



Beakon's Digital Solution

Reducing Risk & Improving Safety

Health Industry



Cases Study

Large State Government run hospital group implemented a digital, zero contact, Contractor, Visitor and Key Management platform.

Numbers

28 Major Hospitals across QLD
35 Individual Facilities & Clinics
2,500 Contractors
300 Engineers

Team

Beakon Project Manager
Hospital Group Project Manager
Beakon: 1300 303 773

About the Project

Our client, a Health Service comprising of 28 major public hospitals, together with several specialist clinics is State Government operated. Management and maintenance of a facilities group this large, including high volumes delivery of consumable materials, involves an arsenal of contract workers moving in and out of the premises daily.

Management, onboarding and monitoring of contract workers, key allocation, and visitor access became increasingly difficult to contain with the paper and excel based system which had been established across the health network. All of this was then exacerbated with additional COVID-19 protocols.

Our client identified a need and began the process of sourcing a robust, highly visual and easy to use tool that could provide confidence that all legislative, privacy and ethical requirements were being met by contractors, at all times, together with a 'zero contact' visitor management process that could provide site access insights.

As the first choice for managing compliance, reducing risk and improving safety Beakon was selected to implement Contractor, Visitor and Key management modules in a phased integration project.

The Challenges

- Implementing in a highly secure, fast pace and 24/7 facility
- Providing 'zero contact' options wherever possible
- Complex contractor matrix detailing compliance requirements based on skill, trade, or location.
- Collecting and cleansing historic information from hardcopy/excel documentation



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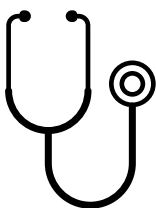
Strategy, Goals, Results

"We now have the ability to see who is on site, why, for how long, and peace of mind they are compliant

The added benefit of key allocation and authorisation without the need for manual interaction has also given us the opportunity to reallocate resources that would otherwise have been dedicated to signing keys in and out".

Project Lead

Hospital Service



Implementation Strategy

The Hospital Service had a tight timeframe to implement the Beakon system and so the implementation strategy was formulated to accommodate this.

Whilst the implementation timeline was a challenge, it was important to get the fundamentals right, and so we adopted a staged approach using most functionality straight 'Out of the Box'. Beakon's off-the shelf framework is ISO-based which not only met the base-level requirements it exceeded expectations.

We began with a smaller 'pilot' site with dedicated resources to finalise master configuration, automated workflows and integrations. This gave the team all the operational insight required to successfully implement Beakon in readiness to easily scale across all sites with confidence.

The Goal

Implement Beakon, a single cloud-based software system to manage onboarding, licenses, and insurances for 3PL contractor Companies and Workers. An easy-to-access and easy-to-use portal/interface for end-users, including full mobile functionality and the ability to manage workers and visitors entry/exit all in the one place, with 'zero touch'.

- Comprehensive, real-time reporting.
- Clear, 'traffic light' system to provide visual indication of compliance to legislation and compliance to their own Health and Safety framework.
- Visitor and Contractor Worker site access management
- Key allocation and authorization management
- Extensive traceability to monitor privacy requirements
- Genuine learning and induction platform

Holistic overview of workforce compliance, movement, and access





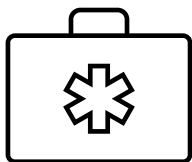
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Key Results

- QR Code and/or Kiosk Contractor/Visitor control system
- Car Park Permit Management system
- Contractor Compliance Management
- Key Register and management module
- Contractor on/off boarding including;
 - o Induction
 - o Vaccination History
 - o Learning Management
 - o Policy deployment



Results

The project was delivered on time, in full and within budget with some additional and unexpected benefits including positive feedback from a wide range of contracting companies and workers who expressed their appreciation at being empowered to manage their own onboarding activities, which ultimately increased speed to compliance and work readiness with the Beakon Platform.

8 separate induction systems became obsolete and were made redundant saving licensing fees and administration time, all as a direct result of the project.

Headcount reduction for compliance and access related activities is estimated at 4 FTE's across the Hospital Service, which, together with real time visibility and reporting functionality, has developed 'best practice' protocol for Hospital Environments all while meeting ISO, Legislative and internal compliance requirements.

Traceability and instant reporting through Beakon now provides rich data insights to support budgeting, business planning and workforce management practices.

Contractor Company Compliance

Description	25.06.20	30.06.20	7.07.20	14.07.20	21.07.20	28.07.20	04.08.20	11-08-20	25-08-20
Contractor Companies (CC) in Beakon	263	262	264	265	265	278	278	282	287
Compliant	27	29	33	42	41	41	55	82	101
Approval Pending	9	8	1	0	0	1	0	1	0
Non-compliant	226	225	230	223	225	223	221	196	186
Have not accessed the system					205	193	191	179	160
Inactive					5	1	2	2	2

Contractor Employee Compliance

Description	25.06.20	30.06.20	7.07.20	14.07.20	21.07.20	28.07.20	04.08.20	11-08-20	25-08-20
Contractor Employees (CE) in Beakon	142	152	173	210	213	257	269	331	437
Compliant	85	102	110	121	135	145	161	180	216
Approval Pending	16	4	0	0	0	1	0	6	0
Non-compliant	41	46	63	80	78	91	108	138	212
Have not accessed system					44	52	63	62	66
Inactive					1	1	1	1	1

Who's onsite (signed in or out)

Week start/Day	Tue				Wed				Thur				Fri				S	S	Mon				T						
	RE	CA	PC	CO	RE	CA	PC	CO	RE	CA	PC	CO	RE	CA	PC	CO			RE	CA	PC	CO	RB						
Facility																													
Week 1 (23.06)	11	1	1		11				16				15		1				0	0	16			72					
Week 2 (30.06)	17				20				20				17						0	0	16			90					
Week 3 (7.07)	18				18	9			17	12			18	10					0	1	15	14		132					
Week 4 (14.07)	17	11			13	13			31				24						1	2	18	13		143					
Week 5 (21.07)	15	11			19	14			16	10			12	10					0	0	17	8		132					
Week 6 (28.07)	17	8			16	10			15	12			14	13					0	1	16	9		132					
Week 7 (04-08)	15	9	0	0	1	16	11	0	0	0	0	13	9	0	0	1	13	8	0	0	2	1	0	1	0	0	2	103	
Week 9 (18-08)	26	8	0	0	1	26	6	0	0	0	1	27	9	0	0	1	19	10	0	0	0	0	0	20	10	0	0	1	167

