



# Hospital Campuses



## Security Response

SureView provides a simple-to-use interface for coordinating responses to real-time security events across any hospital campus. All key information about location, the system generating the alert, the procedures that need to be followed, the notifications and reports that must be sent out, is all available in this one, normalized view.



### KEY BENEFITS

- Single operational interface for coordinating security response
- Simple action plans enforce policies and procedures
- Audited response – everything the operator *saw, said and did* is tracked in multimedia audit trail
- Coordinate guard dispatch through simple-to-use Mobile App
- Largest library of integrations to leading video, access control, alarm, audio, risk alerts, and mass notification systems
- Integration with Google Maps or ESRI for situational awareness
- Powerful management reporting provides *Insights* to improve response performance

## Industry Overview

Securing a hospital campus provides a unique set of operational challenges, especially in the Covid-19 environment we live in today. The hospital is generally open to the public, many buildings are open late at night, and there are a wide variety of different types of departments ranging from admissions, outpatient care, emergency room, critical care, maternity, general services, and parking garages to IT facilities. With Covid-19, there are new security challenges. New policy and procedures with specific responses that need to be followed along with the additional sensors and devices that need to be handled.

It's typical for hospitals to have a central security command center where they organize the response to security events and coordinate the dispatch of hospital officers.

## Command Center Goals

The goal of security is principally to patients, faculty, and visitors to the hospital. The command center performs the central function of coordinating the timely response to security events, criminal activity, and requests for assistance.

Command Center operators must be able to, at a minimum, complete these basic actions when responding to an event:

1. Identify the nature of the threat or request for help
2. Follow standard security policies
3. Coordinate the dispatching of field officers and staff
4. Record the actions taken in response
5. Send notifications to relevant stakeholders and affected third parties
6. Write post event action reports

## The Challenge

For operators in the command center, consistently adhering to these set of minimum actions can be overwhelming, especially as the volume of events increases and the nature of any one of these events becomes critical. Years of training are often required before an operator can handle the variety of events and the associated stress that comes with central coordination of response.



Command centers are faced with challenges that include streamlining and enforcing policies and procedures at the same time as efficiently accessing and connecting with data stored in multiple systems. At a time when seconds matter, any one of these processes or systems can impact a timely response.

Take the simple action of accessing a camera system. Operators need to be able to quickly view any camera on campus. Yet, often, not every campus has a single camera system. Over time it's not unusual for buildings, departments and projects to have installed different camera systems, forcing command center operators to jump back and forth between them. Additionally, operators have to be experts in each system, which can take substantial training and experience.

This is just one example of how a type of system can impact response time. Typically, a campus command center will have multiple different types of security platforms including access control, alarm and fire panels, mass notification, building management, emergency calls, panic buttons, blue light emergency phones, etc. This is before the operator factors in the multiple third parties that need to be kept informed during any event. Each system and action adds to the complexity of delivering a timely response even as the operator attempts to follow standard policies and procedures.

## The Solution

SureView provides a single, simple-to-use, interface for coordinating responses to real-time security events. The interface provides security managers with the ability to enforce response policies while automating many of the time-consuming manual processes common in many command centers. The platform integrates with leading video, access control, alarm, mass notification, risk alerting, case management, and mapping platforms.

not available in the integration library the SureView API provides a standard approach for quickly developing a new integration.

In addition to normalizing and hence, speeding up the response interface, SureView also automates and enforces policies. Take Standard Operating Procedures (SOPs) as an example. It's not uncommon for organizations to have complex SOPs in place indicating how they want their team to respond to any given event. Often the problem with these SOPs is not only are they



Behind this user interface (UI), the platform is designed using integration plugins that connect to the various disparate systems and—in the case of the video example above—normalizes these streams. From an operator's perspective all video now looks and performs the same, regardless of what system it originates from. This simple interface eliminates a major response bottleneck, providing operators with a quick and efficient way to access the video that is closest to an evolving threat. This same normalization occurs with all systems that SureView integrates: fire alarms, building management alarms, and any request for assistance all come into a single alarm queue and look the same.

From the operator's perspective they have only a single response interface to learn and there's never any need to jump back and forth between subsystems—saving precious minutes and seconds.

SureView has one of the largest integration plugin libraries in the market, and for many projects already-available integrations can be deployed without the need for new plugin development. If there is a system that is

complex but they're also inaccessible (i.e. binder under a workstation) or not easily enforced. SureView simplifies these SOPs into instant, on-screen action lists or checklists that provide operators with an easy way to consistently and immediately respond to events. This ensures that every time an operator processes an event the response is the same and no time is wasted hunting around for procedural lists or instructions.





