Site Pass Case Study

Background

This nationally recognized children's hospital has a rich history of over 125 years of outstanding service for children in the heart of the Midwest. Families travel from all 50 states and all over the world to take advantage of their amazing pediatric care.

The Challenge

Most pediatric hospital in-patient areas are fully access-controlled and require visitors to pass thru security checks. With many contractors working across the campus on any given day, the facilities team needed a dependable way to identify who was on site and confirm that each contractor had completed the hospital's requirements. ***"Whenever Joint Commission shows up, they ask these questions, 'Do you know who's on site? How are you managing this? How do you control it?'" stated the VP Facilities Management.*** The facilities team had to take multiple steps to produce a current contractor count or list. The team lacked one reliable place to check whether an individual had attended orientation or completed other required steps. ***The VP added, "We wanted a foolproof system."*** The existing entry options created friction. Contractors without a hospital access badge waited in line at guest check-in, showed identification, and received a new sticker each day using precious work time. A standard hospital badge involved a longer process. Neither approach gave the facilities team the simple, streamlined, daily view of contractor activity they wanted.

Nationally Recognized Children's Hospital



Quick Facts

- Campus Locations: Missouri & Kansas
- Campus Beds: 390
- Ownership: Voluntary, Non-Profit
- Type: Children's Hospital
- Solution Chosen: Site Pass
- Client Since: 2018

Nationally Recognized Children's Hospital

The Solution

The hospital selected Soleran's Site Pass application and badging system to put a contractor registration and badging process in place. Contractors register through a link, attend an orientation led by the hospital, and complete the required checks. The facilities coordinator records completion in the system, authorizes, and prints contractor badges, and can look up company information. ***"If they've got a badge, I know they've been here and they've been through orientation. We know they've passed the credential background check," explained a Project Manager, Facilities Construction.***

Once badged, contractors scan at a SitePass kiosk when they arrive. Their badges identify them as contractors and serve as their credentials at entry, so they do not have to repeat the guest check-in line each day. The system records check-ins and gives the facilities team a view of who has checked in and how many contractors are on site. The team can pull reports of that data at any time. The facilities team can also select a maximum check out time per badge for billing and safety. Credential status can be tracked with expiration dates. The team planned to use this for its upcoming flu vaccination cycle as well. ***"It's definitely a time saver for them, getting in and out every day," said Project Manager, Facilities Construction.***

The team started with a small group of long-term contractors to test badge printing, check-ins, counts, and expired credential behavior before expanding the process. As the project manager put it, ***"Once we got that basics down, we just started getting guys through here and getting badges out."***

Performance

The facilities team estimated over 120 badges had been issued to date, with roughly 30 contractors on site on a typical day. Instead of calling general contractors for a head count, the team can consult the check-in record and identify the contractors who have checked in. ***"We can tell who's here and who's not here at any given time," explained the Project Manager, Facilities Construction.*** It can also verify orientation and other recorded requirements before issuing or maintaining a badge.

For contractors, the change is felt at the door. The busy guest check-in line could previously mean a wait time of at least five to seven minutes before someone could present identification and receive a daily sticker. With a contractor badge, they can proceed to work without repeating that step, allowing for better control and visibility. ***"We are able to control who is on site, and we didn't have that process in place prior," added VP Facilities Management.*** The hospital is expanding Site Pass to other locations in the near future.

"We can tell who's here and who's not here at any given time."
- Project Manager, Facilities Construction

Quick Facts

Active Contractor Users	Registered Contractor Contracts	Contractor Companies Registered
221	**389**	**53**
Contractor Credentialing Complete	Total Check Ins	Avg Check Ins Per Weekday
234	**8,662**	**29**