



IntelliCentrics  
Experience SEC<sup>3</sup>URE Healthcare

# CASE STUDY:

## St. Joseph Mercy Ann Arbor Strong Stance Against Non-compliance Improves Patient Safety



St. Joseph Mercy Ann Arbor is part of Saint Joseph Mercy Health System (SJMHS), a six-hospital, not-for-profit healthcare organization serving southeast Michigan. Combined, the six hospitals are licensed for 1,726 beds, employ more than 14,000 individuals and have a medical staff of nearly 2,700 physicians. SJMHS is part of Trinity Health, one of the largest Catholic healthcare systems in the nation.

### CHALLENGE

Jon Morehouse, senior system administrator at SJMHS, said that before 2008 the system was using a homegrown vendor credentialing system. Each of the six hospitals had developed its own internal database and used paper sign-in sheets. It was easy for vendor representatives to bypass the system and go onto the campuses without providing credentials or checking in. This made it difficult for the health system to know who was in the hospitals at any given time. Further, it was challenging for the facilities to share knowledge and information about the vendors. In order to create a safer and more secure environment for patients and staff, the system needed to know that all healthcare personnel, including vendor representatives, were properly trained, had read the system's policies and met all other requirements. A standardized credentialing system was no longer an option, but a must.

### SOLUTION

After realizing the need for a more formal approach to credentialing, Clay Johnson, vice president of supply chain operations for Trinity Health, led an initiative to implement the SEC<sup>3</sup>URE vendor credentialing system across the entire Trinity Health network. In January of 2008, it was mandated that all community health facilities use the SEC<sup>3</sup>URE system.

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The materials supply chain group initially found it difficult to articulate what the SEC<sup>3</sup>URE system was supposed to accomplish, so, for the first few months, they struggled to get employees on board with the program. However, once the departments understood its value to ensure that all vendor reps were properly qualified, Morehouse said implementation became much easier.

The SEC<sup>3</sup>URE system has been an important tool in determining the credentials required of all vendor representatives. SEC<sup>3</sup>URE Community Percentages provides the percentage of the more than 6,500 SEC<sup>3</sup>URE facilities nationally that require a specific credential based on the areas of a hospital visited by a rep and the type of job the rep performs. St. Joseph Mercy Ann Arbor was able to use this information as a benchmark when setting its own credential requirements.

Flu vaccinations are a key factor in protecting vulnerable patients from a life-threatening virus, and the health system requires flu shots of its staff as a condition of employment. Vendors are held to the same standard. The SEC<sup>3</sup>URE Seasonal Flu Snapshot provides statistics and monitors the flu vaccination rates of all types of third-party visitors.

## RESULTS


Reps who are properly credentialed through the SEC<sup>3</sup>URE system are issued a printed badge, and departments are now enforcing a “No Badge, No Entry” policy. Morehouse shares an example of a rep who drove several hours to meet on-site with a surgery group. The rep wasn’t properly registered in the system, and therefore was denied entry.

At the beginning of flu season, the supply chain department revokes the access of all reps until they show they have had their flu shots. This policy has allowed Saint Joseph Mercy to achieve 100 percent

compliance. Morehouse explains that since the SEC<sup>3</sup>URE system gives vendors 30 days’ notice when credentials, like immunizations, need to be renewed there is no excuse for non-compliance.

In 2013, two facilities had vendor compliance rates of only 20 to 60 percent. Morehouse and the supply chain team used the SEC<sup>3</sup>URE system to identify and manage the representatives who were not compliant. The group even revoked access when necessary. Not surprisingly, compliance scores increased dramatically—almost overnight!

In the name of patient safety, Morehouse and the team ban representatives for non-compliance. They can be banned for 30, 60 or even 90 days, if necessary. Though these measures can be inconvenient for the hospitals and, obviously for the reps themselves, the supply chain team and the health system puts the needs of the patient first. “We absolutely have a culture of safety, and that starts with the fact we are patient centric,” Morehouse explains.



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IntelliCentrics is driven by a single purpose which is to bring broad public awareness to the principle that we all play a role in obtaining quality patient care by creating a safe and SEC<sup>3</sup>URE environment. IntelliCentrics, defined as “Intelligent Concentric Circles,” is part of a 20-year-old multinational company operating in the technology sector and within the security services industry. Today, IntelliCentrics is focused on healthcare and trusted by over 8,600 facilities nationwide, but tomorrow you’ll find us at home and in many other industries. There is a 50-year plan for the 5 Rings. Regardless of the industry, we take away the distraction and the worry so the safety-conscious have one less thing to be concerned about. SEC<sup>3</sup>URE—it with IntelliCentrics.