Challenge

A 500,000 square feet health care facility that is connected to two independent facilities monitored by separate security systems, EGSMC needed to be able to clearly monitor entrances, exits, and other sensitive areas to provide a safe healthcare environment for patients, visitors, and staff.

Solution

To monitor both the interior and exterior of the facility, the parking lot, entrances, and other high-risk areas, EGSMC installed 48 Avigilon cameras ranging from one to five megapixels and eight Avigilon Analog Video Encoders to leverage the existing assets and improve performance of its legacy analog cameras. With one workstation and two monitors located in the security office, security officers manage the system using Avigilon Control Center software with HD Stream Management and store five terabytes of surveillance data on each of its three Avigilon Network Video Recorders for 30 to 60 days of continuous footage.
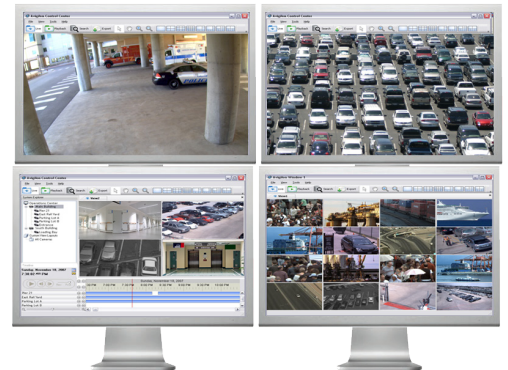
Benefits

By improving image quality of existing analog cameras, Avigilon Analog Video Encoders have enabled EGSMC to leverage its investment in its existing surveillance system. EGSMC can also now monitor multiple cameras at once, and playback and review footage while maintaining a live view from the same camera, resulting in a 75 percent reduction in investigation times. The EGSMC has also been able to double their productivity and reduce frustration levels due to Avigilon's ease-of-use. EGSMC has also enjoyed a 20 percent savings in up-front costs compared to other vendors, and has benefited from Avigilon's ongoing commitment to customer support.

- *75% reduced investigation time*
- *20% reduced up-front costs*
- *Doubled productivity*

Exempla Good Samaritan Medical Center Makes Patient Safety a Top Priority

Exempla Good Samaritan Medical Center (EGSHC) in Lafayette, Colorado is committed to providing the safest and most effective care possible. Since its inception, the medical center has leveraged the most advanced technologies to create a digital hospital platform that allows healthcare providers to focus on patient care. In an effort to continually improve the quality of care, EGSMC has also deployed the most advanced surveillance system available to further ensure the safety and overall protection of its patients, visitors, and staff. The Avigilon High Definition surveillance system enables EGSMC to identify specific events live and review archived video quickly to respond appropriately to potential threats – whether it's a suspicious person or a hazardous condition – faster and more effectively.

Meeting Security Challenges Head On

At 500,000 square feet, EGSMC faces the same level of security risk as a small municipality. EGSMC also faces another key challenge: it is connected to two separate facilities that are monitored by their own independent security systems, making access control and patron monitoring particularly difficult. To help manage these challenges, EGSMC decided to augment its existing analog-based surveillance system with the Avigilon High Definition surveillance system, using analog video encoders to preserve legacy assets. **"We need a surveillance system that is cost-effective, scalable, high performing, user-friendly, and well supported,"** said Eric Rowland, security program manager at Exempla Good Samaritan Medical Center. **"Avigilon easily delivers on all fronts."**

"We need a surveillance system that is cost-effective, scalable, high performing, user-friendly, and well supported. Avigilon easily delivers on all fronts."

Easy Integration Delivers Powerful Solution

To protect its 1,300 employees, 1,100 physicians, 234 patients, and 175 + daily visitors, EGSMC sought the assistance of HSS, a leading provider of specialized security services and Intermountain Marketing, an independent manufacturer's representative and security systems design consultant firm. **"Together, we looked at surveillance solutions from three vendors, including Avigilon,"** explains Rowland. **"We chose Avigilon over the competition because it was a more cost-effective, powerful solution."**

With the help of the HSS integration team, EGSMC installed 48 Avigilon cameras ranging from one to five megapixels and eight Avigilon Analog Video Encoders to increase visibility of both the interior and exterior of the facility. EGSMC has positioned multiple five megapixel cameras on the exterior of the building to monitor the parking lot and entrances, and mounted the remaining Avigilon cameras in areas within the hospital where cash transactions occur, at all exits, and other security sensitive areas such as the Emergency Room. **"In an effort to maintain patient confidentiality, cameras monitor common areas without viewing patient care areas directly,"** explains Rowland.

