



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.

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.

SOLUTION: i-Attend Web attendance tracking and pcProx® 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 RF IDEas pcProx® Plus readers. The solution would allow the hospital to use its existing RFID-enabled ID badges 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.”

Saint Francis Hospital/dotEnablers

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.

RESULTS: From manual sign-in to automated data collection with a single tap of the badge

Today, every hospital employee wears their ID badge which is now equipped with a 125 kHz RFID-enabled proximity badge encoded with a unique ID number assigned to that particular staff member. When arriving onsite for a training session, attendees tap their ID badge on the RF IDEas pcProx® Plus reader as they enter the room. The reader captures the attendee's ID number and stores it along with the session information. After the session, Admin can establish an Internet connection and upload that data to the i-Attend software by simply selecting the prompt for synching. 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 if an employee is required to attend a session to maintain his or her certification.

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

Today, Saint Francis Medical Center uses the i-Attend Web attendance-tracking with RF IDEas pcProx® Plus readers on a daily basis, demonstrating the following 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 badges 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.

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. What if the employee forgot to sign in or walked in late? With this solution, it's a non-issue because employees simply

"RF IDEas has a very good support team. Whenever I call with a question or an issue, everyone has always been responsive and very helpful. The quality of the readers, as well as excellent support, puts RF IDEas on the top of our list."

-Eric Desa, e-learning specialist,
Saint Francis Medical Center

tap their badges 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.”

GOING FORWARD: Saint Francis is currently looking into using RF IDEas-enabled tablets for identification and management of its mobile assets, such as laptops, projectors and conference phones.

Using the existing technology, the medical center could avoid the cost of purchasing replacements for lost or misplaced items. “It makes sense for us because the technology already exists,” says Desa. “It’s just a matter of getting the RFID chips imbedded into the units and implementing the system will be easy because the logistics are already in place.”

For more information on how RF IDEas can help you keep costs down, productivity up and customers satisfied, visit www.RFIDEas.com



FEATURES

- Uses existing badge 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 swipe or 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

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