



HOLY NAME MEDICAL CENTRE

SYMMETRY'S ENDLESS POSSIBILITIES TAKE MEDICAL CENTRE INTO THE FUTURE

Since 1925, northern New Jersey has turned to Holy Name Medical Centre in Teaneck for healthcare excellence. Distinguished by its long history of innovation and remarkable record of achievements and firsts, Holy Name has evolved into a comprehensive medical centre providing high quality health care across a continuum that encompasses education, prevention, early intervention, treatment, rehabilitation and wellness maintenance. In 2009, there were more than 20,000 inpatient admissions, 53,000 visits to the Emergency Care Centre, 13,000 visits to the medical centre's clinics and almost 11,000 surgeries performed at the organization's main location.

But while its growth in patient volume and service delivery have undergone extensive expansion, Holy Name Medical Centre (HNMC) employed an outdated and difficult-to-maintain security system that had outlived its usefulness. Holy Name's newly built Emergency Care Centre and status as a Medical Coordination Centre for disaster preparedness helped drive the funding needed to invest in a new security management system. They chose G4S Technology's Security Management System (SMS) with Symmetry Video. Symmetry offered Holy Name access control, video and alarm monitoring on one platform.

"We researched several security programs, and after taking a hard look at G4S Technology's Symmetry SMS, we determined that its flexibility, versatility and user-friendly platform were exactly what we needed," said Chuck Gerity, Holy Name's Assistant Vice President of Emergency Preparedness.

An important requirement of the new Symmetry SMS was its ability to integrate with current systems already in place at Holy Name. Symmetry integrates with the existing time and attendance system, and employees now use the same badge for access control and time and attendance. Symmetry also integrates with HNMC's Human Resources PeopleSoft software.

The Symmetry/PeopleSoft integration simplified the employee registration process because personnel data is only entered once into the PeopleSoft system. "When they register an employee in PeopleSoft, that person is enrolled in the time and attendance software and Symmetry system," said installing integrator, Engineered Security Systems, Inc. (ESS), David George. "They print the badge and they are done. That was a key feature they wanted in the system."

In addition to the main campus location, an administrative building, a fitness centre located in a nearby town, and the soon-to-open Villa Marie Claire hospice are all protected by the Symmetry SMS. ESS and Holy Name's IT department studied how the camera resolution would stream via the network and learned how much bandwidth was truly necessary to produce the video quality Holy Name required. ESS recommended using an existing fiber network that was not currently being utilized. The separate network provides plenty of room for the rapid growth anticipated by HNMC.

"One of the biggest problems we see is that companies don't perform the proper calculations and place anything on their existing network," said Engineered Security Systems Engineer, Ken Whelan. "Since the original design, Holy Name has almost doubled the number of cards and cameras. That would have overloaded the system and been a disaster if the system wasn't on a separate network."

ESS originally designed a future-proof Symmetry SMS so as more components were added to the system, it didn't slow down the network. For example, a recently-added video server didn't affect the system at all. ESS also encouraged Holy Name to purchase more camera licenses than the original system design recommended.



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“We provided Holy Name with tiered expandability so they could expand quickly with licenses and hardware and not get hit with more license and server upgrade costs right away. They purchased enough software licenses to expand 50 percent and server hardware to support a 100 percent expansion. We prepared them for the future right away,” said George. Approximately 160 cameras monitor main doors, corridors, elevators, intersections, the behavioral health unit and the facilities management area. Pan/tilt/zoom cameras scan the ER and car parks.

“If we have an incident, we pull up the camera in the Symmetry Video virtual matrix and review the video,” said Holy Name Medical Centre Security Manager, Jerry Conway. “We may not be viewing cameras every minute of the day, but we can always look back and track someone. The more cameras we install, the easier it is to do that.” Almost 40 security officers rotate shifts and man the new command centre 24-hours-a-day. The security command centre is located adjacent to the new Emergency Department and contains four 42” LCD screens on the wall. Camera images stream to three screens and alarms are displayed on the fourth screen. Two workstations with 20” screens monitor control points and assist with badge production. One workstation creates badges for employees, contractors and temporary workers. The command centre is located next to the outside exit. Patients must pass through the command centre to enter the ED. The command centre uses a special glass that can fog up the window for additional privacy, and security officers have the option of generating a clear or obscured view.

The officers appreciate the user-friendliness of the system when performing functions such as opening doors remotely and playing back video. HR personnel and the head of security enter Symmetry using the web browser interface, but what Conway really likes is the flexibility and communication the web-based access rights provide from a remote location. “We like the flexibility of the web-based access,” said Conway. “Our intent is to share our Symmetry SMS with our emergency service partners. Whether they are local, or from the county or state, they can access Symmetry through the web.” Holy Name uses Symmetry to control what areas of the medical centre are active at specific times of the day. While some locations remain open via access control, the Human Resources Department, in-house child care wing and School of Nursing are locked down after 5 p.m. for added security.

Once Holy Name Medical Centre fully understood Symmetry’s powerful capabilities, planning for the future began immediately. At this time, Holy Name is planning on interfacing Symmetry with its visitor parking lot’s cashing system. Symmetry will control who enters and leaves the parking lot. Contractors and temporary people will be given cards with an expiration date. They will be allowed to park in the visitor lot until their card expires. The cards will also count the number of cars in the lot and help manage traffic flow. Symmetry will eliminate parking abuse and allow preapproved individuals access to the visitor lot.

Symmetry’s Threat Level Manager (TLM) module has been installed and soon will be integrated with Holy Name’s infant protection system via alarm points. In the event of an emergency, Symmetry TLM will instantly lock down the LDRP unit so only security officers can move around the floor. “Threat Level Manager allows us great flexibility,” said Gerity. “We plan to utilize as many features of Symmetry as we can. The robustness of the system is one of the reasons we chose it.”

The medical centre has already started to reassess its facility, as well as Symmetry’s capabilities. They’ve received federal funding and are reapplying for a grant to fine-tune high priority areas such as the ventilation system, facilities management areas and critical infrastructure within the complex. They plan to properly monitor those areas and integrate the monitoring with Symmetry.

“Symmetry is a great system; it has tremendous potential, it’s versatile, easy to use and robust. It has a lot of capabilities and we are looking to explore more of them,” said Gerity.



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