



One Card System Secures Newton Memorial Hospital

Newton Memorial Hospital opened its doors in 1932 with 40 acute care beds and 10 bassinets to provide healthcare to Sussex County, New Jersey. After acquiring 10 acres of land adjacent to the original parcel in 1961, NMH constructed a new wing to house a new radiology department, clinical and pathology laboratories, an emergency room, intensive and coronary care unit and a 20-bed general medical surgical unit. This expansion increased the hospital's bed count to 148.

Six more expansion projects over the next 35 years has made NMH a state-of-the-art medical center providing inpatient and outpatient health care services to residents of Sussex and the surrounding counties. Over 150 physicians and 900+ employees, and the many volunteers, support staff and others commit their time to meeting the needs of these regions. NMH strives to provide high-quality, patient focused health care services at a low cost, ensuring that the residents of its service area have convenient access to needed health services.

Being located in Newton in one of the fastest growing counties in New Jersey, NMH's stand-alone access control system failed to handle the demands of the hospital. NMH was always a security conscience hospital, but after 9/11 things changed. After 9/11 the budget was made available for NMH to install a complete security management system with digital video. It was time to have better security, better control throughout the hospital, and a security system that would grow with them.

Advanced Video Surveillance recommended NMH install AMAG Technology's Symmetry Professional Security Management System complete with Symmetry Video. Symmetry's technology satisfied the need for future growth and promise for backward compatibility.

The ability to watch activity throughout the hospital and control access were the two main goals of NMH. Installing Symmetry Video Management along with Pelco's P/T/Z cameras provided eyes throughout the hospital. Symmetry Edge Network Video Server (ENVS[®]) utilized NMH's network and allowed NMH to store video locally and schedule forwarding to a storage server at an optimum time.

"NMH loves that the Symmetry ENVS doesn't tie up their network," said Advanced Video Surveillance's Mike Riotto. "They download in the middle of the night to avoid busier times on the network."

"The Symmetry ENVS is more practical and less intrusive," said Riotto. "That's important because the hospital never closes so workers spend less time in public areas."

The hospital's security staff works from two locations: the security office and the recently remodeled emergency department. Symmetry monitors are located in the emergency department. A monitor is also located at the emergency desk where the secretary sits. The secretary watches the doors where there is a camera and intercom installed.

"Security has always assisted in the emergency department," said Director of Environmental Services, Safety and Transport, Joe Zweig. "We've had on many occasions uncooperative people come into the emergency department and so we always keep a security officer posted in that area."

NMH requires all staff to wear a badge identifying they are an employee of the hospital. The Symmetry Security Management System allows Zweig to assign each person an access level that allows each employee into their designated area. The badge allows NMH to control all exterior and interior doors to the hospital.



"The Symmetry Video system has proven to give us information that we needed and that is a bonus," said Zweig.



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The badging solution works in accordance with the hospital's emergency plan. In the event of a terrorist situation or large domestic occurrence, one card can lock all doors at once using a conditional card to help secure the hospital.

"We use scheduled locking and unlocking for our external doors," said Zweig. "And our emergency department is locked at all times – even the ambulance entrance. The paramedics call ahead to let the emergency department know they are on the way so the unit security can unlock the door. If something were to happen, we don't want to have an uncontrolled rush into the emergency department."

Securing Sensitive Areas

Many internal doors are secured with proximity readers, providing more control over who enters sensitive areas.

NMH takes advantage of the special reports feature Symmetry Security Management System (Symmetry SMS) provides. A camera and card and pin reader monitor who has accessed the hospital pharmacy and the pharmacy director reviews a daily report. The report has assisted with inventory management issues. NMH also uses the tracking tool to run reports and monitor its medicine and medical records rooms.

The psychiatric ward upgraded from a punch code reader to a proximity reader to eliminate random entering. Employees now must present their card to enter and exit the ward. It eliminated yelling out codes and overseeing of codes being entered. Doors can be locked down with a conditional card during emergencies.

A patient cannot lift the ceiling without causing an alarm. The ceiling is secured using a DMP alarm panel fully integrated to the Symmetry system. This eliminates the ceiling as a route for escape or hiding of contraband.

Tug the Robot

NMH's beloved robot, Tug, travels throughout the hospital delivering paperwork to the different departments.

In order for it to pass through secured doors, its antenna sends a signal to unlock a door. That radio signal is tied into the Symmetry SMS and opens the door just like a badge. Tug passes freely through the hospital and security can track his whereabouts in an instant.

One card does it all

Utilizing one card for several technological functions was a major requirement of the security upgrade.

- Time and attendance uses a magstripe.
- Pharmacy machines use a barcode.
- Security uses proximity technology for access.

"We expanded and use the system to the fullest so we don't have multiple cards; it's all integrated," said Zweig.

"We are very pleased with the Symmetry SMS; it's user friendly and our security staff and myself can maneuver through the system pretty well," said Zweig. "The camera system has proven to give us information that we needed and that is a bonus."

Preventing Possible Terrorist Attack – Priceless

The Symmetry SMS proved priceless when several suspicious men claiming to be doctors entered the emergency department after normal business hours. The men requested information, a hospital tour and asked a lot of questions about the hospital. They claimed to be interested in working at the hospital. NMH security staff told them to come back that following Monday during normal business hours to schedule a tour and appointment. The so-called doctors never returned.

When the men never returned, this raised a red flag. Symmetry Video had recorded the entire event. When police requested a DVD copy of the men entering the hospital, security called up the event on the Symmetry Video system, burned the DVD and provided it to the FBI.

Why Advanced Video Surveillance?

Advanced Video Surveillance is a high-end security systems design and integration company that services high profile clients throughout the New York and New Jersey area. Their extensive experience with AMAG's Symmetry Security Management System, Symmetry Video system and with an understanding of the intricacies involved in installing a comprehensive security management solution in a hospital environment made them the perfect choice for NMH. Working with the different departments was challenging because the hospital is always open and patients are always there. Advanced Video Surveillance was able to meet the security needs of the hospital and install the system quickly.

Future

As NMH continues to grow and the budget expands, Zweig is hoping to add more cameras throughout the hospital, and more readers to internal doors.

Specifications

Six 2100 multiNODE Control Panels
40+ doors with proximity readers
Three client stations
5 Pelco PTZ
47 Pelco fixed cameras
Symmetry Professional Security Management
Symmetry Video Management and Symmetry ENVIS



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