100/0 at Whitfield Regional Hospital

Located in the small town of Demopolis, AL, in West Alabama, is a hospital facility that is committed to growing and adapting to meeting its community's current and future healthcare needs while providing a safe, compassionate environment that is conducive to the healing process. Its operating philosophy is "100/0", where each team member takes on 100% responsibility for themselves and the satisfaction of patients, families and physicians.

Whitfield Regional Hospital first opened its doors in 1953. What began as a 29-bed facility with 25 employees and only four patients has grown into the Tombigbee Healthcare Authority, Member of UAB Health System: a total healthcare delivery system that includes a 99-bed hospital and provides more than 30 healthcare services for its community. The latest in this evolution of care was announced in late 2018 with the implementation of a Hospitalist program that provides around the clock on-site care for patients.

Like most hospitals and medical facilities, Whitfield Regional Hospital is an open environment, where patients, visitors, vendors, and more pass through each day, 24 hours a day, 7 days a week, all year long.

While that open environment is important for high-quality patient care, it creates challenges for hospital security teams. Valuable assets and sensitive personal data need protection. In addition, hospitals must also adhere to strict requirements established by key regulatory organizations including the NFPA (National Fire Protection Association), The Joint Commission, HIPAA (Health Insurance Portability and Accountability Act) and the FDA (Food and Drug Administration). The sheer number of staff in a hospital pose a challenge as well, which can complicate communication and other actions in the event of an emergency.

Hospital security teams need to ensure they have a solution in place that can manage incidents, deliver access control, streamline emergency response, and provide asset protection. Video surveillance is integral to meeting the security challenges of hospitals and healthcare facilities. So is the ability to have accurate audit trails and forensic video archiving that allows for compliance to be met while keeping personnel and patients safe.

Tying it Together

Whitfield Regional Hospital employs a number of security technologies, including PVMS from LENSEC, which provides IP-Video management and enables real-time situational awareness for security teams and first responders.

Whitfield's security teams wanted to leverage their own security surveillance cameras and access control but needed a solution to tie it all together.

It found that with LENSEC's Perspective VMS®, which is a smart client video surveillance software. It allows first responders to react and respond to security events. It is designed for physical security surveillance systems that are scalable for small operations or large enterprise organizations, and it is intended for an unlimited number of security devices and cameras allowing Whitfield to scale as needed.

The solution includes features such as access control, video analytics, intrusion detection and prevention, RFID asset management, fleet security management, and more. It also provides advanced features for tracking behavior, movement, and events with comprehensive monitoring for the whole facility. In addition, as a campus stretches to encompass several buildings or sites throughout a region, PVMS can provide multi-site access allowing administration from a single central security operation center that can be managed remotely.

> "It was important to find a video surveillance solution that would integrate with our ID badges and access control," said Nathan Stumpf, M.S.I.T.M., CAPM and IT Project Coordinator for the hospital. "We like the fact that LENSEC integrates with Badgepass, which is our access control provider."

Stumpf worked with Badgepass, which acted as the integrator for the project. BadgePass applications include ID badging, access control, visitor tracking, time management, campus card systems, driver's license scanning and more. Both solutions were installed -- more than 89 cameras and 40 doors at the hospital.

Stumpf is pleased with the results. "We have found a solution that helps us to provide high-quality patient care yet is flexible enough to meet our future security and infrastructure needs."