

LENSEC Provides Visual Security in a 24/7 Environment so a Baltimore-area Hospital Can Focus on Providing Award-winning Care

CASE STUDY Medical

ORGANIZATION:
St. Joseph Medical Center

APPLICATION:
LENSEC's IP Video Surveillance



SCOPE OF WORK

St. Joseph Medical Center is a 300-bed nonprofit, regional medical center in Towson, Md., and a member of Catholic Health Initiatives. Founded in 1864 by the Sisters of St. Francis, St. Joseph is the only National Cancer Institute Community Cancer Program in Maryland and has been recognized by U.S. News & World Report as one of America's best orthopaedic facilities. Towson is the county seat of Baltimore County and is located just north of the City of Baltimore.

St. Joseph Medical Center recognizes the importance of a safe, secure environment for its patients and visitors, as well as its staff. As a health care facility that operates 24 hours a day, 7 days a week, the security team is always on-call. St. Joseph has partnered with LENSEC to answer the distinct visual security needs of the hospital environment.

THE CHALLENGES

In addition to physical protection of patients, staff and visitors, hospitals

present a unique security environment, with priority placed on protecting and restricting access to patients' private medical information. An outdated analog camera security system at St. Joseph made it difficult to expand camera coverage to match the hospital's growth or locate video for the precise time of an incident.

Needed: A scalable, adaptable solution. Robert Wojtek, Manager for Security and Preparedness at St. Joseph Medical Center, engaged LENSEC for an expansion that more than tripled the number of security cameras at the facility. "We take our security very seriously," Wojtek says. "We are very grateful for LENSEC's contribution to our safety goals."

Solution: Wojtek initially partnered with LENSEC for visual security in a garage, but says "we liked the system so much that when we did a renovation, we decided to go with the LENSEC system overall."

“Hospitals are considered secondary terrorist targets. When people are hurt, they are taken to hospitals. We take our security very serious.” -Robert Wojtek, Manager for Security and Preparedness at St. Joseph Medical Center

The hospital went from 50 cameras to 180 cameras today. Wojtek says a number of the old cameras were either unable to move or offered poor image quality.

“Expandability is something we didn't have with the old system,” Wojtek says. “With LENSEC, we run one wire from an IT closet and have new cameras up within a matter of hours instead of days. Just point and click and the cameras are up and running.”

Needed: An intuitive interface that allows security personnel to monitor more areas during critical events and review video simply.

Wojtek says the former analog system was laborious. If the security team needed to review an earlier incident, they had to physically rewind and search the videotape.

Solution: The LENSEC digital archive makes it easy to pinpoint security events and share the data with management and security officials. With the LENSEC archive, we can pull up images by hour, minute, second and frame, which speeds up the process to find a certain incident in our archives,” says Wojtek. “When you're in a rush and need to identify someone who has intruded, time is of the essence, especially when we have law enforcement partners come into the building.”

KEY DISCRIMINATOR: Service With point and click capability and simple user interface, Wojtek says the LENSEC system required minimal training and no learning curve. He reserved his highest level of praise, however, for LENSEC's commitment to follow-up support and customer service.

“I can't speak enough for the people at

LENSEC on the initial sale, but also the support we've gotten from them,” Wojtek says. “ Sometimes our technician notices things before we do and calls to say he'll be out to take care of it.”

As a symbol of its commitment and relationship with St. Joseph, LENSEC recently donated a video surveillance system for the new Hackerman-Patz House, a two-story guesthouse for patients and families who travel from outside the St. Joseph primary service area.

“We value our relationship with St. Joseph Medical Center, and we are privileged to assist them in a worthy effort to provide comfort and security to families and patients going through a difficult time in their lives,” said David Crawford, CEO of LENSEC. “Hospitals are a unique security environment with constant traffic, so it is important to have the ability to monitor from every angle.”



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