



Metropolitan Chicago Healthcare Council (MCHC)

NEEDS

- Ability to collect new hire fingerprints from hospital premises.
- Send fingerprints to Illinois State Police for criminal history check.
- Reduce new hire processing time.

CROSSMATCH™ PRODUCTS

Guardian Livescan Fingerprint System

“The Crossmatch solution has reduced new hire criminal history background clearance time from one week to one day.”

Gary Drain
Senior Director
Human Capital Services &
Employee Advisory Services
MCHC

OVERVIEW

MCHC is a membership and service association comprised of more than 150 hospitals and healthcare organizations in the Chicago area. The association offers their members many services, one of which is fingerprint processing for new hires. Under the Illinois Healthcare Worker Background Check Act healthcare workers are required to submit to a fingerprint-based criminal history check.

The Crossmatch solution allows MCHC member hospitals to conveniently collect and submit new hire fingerprints onsite versus requiring employees to schedule and complete the process with an outside vendor. This significantly speeds up the new hire process for their members.

CHALLENGE

As of 2009, healthcare workers in Illinois must submit to a fingerprint-based criminal history check. This requirement can be time consuming, often taking a week to receive clearance because new hires needed to schedule an appointment and travel to an offsite agency to be fingerprinted. MCHC wanted to offer their members the ability to collect and send fingerprints directly from their hospitals to facilitate the onboarding process, eliminate delays and provide a convenience for new employees.

CROSSMATCH SOLUTION

MCHC chose the Crossmatch Guardian livescan solution, consisting of enrollment software and hardware, due to its ease of use, reliability and rapid fingerprint capture features. Over 40 member hospitals are now able to fingerprint new hires on premise. Properly formatted fingerprint files are securely sent through MCHC's processing service directly to the Illinois State Police where they are checked for any prior criminal history.

THE RESULTS

MCHC has processed over 120,000 new hire fingerprint background checks. The Crossmatch solution enables their member hospitals to conveniently meet the Illinois Healthcare Worker Background Check Act while reducing the overall time it takes to process a new hire.

OTHER NEEDS

Identity Assurance

Secure and track access to personally identifiable information (PII).

Improve Workflow

Increase overall efficiency.

Reduce Helpdesk Costs

Eliminate forgotten password calls.

FUTURE PLANS

Crossmatch also offers multi-factor authentication solutions that secure access to networks and applications. These solutions are used in the healthcare sector to provide proof of presence, improve clinical workflow and assist in meeting compliance mandates.

Now that member hospitals are familiar with fingerprint biometric technology, they are beginning to expand their use of Crossmatch solutions to assist with securing access and preventing fraud. The Crossmatch solution integrates into MCHC members' existing IT infrastructure.

"We look forward to working with our members to expand their use of Crossmatch solutions," noted Drain. "Protecting access to personally identifiable information (PII) in patient records is a top concern."

ABOUT CROSSMATCH

Crossmatch helps organizations solve their identity management challenges through biometrics. Our enrollment and authentication solutions are trusted to create, validate and manage identities for a wide range of government, law enforcement, financial institution, retail and commercial applications. Our solutions are designed using proven biometric technologies, flexible enrollment and strong multi-factor authentication software, and deep industry expertise. We offer an experienced professional services capability to assess, design, implement and optimize our identity management solutions for a customer's individual challenges. Our products and solutions are utilized by over 200 million people in more than 80 countries.

Learn more at www.crossmatch.com.