

CASE STUDY

Niscayah Leverages Healthcare Expertise To Guide St. Joseph's Hospital Through Security Upgrade



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—Dodd Day, Manager, Safety & Security, St. Joseph’s Hospital



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Executive Summary:

For many of the country's growing regional healthcare systems, making investments to ensure the security and safety of its staff, patients and visitors is an integral element of healthy growth.

Nowhere is this more paramount than within St. Joseph's Hospital in Tampa, Fla., a multi-hospital organization embarking on an ambitious, five-year security improvement plan to upgrade its security systems and procedures. The plan, designed by Niscayah in conjunction with hospital security staff and executive management, will help the hospital, the state's fifth-largest such facility, meet the ever changing security challenges with a system that leverages the hospital's existing infrastructure to work with new investments in scalable, state-of-the-art video surveillance and access control technology.

The Dilemma:

Part of the BayCare Health System, St. Joseph's Hospital is home to three separate facilities on its 38-acre campus here – St. Joseph's Hospital, St. Joseph's Children's Hospital and St. Joseph's Women's Hospital. With ongoing renovations to all three hospital buildings, as well as the design and construction of St. Joseph's North, a new hospital opening in 2009, it was necessary to identify and address current security concerns of the existing campus but also incorporate new construction as part of the five-year plan.

"We knew we needed technical advice on how to leverage a security system upgrade into the best investment for the future," said Dodd Day, Manager, Safety, Security and Emergency Preparedness for St. Joseph's Hospital. "Niscayah did an excellent job of developing solutions for the hospital's security and safety needs that will make the most of our existing equipment while keeping us current with new technology."

The Solution:

Through a comprehensive risk assessment of all of the St. Joseph's Hospital facilities, Niscayah worked with hospital security staff to identify priority areas where technology could be deployed to improve security. That assessment led to a five-year course of improvements that, when culminated, will result in a complete IP and server-based system that will use the hospital's existing IT network.

One major focus of the security upgrade is the deployment of digital video surveillance and network-based digital recording, using the hospital's existing network. With advice from Niscayah, Day and his team decided to forgo an

investment into DVR technology in favor of network video recorders and a server-based architecture. With that approach, the hospital is able to maintain central monitoring at one facility through a hub and spoke system.

At the end of the project's first year, a total of 96 IP cameras will be operational throughout the hospital, as well as the beginning stages of the server architecture, said Don Knowles, account executive, healthcare division, Niscayah. Nearly 40 percent of the cameras are part of the hospital's existing video infrastructure, outfitted with encoders.

"We have a terrific partnership with St. Joseph's Hospital's IT department and sought their approval of the project from the beginning," Knowles said. Of particular interest to IT personnel was the ability to deploy the same off-the-shelf server and storage hardware already used throughout the IT network of BayCare Health System, St. Joseph's Hospital's parent organization, which includes nine not-for-profit hospitals in the Tampa Bay area.

"Our approach allows the client to use hardware they are familiar with," Knowles said. "Instead of being locked into buying proprietary hardware, they can continue purchasing off-the-shelf components through their IT reseller."

A longtime partner of St. Joseph's Hospital, as well as several other healthcare organizations in the Southeast, Knowles and his Niscayah team know they will be adjusting the hospital's five-year plan several times throughout the security upgrade.

"You have to be able to adapt to the changes that are going to occur within the organization and not be stagnant on your use of technology; it's got to be a living breathing document that adapts with the changing needs of the hospital," Knowles said. "With our deployment of IP technology at St. Joseph's Hospital, the open architecture will allow us to easily add scale and additional capabilities to the system at any time."

Consultation, design and installation services at St. Joseph's are performed through the Niscayah Healthcare Solutions Group, a specialized business unit that works within the hospital and healthcare community to offer integrated security solutions and non-traditional risk management solutions. Through a comprehensive security concept that includes asset tracking along with alarm notification, alarm monitoring, access control and video surveillance, healthcare organizations gain operational efficiencies, lower institutional liability, and reduction of operating costs. Each department in the hospital can benefit from this comprehensive solution that has a clearly defined return on investment and a return on risk.

