

Ebook

Healthcare security: insight-driven, future ready

Avigilon for healthcare

MOTOROLA SOLUTIONS

The healthcare challenge

Today's healthcare providers are under immense pressure, navigating a complex environment that demands a delicate balance between delivering high-quality patient care, managing escalating costs and ensuring the safety and security of both patients and staff while ensuring compliance.

Healthcare providers face a mix of pressing challenges, but also security priorities, including:

- Workplace violence and patient safety: **1 in every 10 patients** globally is harmed in health care.[1] **80%** of these incidents are avoidable with the right solution and include things such as falls, patient elopement and patient misidentification.[2] In addition, **72%** of healthcare workers are concerned about rising levels of patient violence in the workplace.[3]
- Theft and diversion of controlled substances and equipment: **10%** of healthcare workers abuse drugs[4] and **148 million** controlled-substance doses were lost in 2019.[5]
- Compliance support: Regulatory requirements from HIPAA, Joint Commission and the DEA demand strict oversight of security, privacy and safety practices. HIPAA non-compliance alone cost the U.S. healthcare industry **$150 million** in fines, not including reputational and legal damage.[6]
- Operational efficiency: Use of tools such as heat map analysis can decrease understaffing by **137%**[7] and optimizing patient flow can reduce wait times by up to **30%**, increasing both healthcare efficiency and patient care.[8]

Addressing these needs requires more than just reactive measures. Healthcare providers need proactive, security-driven solutions to help detect potential safety risks and incidents before they escalate, safeguard assets, meet regulatory requirements and deliver measurable ROI. They also need actionable insights to optimize operational workflows for improved efficiency and patient outcomes, along with tools that support a safe work environment and well-being of their staff.

[1] World Health Organization, Patient safety fact sheet
[2] World Health Organization, Patient safety fact sheet
[3] 2023, Motorola Solutions, Healthcare worker safety survey report
[4] U.S. Substance Abuse and Mental Health Services Administration and American Nurses Association, 2023
[5] Loss or theft of controlled substances declared to Health Canada from 2014 to 2018, 2021
[6] U.S. Department of Health and Human Services - Enforcement highlights, 2024
[7] 2021, National Library of Medicine, Utilization of heat-mapping tools to match a resident staffing template to emergency department arrival patterns
[8] 2024, Grady Andersen and MoldStud Research



Avigilon security solutions for diverse healthcare environments

The healthcare sector has diverse security needs, which dictate its solution choice. Large-scale operations like hospitals often choose on-premise solutions for greater control over data and network infrastructure, ensuring maximum security and compliance. In contrast, smaller or multi-location organizations like clinics and dental offices benefit from flexible, cloud-based security systems, which provide easy deployment, lower hardware costs and centralized management, making them ideal for a distributed environment.

Healthcare facilities face increasing pressure to protect patients, staff and critical assets while maintaining operational efficiency. Avigilon provides solutions that meet these challenges with both on-premise deployment with Avigilon Unity and cloud-based deployment with Avigilon Alta. Both solutions provide a powerful platform that seamlessly integrates with existing infrastructure. This leverages current infrastructure while adding new, advanced capabilities – avoiding costly replacements.

Organizations that choose Avigilon benefit from:

- Real-time situational awareness: Alarms enable security teams to monitor critical areas and respond instantly, integrating with Motorola's ecosystem of cameras, concealed weapon detection and radios for a coordinated response.
- Protection of existing investments: Works with current infrastructure, including third-party cameras, while adding new capabilities without costly replacements.
- Safety and security: Helps safeguard patients and staff by detecting falls, patient elopements and identifying unauthorized access to medical storage rooms.
- Operational efficiency: Supports occupancy counts and temperature sensors to optimize patient flow in waiting areas or automate the monitoring of vaccine refrigerators.
- An open architecture with APIs and a developer community: Enables seamless integration with third-party applications and other facility systems.



Protection across healthcare facilities



Controls who enters to protect patient and staff safety

Helps secure entry points and prevent unauthorized access to restricted areas with AI-enabled cameras and access readers, while identifying and flagging specific individuals on Face Watchlists.



Protects privacy while detecting threats

Monitors air pressure in patient and operating rooms, controls room occupancy with visitor management integration, enables nighttime vital checks with ambient light and supports staff duress and patient falls through key word alerts – all delivered by the Halo Smart Sensor.



Strengthens perimeter and protects property

Secures facilities from garages to delivery bays with intelligent video, access control and professional monitoring. Enforces protective orders for patients and staff by identifying watchlisted vehicles using License Plate Recognition (LPR).