With one workstation and two monitors located in the security office, security officers manage the system using Avigilon Control Center software with HD Stream Management and store five terabytes of surveillance data on each of its three Avigilon Network Video Recorders for 30 to 60 days of continuous footage. This hybrid system of analog and HD IP cameras is managed such that the technology behind it is transparent to the security personnel. **"The Avigilon HD surveillance system is extremely user-friendly – all our security officers love it,"** notes Rowland. **"We were also able to easily integrate the Avigilon surveillance solution with our legacy system. It was a seamless deployment."**

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Maximizing Legacy System

The Avigilon Analog Video Encoders have enabled EGSMC to leverage its existing investment in an analog-based surveillance system by capturing more detailed and better quality images from its analog cameras. "The Avigilon Analog Video Encoders allow me to utilize my 32 legacy cameras much more effectively," notes Rowland, who can now manipulate images for better results and maintain image integrity much longer than he could before. "The image quality of our analog cameras has greatly improved in both live and recorded mode and activity is much more fluid. I am very impressed."

Rowland has seen firsthand the improved image clarity since installing the Avigilon Analog Video Encoders: "We caught a quick change scheme, where an individual gave a large bill to a clerk and asked for change, all the while distracting her to confuse her into giving him more money," explains Rowland. "Without the Avigilon Analog Video Encoders, the zoomed in image would have been pixilated and virtually unidentifiable."

"The image quality of our analog cameras has greatly improved in both live and recorded mode... I am very impressed."

Zooming with Image Clarity

Leveraging the power of Avigilon Control Center network video management software, EGSMC can now manipulate images from both its legacy cameras and new Avigilon megapixel cameras to capture the clearest, most precise image detail possible – both day and night. In fact, EGSMC has successfully leveraged the system's zooming capabilities to capture the facial features of one individual who was trying to pass a counterfeit bill during a transaction. "I was able to zoom in on the individual's hand to see him feeling the counterfeit bill and comparing its texture to a real bill," explains Rowland. "We turned the footage over to the police, who now have the evidence on file should they catch this person in the act again." With the ability to see four views from one camera at a time, Rowland can capture a complete field of view even while zooming in on a specific area for more detail.

"I was able to zoom in on the individual's hand to see him feeding the counterfeit bill and compare its texture to a real bill."

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Long Term Support

According to Rowland, most security professionals focus on cost when selecting a system, often overlooking the importance of customer service and support. **"Avigilon has been very responsive and supportive throughout deployment,"** comments Rowland, who says he has never had to wait for a response to any question he had about upgrading or expanding the system. **"I have received excellent support and follow-up from the Avigilon team."**

Rowland was also very impressed with Avigilon's online training, which made it easy to get his staff, with varying degrees of experience and expertise, up to speed on the system. **"Avigilon is not the kind of company that just sells a system and leaves town,"** states Rowland. **"Avigilon shows its commitment by providing both a superior system and reliable ongoing support."**