The Benefit: Safe Environment For All

Not only will the project modernize security within St. Joseph's Hospital, it will also bring a significant number of operational benefits to the hospital. Providing a safe and secure work environment becomes a competitive advantage for the retention of nurses, who, according to federal workplace violence statistics, top the list of workers likely to be victims of violence at work. Within St. Joseph's Women's Hospital, which boasts one of the busiest labor and delivery units in the Tampa Bay area, the network-based camera system will enhance existing physical security measures to provide a safe and secure environment for newborns and their mothers.

Upcoming Developments:

Other areas identified with particular risks that will also be addressed as part of the five-year plan include pharmacy areas of the hospital as well as systems to mitigate the theft of medical equipment, such as endoscopes, Day said. Asset tracking of equipment will be first deployed in St. Joseph's North, and then potentially rolled out to other facilities.

General use areas of the hospital will also receive special attention. The hospital's new 10-story parking garage, one of five such facilities on the St. Joseph's Hospital campus, was identified as being vulnerable to vehicle crime during the risk assessment. IP cameras will be used in the new garage to help reduce this risk. The cafeteria, which serves hospital staff and visitors, will be renovated and outfitted with surveillance to prevent walkouts and internal loss, Knowles said.

"In a hospital setting, you have to ensure that you understand the needs of each individual department, from the children's hospital to the women's center to the maintenance department," Knowles said. "As a security provider, it's our job to make security improvements meet the needs of the occupants as best we can while still adhering to the standards outlined by our clients."

An Overview

Solution:

Niscayah developed a security solution utilizing existing technology and embellishing it with upgrades in digital video surveillance and networked-based digital recording to create a more secure environment.

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Core Benefits:

- Safer, more secure environment for staff and patients
- Maximizes use of existing infrastructure and technology
- Open architecture gives freedom to use any hardware; non-proprietary
- Comprehensive security concept enables hospital to gain operational efficiencies, lower institutional liability and reduce operating costs
- Staff uses hardware they are familiar with

The Client:

St. Joseph's Hospital

St. Joseph's Hospital is part of the St. Joseph's-Baptist Health Care system, a pioneering community health alliance that brings together St. Joseph's Hospital, St. Joseph's Women's Hospital and St. Joseph's Children's Hospital of Tampa, and South Florida Baptist Hospital in Plant City. St. Joseph's Hospital has served the health care needs of the Tampa Bay community since 1934, and is the largest not-for-profit health care provider in Hillsborough County.

Systems Integrator:

Niscayah

Niscayah is skilled at identifying security vulnerabilities and leading the way in creating more intelligent security solutions; integrating sophisticated new technologies and setting new standards for others to follow. Niscayah begins each project by analyzing our customer's risks and threats with a thorough site survey and vulnerability assessment. We use this investigative data, in conjunction with specific project goals, to develop an overall security program. This leads to design recommendations that are appropriate, actionable, and are compatible (when required) with outside entities or pre-existing technologies.

Our Systems Integration Group has the experience and the skills to integrate, install and service the latest security technologies with advanced computer networks. These technologies include CCTV, video analytics and surveillance, biometrics, access control systems, perimeter intrusion detection. Properly deployed, an integrated combination of security technologies delivers higher levels of detection, assessment and response.

For further information on Niscayah, please visit the company's website at www.niscayah.us.

Niscayah is one of the largest international security systems integrators, offering complete solutions for commercial customers, with specialized offerings in industry segments such as banking, chemical, healthcare, retail, educational and enterprise organizations. Niscayah is part of Niscayah Group AB, an independent company that is publicly traded on the OMX Nordic exchange in Stockholm and has approximately 6,000 employees and operations in 14 European countries, Australia, the United States and Hong Kong.



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