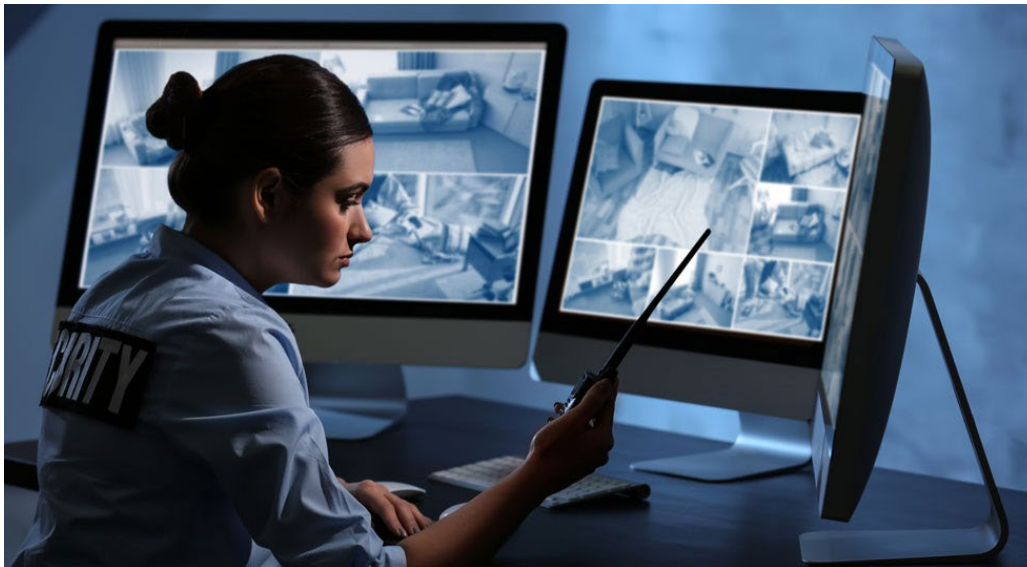




Providing JCI-Accredited Automated Security and CCTV Control Room Services for St. Vincent's Hospital



CHALLENGE

St. Vincent's Hospital needed an entirely new security operation to oversee the site as a new capability. This included a range of automated systems (such as alarms, access control, and fire prevention systems) and CCTV control room management.

This was St. Vincent's first security operation of this kind and scale. The client wanted a long-term partner who could guide them with expert security advice, as they needed new infrastructure and knowledge of best practises. This would help the hospital to evolve its security capabilities alongside technological advances and compliance mandates.

The supplier would also need to ensure JCI (Joint Commission International) accreditation. It was essential that St. Vincent's pass this accreditation as part of routine auditing.

ABM was tasked with implementing this new security operation. It needed to introduce an efficient infrastructure that could support the hospital's long-term requirements, including staff training. Similarly, implementation and service delivery without disruption to clinical patient care was imperative.

SOLUTION

It was essential that all stakeholders conduct regular consultative meetings to identify how best to support the hospital. As this was a new operational function for the client, regular communication was key to providing insight and advice, both in building a comprehensive plan of implementation and to set the tone of the relationship.

New security protocols were created to reflect the hospital's operational requirements, including legal compliance mandates, such as GDPR (General Data Protection Regulation). St. Vincent's was able to deepen its understanding of best practises within healthcare security operations.

Case Study

Beforehand, CCTV coverage wasn't as effective as it could be. To address this, ABM reevaluated the site map to determine which locations would be most advantageous for camera placement. Not only does the client now have full coverage, but no cameras were left as surplus during the reorientation process.

Moreover, St. Vincent and ABM saw an opportunity for integrated automation across many critical systems. This included fire alarm controls, external door access, ingress and egress, and fire prevention. This way, critical systems could be controlled from a single room, thereby combining automated security capabilities with the hospital's CCTV control room.

To staff the site appropriately, recruitment, vetting, and training (including future upskilling) were identified as operational necessities. Given the level of automation, ABM implemented a thorough training programme for all security staff. This included a 40-hour course before staff were allowed access to the control room, which was then followed by a three-month training process on-site. This provided St. Vincent's with a well-trained and experienced team, so that each staff member could work independently during their shifts.

This training also included data protection regulations, such as GDPR. Due to the use of CCTV cameras, staff were trained on how to store, catalogue, and use recorded footage within the bounds of data protection laws.

Due to additional compliance regulation, St. Vincent's security operation is now also JCI (Joint Commission International) accredited. This certification demonstrates that the client's hospital is staffed with an effective, industry-standard hospital security team. It is now also the first hospital in Ireland to exceed its original audit results for security capabilities.

St. Vincent's Hospital now has access to a productive and highly efficient security operation, which has successfully centralised critical systems through automation. Similarly, staff are continually trained as new regulations are introduced and additional technology is integrated.

BENEFITS

- **Security operation implementation:** St. Vincent now has a successful and long-standing security operation that continues to monitor and oversee the hospital facilities.
- **Automated security systems:** The hospital's security operation has successfully automated critical systems, such as fire alarms, ingress and egress, and CCTV. The site can respond quickly and effectively as needed.
- **Operational efficiency:** Due to the effective security systems in place, St. Vincent's operation can be managed efficiently by a single staff member per shift, with support on hand if needed.
- **Unique security procedures:** St. Vincent's security protocols are truly reflective of the hospital's specific requirements. In addition to standard legal requirements regarding compliance, the client's security protocols have been written and refined to support the client's evolving operational needs.
- **Strong client-supplier relationship:** St. Vincent and ABM are in regular contact to ensure security operations perform as required and identify future opportunities for innovation.
- **GDPR compliant:** St. Vincent's Hospital is compliant with all necessary data protection laws, including GDPR; staff training is regularly updated so that the site remains compliant.

Case Study

- **Upskilled staff:** The hospital's security staff are vetted, trained, and able to manage the automated systems on-site, including fire alarms, access points, fire prevention, and radio communication.
- **Security accreditation:** St. Vincent's security operation is JCI accredited, and the first hospital in Ireland to exceed its original audit results for security, thereby demonstrating operational excellence.
- **Full-coverage CCTV system:** The client, now able to leverage ABM's security expertise, has access to comprehensive network of CCTV cameras. Now, all cameras are placed based on advantageous positioning and site maps.