



CENTRAL PENINSULA HOSPITAL ENSURING THE SAFETY OF STAFF, PATIENTS AND VISITORS

Central Peninsula Hospital (CPH) provides medical care to the Central Peninsula area of Alaska. Located in Soldotna, the 49 bed hospital recently completed an 85,000 square foot, state-of-the-art expansion and renovation project that increased and improved facilities for private patient rooms, surgery, labor and delivery, emergency care, outpatient services, laboratory, and physical therapy. More than 85 physicians in over 15 specialties work within the complex.

In 2008, a disgruntled ex-employee entered the hospital and opened fire, killing one person and wounding a second before he killed himself in a standoff with Alaska State Troopers in the hospital parking lot. This incident prompted CPH to assess its current security needs and analyze what additional, enhanced security procedures should be implemented to help prevent another serious incident.

Shortly after the shooting, CPH Support Services Director, Richard Davidson learned that its existing security system was no longer supported by the manufacturer. Davidson immediately began looking for a new security system supplier. CPH and Siemens Industry, Inc., one of the largest security systems integrators in the U.S., already had a solid working relationship, having partnered on CPH building control implementation and fire safety planning projects in the past. With a strong relationship and a history of collaboration, Davidson turned to Siemens for a security systems consultation.

After assessing CPH's security needs, Siemens reviewed its analysis and created a comprehensive proposal based on the

hospital's management and operational staff's input. Through this collaboration Siemens recommended, among other strategic and technical recommendations, that Davidson implement G4S Technology's Symmetry™ Enterprise Security Management System (SMS) with its Symmetry Video Management System (VMS).

"Siemens advised us that G4S Technology's Symmetry system would meet our security requirements now, and grow with us as we add more buildings," said Davidson. "Symmetry also provided the extra security we felt we needed as a result of the 2008 incident."

First, they upgraded their existing DVR video system to Symmetry Video Management with IP cameras. Approximately 90 cameras monitor the interior and main entrances. Live video streams into the easy-to-use VMS interface that provides a customized video matrix tailored to security officer's specific viewing needs. The flexibility of the Symmetry system makes adding new IP cameras and new models seamless. The hospital has installed a variety of Axis cameras, including some outdoor cameras with built-in heaters for extreme cold climate applications.

"G4S Technology was one of the first companies to offer an integrated solution that consolidates the front end of multiple systems. This was crucial to the customers need to have one platform to control their access control, CCTV and panic alarm systems," said Siemens Industry, Inc. Senior Sales Executive, Josh Fagan.



After the budget was approved, CPH upgraded their access control system to Symmetry™ Enterprise in the main hospital building and Heritage Place, the hospital's nursing home complex. Approximately 80 doors are controlled via Symmetry using HID RK and RK40 smart card readers with iClass smart cards. The new system automatically locks and unlocks exterior doors and some interior doors, and employees are assigned access rights to their departments and any special areas needed to perform their job.

Security officers monitor security around the clock from a command center. Utilizing Symmetry IP Video and approximately 80 Axis IP cameras, the security officers can monitor entrances, corridors, parking lots and all public areas, including the cafeteria and coffee kiosks. They keep a close eye on high security areas such as the entrances to the pharmacy and human resource area, and on internal areas where doors are locked down at night. The video provides around the clock eyes to enhance regular security checks by officers.

To combat theft and tighten security, the pharmacy requires employees to swipe their card and enter a confidential PIN code before entering the area. Upon exiting, the pharmacy is also starting to implement a request-to-exit procedure to better track pharmacy traffic and length of time spent inside the pharmacy. Symmetry provides security officers and department manager's detailed data reports that outline pharmacy traffic patterns. The reports assist department managers in making critical security decisions about how to better protect the drugs and the staff who work within the pharmacy.

CPH utilizes Symmetry's Threat Level Manager (TLM) module to instantly change the security status of an area. CPH uses two levels, level one and level five. A level one is normal day-to-day security. When a level five, high-alert is activated, the Symmetry system automatically locks the pre-assigned doors. If a suspicious person is spotted, security guards can activate a manual alert by depressing a red panic button. The security

staff is working to link the panic button to Symmetry's TLM. When activating the panic button, an overhead paging system will launch, so all staff can be informed in an auditory and automated fashion. As the hospital moves forward and enhances their security practices, more TLM levels will be developed based on varying degrees of threat.

Wireless panic switches were installed at eight strategic locations throughout the hospital, including the receptionist area and emergency room. When the panic switches are activated, communication is sent to an Innovonics panel to notify the security command center. The hospital is immediately locked down through the use of Symmetry's Threat Level Manager and security officers are dispatched to the area in need.

Symmetry provides the increased functionality, integration capabilities and feature sets needed today and into the future. With its previous system, CPH did not have the efficiencies and operational benefits brought by the integration of the camera system, panic buttons or the immediate lockdown module. CPH gets the support they require from both Siemens and G4S Technology.

In addition to integrating their access control and IP video, the Symmetry™ Enterprise SMS provides integration into other hospital systems providing one centrally managed security solution.

"At the Heritage Place, our continuing care facility, we have an interface to the WanderGuard© Departure Alert System to prevent residents from wandering off the premises," said Davidson. "We also have an interface to the baby monitoring system in the Birthing Center to prevent baby theft. It will lockdown all doors if someone tries to take a baby."

Unique Uses

The Symmetry™ Enterprise SMS is tied to CPH's cash and vending systems. The same badge used to swipe to enter a room allows employees to purchase meals in the cafeteria or gifts from the gift shop. The purchasing system, Common



"Symmetry ties into everything really well."

Solution, is connected via an SDK interface to the Symmetry software system. Employee data is shared, which saves administrative staff time by not having to enter an employee's information twice (once in the security system software, and again in the purchasing software). Employees enjoy the convenience of using one card for security as well as vendor purchases.

"G4S Technology ties into everything really well," said Davidson. "We haven't run into a situation in which we wanted to do something with the Symmetry Security Management System that we weren't able to accomplish. Symmetry's open architecture platform allows us to have a fully integrated, centrally managed security solution. I couldn't be happier."

Training

The Hospital is located three hours away from Siemens regional location. To overcome logistical challenges, Siemens support staff connects to CPH's Symmetry™ Enterprise SMS over a virtual private network (VPN). Via the VPN, Siemens added G4S Technology's video management and access control system. Siemens works closely with hospital technicians via the VPN to resolve challenges and provide on-going support.

Future

Plans are in the works to install Symmetry™ Enterprise SMS and VMS in the hospital's seven remaining buildings, which include administration offices, clinics and physical medicine centers. They will also build an off-site command center to have the capability to manage possible crisis incidents from a secure location.

"Symmetry is working out very well for us," said Davidson. "It's been very dependable and it's user- friendly."

"We also appreciate the exceptional customer service and support we receive from Siemens and G4S Technology, including the affordable Site Support Agreement which gives us 24/7 access to G4S Technology technicians and numerous training opportunities both online and in the G4S Technology offices. Because of that, we will be upgrading and adding more capabilities to our Symmetry system as funding becomes available."

About Siemens

One of the largest security systems integrators in North America, Siemens offers intelligent solutions that integrate video surveillance, command and control and security platforms – offering a unique approach to streamline security management. In addition, Siemens hosted and remote service management provides 24/7 monitoring from two UL-listed centers delivering complete turnkey solutions. Our mission is to improve facilities by making them safer, more secure and less costly to operate.



G4S Technology

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