Service Priorities and Programmes

Electronic Presentations

Convention ID: 501
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Key Management System for Princess Margaret Hospital

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Keywords:
Key Management
Keys

Introduction

There were currently around 1,600 keys in use in PMH. A good keys management system was essential to ensure the security of the workplace and to ensure that only authorized personnel could access a particular workplace in case of emergencies. In view of the importance of keys management, an improvement plan on keys management for PMH was initiated by the Foreman and Security Office to enhance keys control and keeping.

Objectives

I. To establish an updated keys inventory list II. To prepare a guideline/workflows on keys management in order to control the access to the keys in the hospital, and to ensure the keys to different areas in the hospitals are always available, but restricted to authorized users only. III. To enhance the safe-keeping of keys by setting up a Key Room with keys cabinets.

Methodology

The improvement plan was implemented in two phases in 2014. Phase I: - A stock-take of the keys kept by Foreman and Security Office was performed and an updated keys inventory list was prepared. Keys that were found to be obsolete were disposed after confirmation by relevant user departments. Phase II: - A guideline on keys management was prepared to manage and monitor the borrowing and return of keys from staff and departments. - Various workflows on keys management were included in the guideline, such as distribution of keys to users of new locations/ vacated locations; collection of keys from users; loan of keys to users; opening of doors for contractors; and annual stock take of keys in wards/departments. - A key room was setup for safe keeping of keys. Keys of different blocks/locations were stored in different cabinets for easy retrieval. Only authorized person could access the key room and key cabinets.

Result

An audit on keys management was conducted by the Foreman and Security Office in December 2014. The results showed that the keys inventory was update and proper loan records were kept. All keys were safely locked in the key cabinets installed inside a designated room with restricted access. The loan records of the keys were checked by the Security Supervisor on a daily basis to ensure all loan-out keys were promptly returned to the Foreman and Security Office.