

# Healthcare Security Solution

## Sales Assist

This document describes the value of Gallagher security solutions in the healthcare industry and can be used to help articulate the value created for our healthcare customers.

### Monetized UBV



Often healthcare providers have disparate sites that all require differing security needs. The cost to have independent security at each site is significant. In this case, the cost is \$40,000 per operator at each site. By providing healthcare providers with one centralized platform for complete site monitoring and control, it means healthcare providers no longer require an operator at each of the DHB's satellite sites (in this case there were four satellite sites). This means the **customer saves \$160,000 per year in salary/wages on site operators** by moving to a centralized Gallagher system.

### Problems solved

#### Protection of people - patients, visitors and staff

- Control access to restricted areas such as medicine cabinets, surgical theatres and storage facilities, and automatically lock patient rooms when not in use.
- Unobtrusive security systems create a secure yet welcome healthcare facility. Channel patients, visitors and staff through specific access points and deter or protect them from areas they shouldn't be in.
- Ensure strict visitor times are adhered to in restricted wards. Doors are automatically locked outside of visiting hours to ensure high-dependency patients have recovery time they need e.g. intensive units.
- Ensure secure and sterile entry to restricted areas on site using interlocked doors.
- Quickly identify, locate and respond to any potential risks on site, and notify changing threat levels directly to staff phones using Broadcast Notifications. Enterprise level lockdown capabilities provide an immediate, scalable response to violent attacks, along with an audit trail for review after the event.
- Ensure staff, patients, and visitors are kept safe in situations that change at the drop of a hat using Command Centres flexible capabilities e.g. during an emergency crisis such as a mass shooting or earthquake.
- Ensure people onsite are safe during a fire event with smoke doors that automatically close within specified fire cells using fire and fuse relays.
- Easily implement lockdown and evacuation procedures with the push of a button when an incident occurs.
- Protect patient and cyber information in an ever-evolving cyber world, as well as physical protection of medical records in a file room.
- Identify cardholders at risk of exposure to an infectious virus with Gallagher's Proximity and Contact Tracing report.

## Operational inefficiencies - streamline operations for time and cost savings

- Manage staff carparking access, assignment and occupancy using the carparking competency in Command Centre.
- Powerful reporting saves time and provides an audit trail of events to document facility use and event reporting.
- Effective monitoring of crucial facilities such as chillers and cooling systems allows you to identify issues early before they get worse and more expensive to fix.
- Scheduling allows you to synchronize schedules, clinic bookings and access control to efficiently manage room heating ventilation, air conditioning (HVAC) and lights, as well as preventing unnecessary use of HVAC or lighting when clinics are not in use.
- One central security platform to manage multiple site's security eliminating duplication of admin.
- Gallagher Command Centre administration platform is easy to use, particularly important in a high staff turnover environment.

## Human resource management - flexible system management for an everchanging environment

- Validate staff working hours by knowing who is on site, and when, with intelligent access control.
- Manage contractor and visitor time on site by monitoring the use of their access card, including their last door access. Visitor management integrations provide effective control of visiting hours and protocols.
- Track and audit entry and exit into restricted areas such as medicine rooms to ensure access is granted only to those with appropriate qualifications or those who are rostered.
- Improved offboarding and onboarding in an environment where turnover is high with Command Centres integration with HR systems.
- Ensure contractors are capable, compliant and qualified to be on site before their access is granted using competency based access management.

## Future-proof for growth

- Scalable and highly flexible, allowing for future growth in patient/staff numbers or site expansion/upgrades.
- Able to extend to a distributed healthcare provider featuring multiple sites and buildings, all with different requirements.
- Easy migration of security systems in old buildings being upgraded:
  - Eliminate logistical issues recalling and re-issuing access cards for a new system and maintain security during access card migration. Gallagher T11 and T15 multi-tech readers support most older/legacy card technology, allowing existing staff to use their current cards while new cohorts are upgraded.
  - Gallagher's ability to integrate with HR management systems makes it easier to manage two systems during the migration process.
  - Reduce costs with the flexibility to use existing cabling infrastructure.
  - Once migration is complete, switch your readers to a more secure mode with a click of a button - no need to go to the individual readers.

## Compelling events

- The need for one central system to manage disparate sites geographically.
- The growing need to address the ever-evolving threat of cyber-attack on security systems, including both software and hardware vulnerabilities.
- Set up ID admin processes for regularly changing staff and contractors that take a long time, cause frustration and take up lots of staff resource with administration.
- The need to be able to quickly and easily contact trace those that may have been in contact with someone with an infectious virus.
- New buildings or facilities on and off site requires additional security and easy management of growth.
- Underutilization of surgical theatre's or consult rooms, or ongoing double-booking that takes time to manage, making resource use frustrating and inefficient for staff and patients.