"I have received excellent support and follow-up from the Avigilon team."
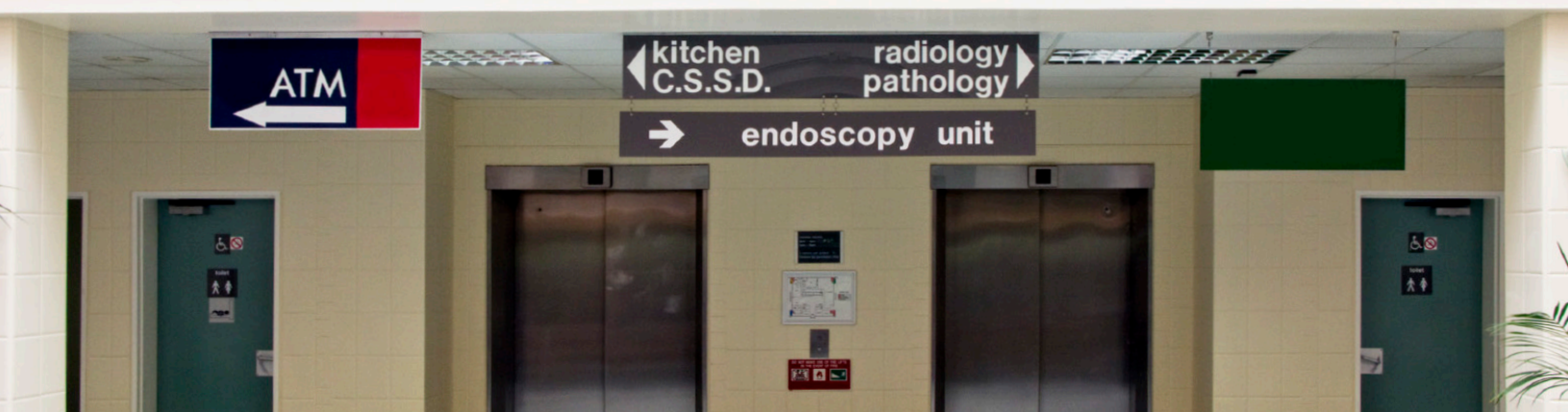
Multiple Views Expedite Investigations

One of the greatest challenges the medical center faced with its previous analog-based surveillance system was that security staff could only review archived video from one camera at time, and would lose live monitoring capabilities during the playback and review process. **"With the Avigilon HD surveillance system, I can monitor multiple cameras at once, and playback and review footage while maintaining a live view from the same camera – a huge advantage,"** says Rowland. **"As a result, I've been able to cut my investigation time by almost 75 percent."**

By reducing the time spent searching and reviewing footage for investigation purposes, Rowland and his team have also been able to dramatically increase their productivity in other areas. **"Since deploying the Avigilon HD surveillance system, I have effectively doubled my overall productivity,"** comments Rowland. **"The system's user-friendly software and intuitive user interface have also helped reduce our frustration levels."**

"I've been able to cut my investigation time by almost 75 percent."

The Avigilon HD surveillance system has not only resulted in significant time savings for the security team at EGSHC, it has also delivered impressive cost savings. **"With fewer cameras and lower integration costs, the Avigilon HD surveillance system was at least 20 percent less expensive than the other two vendors we looked at."**

Heightened Sense of Security

Sitting on 95 acres of land and connected to two other independent facilities, EGSMC has identified access control as a primary security goal. **"With its exceptional image quality, wide field of view, and strong electronic zooming capabilities, the Avigilon HD surveillance system enables us to more effectively monitor vehicles and individuals as they enter and exit our facility,"** notes Rowland. In one case, Rowland was able to capture images of a contractor, who did not have an access pass, popping open a door to enter the building. Rowland showed the images to the foreman who immediately identified the individual. **"This case clearly demonstrates our surveillance capabilities, reinforcing to staff that they must follow proper access control procedures to ensure overall protection."**

With the Avigilon HD surveillance system in place, EGSMC also boasts a wider surveillance scope. In fact, some of the cameras located on the roof for exterior monitoring can capture clear images up to 200 yards, helping the medical center keep an eye on all activity. **"Visible to all patrons, the surveillance system also acts as an added deterrent to potential threats."**

"The Avigilon HD surveillance system was at least 20 percent less expensive than the other two vendors we looked at."

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Looking Ahead

Healthcare providers at Exempla Good Samaritan Medical Center are committed to caring for patients like they would their own family members, measuring their success by their ability to provide safe, timely, and accurate care. **"With the Avigilon HD surveillance system in place, we are better prepared to handle any security threat that comes our way to help keep patients, staff, and visitors safe,"** concludes **Rowland.** "We are so impressed with Avigilon's performance, features, and support that we plan to add 15 more megapixel cameras and will give several departments the ability to monitor their own areas to help achieve our overall goal to be the safest hospital in the region."

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