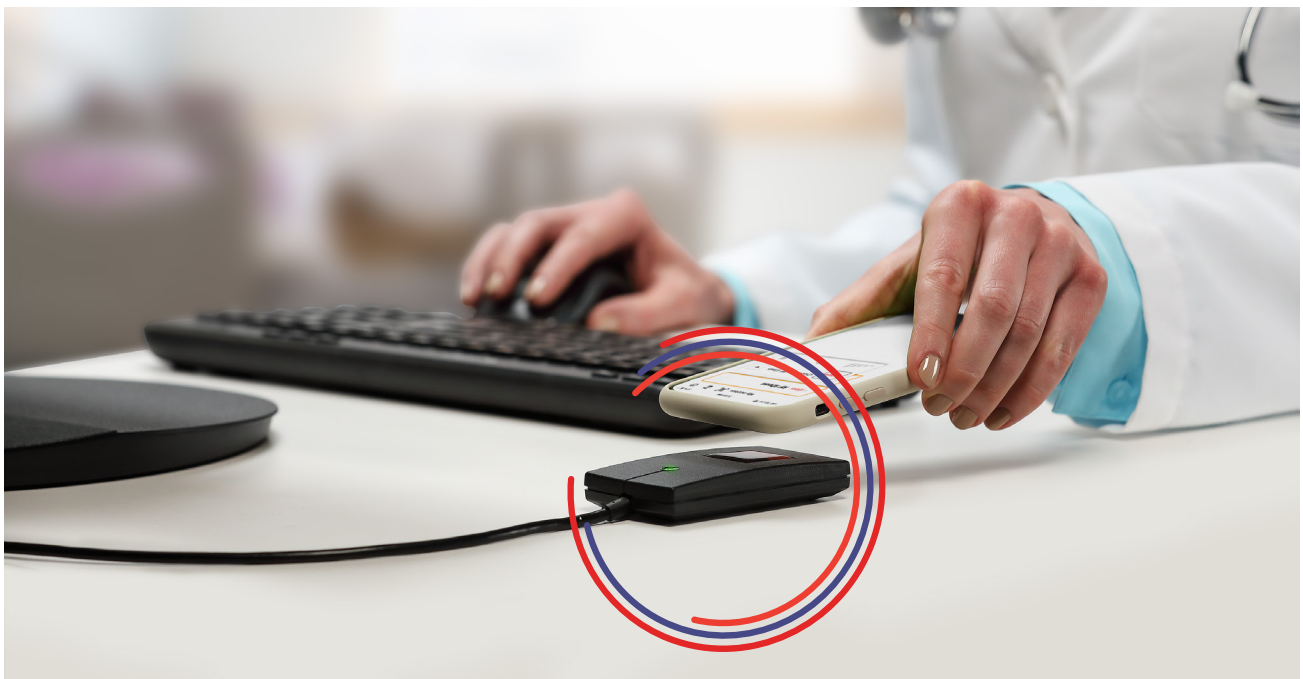


## CASE STUDY

# How rf IDEAS and TNETIC Digitized Attendance Tracking for West Tennessee Healthcare

From admission to discharge, every healthcare task aims at enhancing patient care. Continuing Medical Education (CME) and trainings are no different. Imperative to keeping healthcare providers at the top of their game and critical to teaching hospitals like West Tennessee Healthcare, they provide a dedicated space to sustain meaningful employee connections, advance practice, and proactively address advancements in patient care. Gathering over seven thousand employees, West Tennessee Healthcare hospital understood the pressing need and benefits of collaborative CME activities, leading to the development of several educational classes and touchpoints for healthcare personnel.

Spanning across multiple locations, West Tennessee Healthcare provides quality care for a myriad of specializations ranging from cardiology to rehabilitation to pediatrics. Open communication channels not only secure seamless workflows but empower caregivers with standardized practice values within different communities. Consequently, when it came time to optimize attendance tracking, their solution provider, TNETIC, turned to rf IDEAS for a healthcare-ready sign-in authentication solution.



# THE CHALLENGE

Pen-and-paper attendance tracking could not provide an accurate view of participating employees and resulted in extensive backlogs for administrators to manage.

To deliver superior quality care in every facility, West Tennessee Healthcare required its medical staff to participate in educational sessions and training. Differing slightly between departments, meetings would enable staff to learn from each other, thus relying on the consistent attendance of every participant. Hospital administrators relied on physical signatures during sign-in to verify attendance; however, this soon created too many papers to manually track.

Furthermore, when imputing records within the learning management system (LMS), complex backlogs would credit employees who did not attend a meeting. Future audits incurred more difficulty as administrators had to shuffle through multiple paper logs to cross-reference attendance. With budgets set for improvements directly related to patient care optimization, West Tennessee Healthcare required a cost-effective yet adaptable solution to digitize attendance tracking for nearly 7,500 employees within 90 different locations.



# THE SOLUTION

rf IDEAS deployed WAVE ID® to work seamlessly with existing staff credentials/ ID badges to automate sign-in and capture attendance records directly into the TNETIC i-Attend software system – no manual entry required.

To start their solution, West Tennessee Healthcare reached out to TNETIC due to its experience with similar deployments. Leveraging their partnership with rf IDEAS, TNETIC was able to combine WAVE ID readers with hospital-issued badges, ultimately implementing:



Visible alerts to indicate successful sign-ins



Healthcare-grade durability for employer-issued badges



Seamless reader setup for faster installation



Adaptable connectivity options to fit meeting spaces



Real-time attendance reports and analysis



Moreover, TNETIC integrated i-Attend to enable different forms of attendance tracking such as batch and event attendance. WAVE ID helped to immediately transmit scanned data into the LMS for future tracking while also supporting security and HR initiatives.

# THE RESULTS & BENEFITS

ID scanning decreased time spent signing into meetings while also eliminating paper reports for easier historical tracking.

After configuring readers and badges, West Tennessee Healthcare witnessed faster sign-ins. The time it took to check in one employee can now be used to sign in three. Furthermore, the solution had also:



Digitized attendance reports for different types of healthcare-related events



Accurately provided attendance data on-demand for administrative teams



Assisted in starting meetings on time

*"You can instantly see when someone has attended a class,"*

**Lisa Hatch, Lead Systems Analyst at West Tennessee Healthcare,** shared after deployment. Personnel no

longer needs to use signatures to sign in, giving meeting moderators and administrators better insight into who's actively participating. *"This is much quicker; we should have done this sooner".*





# THE FUTURE

Given its success, West Tennessee Healthcare is expanding the i-Attend solution into more facilities to enhance ongoing education and training seamlessly, successfully, and securely.

As West Tennessee Healthcare continues to offer educational classes and exploratory meetings, the solution is set to standardize tracking in the education department. Moreover, plans are in place to implement i-Attend for Tracking CME's for doctors and nurses and offer automated registration for events for our continuing education department and possible extensions to access to employee workout facilities.

Now equipped with a new authentication solution, hospital administrators can seamlessly issue new badges to establish digitized attendance tracking without implementation delays.



For more information on how you can enhance attendance tracking in your healthcare facility, contact rf IDEAS.



**For more solutions for the healthcare ecosystem,  
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