



Improvements Achieved

Project Name: Identity Management, Who's Who in the Zoo?
Project Facilitator: Carol P. Garnham, Regional ICT Service Lead

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|----------------|---|
| Cost Savings | <ul style="list-style-type: none"> |
| Patient Safety | <ul style="list-style-type: none"> |
| Cycle Time | <ul style="list-style-type: none"> Fundamental change in process. The Initiating Manager, or designate, responsible for the new hire or re-hire gets the EEID at the same time as the Payroll/Scheduling Clerk and ICT. With the EEID, the Initiating Manager can now include the EEID on the Install, Move, Add, Change (IMAC) form. 832 new or re-hires x 5 minutes follow up time to get EEID = 4,160 minutes or 69.33 hours per annum; 832 new or re-hires x 1 minute to self serve EEID look up in ICT-EEID-Info = 832 minutes or 13.87 hours per annum; Time savings of 69.33 – 13.87 = 55.46 hours per annum across ICT Deskside Support Fundamental change in process. The Initiating Manager, or designate, responsible for the new hire or re-hire gets the EEID at the same time as the Payroll/Scheduling Clerk and ICT. With the EEID, the Initiating Manager can now include the EEID on other new hire/ re-hire employee package forms i.e. Regional General Orientation, Site Orientation, WHMIS, etc. This savings is further downstream as something that will spread as a benefit to employees in the Staff Development Department who must verify employees on education sign-in sheets prior to entry in the education module of Quadrant Human Resources. RGO and Site Orientation is mandatory for all new hires and some re-hires. The same calculation can be used. |
| Other..... | <ul style="list-style-type: none"> Standard work change as ICT continues to reduce the number of existing AD accounts without an EEID. It is a productive positive impact on work for other regional projects and initiatives and day-to-day operations i.e. Electronic Health Record Support & Solutions (EHRSS) for future clinical or health information projects, ability to ensure accurate employee identification; relationship between EEID/User will spread organically to match up in the active directory forest and domain, and our partner forests and domains i.e. Computer Training Services, Learning Management System. Fundamental change in process from inconsistent processing of task(s) to consistent. ALL new hires or re-hires must be verified by Central Payroll. This triggers a push of the employee ID to the Initiating Manager and Information, Communication and Technology. This will minimize and/or eliminate creation of employee credentials where credentials may exist for employee previously employed at another SH-SS site, occasionally under a different name i.e. Married/Maiden etc. |

*Identify savings as one time or annual.