Safety must be a priority on every healthcare campus. Keeping visitors and staff safe is an universal concern. The 21st Century brings new threats but also ushers in an unprecedented set of available tools to monitor and protect patients, visitors and staff. This session will discuss the process one large campus used to replace and upgrade dated standalone legacy security systems and how their process can be applied to facilities of all sizes.
Presentation Objectives:

• Assess legacy facility security systems and evaluate security technology solutions available.

• Integrate video, access control and emergency notification and others as needed.

• Importance of following Industry Standards.

• Understand key planning concepts for mass casualty and disaster response events.
Unique Aspects of Healthcare Security

• Special Security Areas
  • Pharmacy
  • NICU
  • Emergency Department
  • Reception/Triage
  • Behavioral Health

• Special Use Cases
  • Emotional Patients/Family
  • Patient Elopement
  • Violent Crime Victims
  • Contraband Smuggling
  • Mass Casualty Response

Security measures need to be balanced with openness to patients and visitors
New Tools - New Threats

- Active Shooter Casualty Increases in Frequency and Severity
- Vehicle Born Attacks
- Cascading & Complex Coordinating Incidents (NFPA 3000)
- Increasing violence in ED’s

Active Shooter / Hostile Event Response Standard - NFPA 3000
Safety must be a priority for all facilities/campuses, large and small.

New threats come in many forms.

New tools are proactive - not just for monitoring.

Today's ESS practices leverage Technology over Human Power.
Are your existing ESS Practices working to your best advantage?

Do you have multiple legacy systems?
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Are your legacy systems aware of each other?

Do you have many manufacturers and models?

Do you have central management?

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Do you have Campus Security Standards?

Do you have an Electronic Security Master Plan?

Do you have a Project Security Plan per FGI?
Typical Facility Dilemma

• Who owns security? Who are the stakeholders?
• How can you justifiably “throw away” existing security infrastructure?
• How can you manage the disparity of technology upgrades for visitor, staff and patient services?
• How can you control procurement?
Planning for Safety & Security

- Master Strategic Plan
- Capital Asset Plan
- Hazard Mitigation Plan
- Emergency Operations Plan (EOP)
- Business Continuity Plan (BCP)
- Building Emergency Action Plan (BEAP)
- Event Action Plans (EAP)
- After Action Report (AAR)
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NFPA 3000 - Active Shooter and Hostile Event Response Planning
• Patient Distribution Plan
• Communication Plan
• Victim Identification Plan
• Hospital Incident Command System (HICS)
Example of Existing Conditions:

72 Legacy Systems!
Approximately 1,500 Existing Cameras - analog and IP mix
Many Manufacturers and Models
No Central Management:
   DVR’s, NVR’s, VCR’s, CCTV
Out of date Electronic Security Standards
No Electronic Security Master Plan
No Central Ownership
What is being done in other campuses?

Convergence!

Video / Access Control
+ Panic Alarms
+ Patient Location (RTLS)
+ Anti Infant Abduction
+ Fire Alarm

= Analytics

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Does Video & Electronic Detection Enhance Security?

Threat Deterrent
Improved Response Time
Situational Awareness
Improved Safety for First Responders
Video Forensics
Reassurance/Peace of Mind for Patients, Visitors & Staff
How is this Accomplished?

- Convergence of Data into “Events”
- Video Forensics
- Adhere to ESS Standards
- Qualified Team Partners

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What Triggers an Event?

- Camera Information
- Access Control
- Emergency Call Boxes
- Contact Closure Devices
- Audio Detection Devices
- Fire Alarm Systems
- RTLS Monitoring
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Campus Police  
Campus Facility Staff  
First Responder  
Status of Local Cameras  
Demo of Early Concept
A Multi-Layered Approach to Safety

- Identification
- Mass Notification Systems
- Interior Notification
- Access Control
- Campus Cameras
- Area-wide Broadcasting

Single Source of Information
A Complete Solution

- VMS
- Interior Notification
- SMS
- Master Database
- Exterior Notification
- Mass Alert
- ID Process

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Emergency Notification
Emergency Phone Driven Events:

- Camera
- Emergency Notification
- Outdoor Speakers
- VOIP Emergency Phone
Cats Path is a series of recommended walking routes through central campus that provides the community with a convenient means of traversing campus on a network of popular paths.

All are encouraged to choose these routes when crossing campus, particularly during hours of limited visibility.
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Wildcard (UK ID)
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Camera / Video Management

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VMS System
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SMS (Access Control) System
SMS Overview

• Improved records for facility access
• Decreases costs associated with physical key issuance
• Improves daily operations
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Any Hospital – Anywhere, USA

Existing Security Panel

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Any Hospital - Anywhere, USA

Replacement Security Panel

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Mass Triage Tent Area
Decon Showers
Security Cameras
Mass Casualty Event Planning

Press Parking
First Responder Entry

Mobile Decon
Command Center
Staff Sleeping
Family Waiting
Main Visitor Entry

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Mass Casualty Planning Concepts

- Hospital Emergency Incident Command System
- Surge Planning
- Alternative Facilities
- Training and Exercises
- Communications

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System Objectives

- Based on Open Architecture components
- Utilize standardized BICSI compliant ITS Infrastructure
- Smart Pro-Active System
- Event Driven / Alert Based
- SMS / VMS to work as one platform
- Web Based system, no thick or thin clients required
- Fully Integrated Mobile Devices
- Bandwidth Impacts / Local and Wide Area
- Distributed over Centralized Topology
- Integration of Key Legacy Systems without the use of PSIMS