Enhances visibility and patient safety

Detects unusual activity in hallways, including falls, as well as aggressive behavior in waiting rooms and common areas. Supports staff in responding to incidents such as patient elopement, quickly locating at-risk patients and managing waiting room capacity with occupancy counts.

Avigilon Unity: robust, on-premise security for hospitals

Hospitals, with their complex infrastructure, vast amounts of security cameras and operators, often find on-premise security solutions to be the most suitable choice. These systems provide maximum control over data storage, network infrastructure and system customization, and can help support HIPAA compliance

Choosing Aviglon Unity for security, safety and operational goals will help hospitals unlock the following benefits:

Reduced bandwidth dependency and latency

Video streaming and data access occur within the hospital's local network, minimizing reliance on internet speed and preventing delays in critical monitoring.

Security inside and out for regulated sectors

Built for cyber resilience and compliance, meeting NDAA and TAA standards, FIPS cryptography and Safety Act protections. With built-in TPM, Secure Boot and role-based access controls.

Data control and compliance

Enterprise-grade, on-premise platform, ensuring hospitals maintain complete control over physical security equipment, servers and data on-site.

Campus-wide coordination

Integrates video and access control to monitor operating rooms, ICUs, pharmacies and other restricted zones, enabling quick correlation between access events and monitoring footage.



Avigilon Alta: cloud security for clinics, dentistry, labs and hospitals.

Clinics, dentistry practices and laboratories seeking a smarter, more efficient way to protect facilities are increasingly turning to cloud security. Cloud-based systems minimize IT overhead, reduce server infrastructure costs and provide access to powerful features that continuously evolve without the complexity of managing on-premise hardware.

Choosing Avigilon Alta for security, safety and operational goals will help clinics, dentistry practices, labs or hospitals unlock the following benefits:

Centralized management and scalability

Centralized, cloud-based platform to manage all locations from a single interface, expanding coverage as the organization grows without the need for expensive on-premise infrastructure.

Comprehensive safety suite for healthcare workflows

Combines video security, access control, mailroom, visitor management, 24/7 site protection and emergency data sharing* into a single platform.

Enhanced cybersecurity and future-proofing

Built-in encryption, automatic updates, advanced threat protection and continuously adapts to new threats without manual intervention.

Mobile-ready oversight for distributed facilities

Security staff and administrators can monitor multiple clinics, labs or outpatient centers from a phone or tablet, ideal for organizations with regional or multi-site operations.

*Available in the US only.



Avigilon implemented at existing healthcare facilities

SSMHealth

Streamlined security and operational efficiencies

Non-profit health care system with 29 locations and 39,000 employees across Missouri, Illinois, Oklahoma and Wisconsin.

Advanced video analytics help security teams locate people of interest or missing individuals across the SSM health campus.

Efficient use of resources through use of analytics, access control and radio integrations to focus efforts where it's needed most.

Deters threat and enhances overall situational awareness across all campus facilities with specialized cameras.

> We went from having outdated VMS, ineffective access control and insufficient alarm capability to the exact opposite. It's a huge game-changer for us.
>
> – **Todd Miller, System Vice President, Security, SSM Health**



LABFELLOWS®

Simplified and strengthened security

Team of lab operators housing over 300 biotech startups and providing intelligent automation with over $300 million lab spend.

Improved safety with occupancy tracking in the lab.

Better management with mobile to allow operators to instantly issue credentials.

Easy access for members and visitors, researchers have 100% keyless entry.

VA | U.S. Department of Veterans Affairs

Flexible, compliant security system

Largest integrated health care system in the United States, providing care at 1,380 facilities, providing service to over 9.1 million Veterans.

Situational awareness by detecting anything unusual at any time and alerting staff.

Audio analytics identify specific sounds, like yelling or gunfire, and their direction to alert staff to potential threats.

Efficiently manage and allocate resources where needed by identifying patterns in patient flow.

> Avigilon allows us to think about our world with no walls. I can't imagine running the lab of the future without remote access and all the Alta capabilities.
>
> – **Julio de Unamuno IV, Founder & CEO at LabFellows**

For more case studies: https://www.avigilon.com/case-studies



Future-proof security with Avigilon

With Avigilon, physical security needs are covered, whether an on-premise or a cloud-based solution. Avigilon ensures security is always up to date, adaptable and designed to meet the evolving needs of healthcare facilities – because protecting what matters most should never come with compromises.

Request a demo today to enhance healthcare security:
https://www.avigilon.com/demo

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