- Patients, staff, visitors and public in danger from an active threat on site, including terrorist activity or other threat actors intending to harm people.
- Problems with limiting access to medicine rooms , with no records of who is on site and difficulty enforcing visitor hours leading to increased theft, assault and vandalism.
- Patients or public accessing areas where they could get hurt or cause damage to important assets, for example research pharmacies, laboratories, and biohazardous areas.
- Multiple levels of security required on the same site, or across multiple sites, from perimeter to access control, parking integrations to high security areas.
- Improvements to business efficiencies/business benefits
- Power consumption reduction, being a site that is running 24/7, automatically turning off lighting and air conditioning when day clinics/surgical theatres are not in use generates cost savings.
- In a cost-conscious environment, needing to find ways to reduce unnecessary operational costs.
- One platform to manage total security reduces costs associated with managing multiple disparate systems. Eliminate duplication of administration tasks and improve staff availability.

## Improvements to business efficiencies/business benefits

- Power consumption reduction, being a site that is running 24/7, automatically turning off lighting and air conditioning when day clinics/surgical theatres are not in use generates cost savings.
- One platform to manage total security reduces costs associated with managing multiple disparate systems. Eliminate duplication of administration tasks and improve staff availability.
- Situational awareness creates faster, more accurate identification and response times during critical events on site, improving safety for everyone on site, protecting assets, and enhancing your reputation as a medical facility.
- Integrations with scheduling, SMS and HR systems create a single source of truth for better people, building and resource management, saving time and reducing costs.
- Improved access control and physical security barriers on site means fewer guard patrols are needed.
- Issues with critical systems such as freezer storage and cooling systems can be identified and remedied quickly, preventing damage and reducing repair and replacement costs.
- Resources, clinics and surgical theatres can be locked and unlocked based on schedules, protecting physical assets and intellectual property, and reducing admin burden.
- Scalability of security and building management solutions makes expansion easy and reduces costs associated with growth.

## Open probing questions

- Opportunity-generating questions
- Can you validate staff working hours?
- Which personnel credentials need to be publicly visible?
- How is time on site managed for visitors and contractors?
- Do you need your access control system to integrate with other technologies?
- Do you want to utilize existing cabling infrastructure to install your new system?
- Can you effectively enforce corporate rules and policies?
- Can the site be efficiently evacuated or secured in case of an emergency?
- Can security personnel gain access during evacuations and lock downs?
- How can patient access around the site be safely managed and monitored?
- How do you securely control and monitor public and personnel access?
- How are bio labs and pharmacies protected?
- How is the parking infrastructure controlled and monitored?
- How do you manage power usage?

**GALLAGHER WORLD HEADQUARTERS**

Kahikatea Drive, Hamilton 3206  
Private Bag 3026, Hamilton 3240  
New Zealand

**TEL:** +64 7 838 9800  
**EMAIL:** security@gallagher.com



**REGIONAL OFFICES**

New Zealand.....	+64 7 838 9800
Americas.....	+1 877 560 6308
Asia .....	+852 3468 5175
Australia .....	+61 3 9308 7722
India .....	+91 98 458 92920
Middle East.....	+971 4 5665834
South Africa .....	+27 11 974 4740
United Kingdom / Europe.....	+44 2476 64 1234

**DISCLAIMER:** This document gives certain information about products and/or services provided by Gallagher Group Limited or its related companies (referred to as "Gallagher Group"). The information is indicative only and is subject to change without notice meaning it may be out of date at any given time. Although every commercially reasonable effort has been taken to ensure the quality and accuracy of the information, Gallagher Group makes no representation as to its accuracy or completeness and it should not be relied on as such. To the extent permitted by law, all express or implied, or other representations or warranties in relation to the information are expressly excluded. Neither Gallagher Group nor any of its directors, employees or other representatives shall be responsible for any loss that you may incur, either directly or indirectly, arising from any use or decisions based on the information provided. Except where stated otherwise, the information is subject to copyright owned by Gallagher Group and you may not sell it without permission. Gallagher Group is the owner of all trademarks reproduced in this information. All trademarks which are not the property of Gallagher Group, are acknowledged. Copyright © Gallagher Group Ltd 2015. All rights reserved.