Hospital Utrecht

KEYPROCESSOR
SECURITY SOLUTIONS

TKH GROUP

TKH SECURITY SOLUTIONS

Innovators in Security

Diakonessenhuis Hospital Utrecht

Diakonessenhuis Utrecht occupies a proud first place in the hospital top 100 for 2008. But that relates exclusively to the quality of the healthcare. The security isn't quite there, but the Diakonessenhuis is making good effort in that direction by making investments. The rollout of a complete new Security Management System represents another big step ahead. The Diakonessenhuis is a progressive hospital with three locations in the Netherlands: Utrecht, Zeist and Doorn. It has 627 beds, admits over 24,000 patients a year and provides the same number of outpatient treatments. The outpatient clinics are visited by almost 370,000 patients a year. The Diakonessen-huis employs 2640 people, 150 of whom are specialists.

Situation

Although the Diakonessenhuis has already been highly rated for many years where healthcare is concerned, it was lagging behind in the security area. The technical security system, such as camera surveillance, access control and paid parking system were outdated. There was therefore much to be done in the security area: the emergency response organisation had to be set up and embedded in the organisation. That involved making provision for the entire access control policy, the comprising reception, the parking management and the multi-functional use of the new applications.

Security Management System

The Diakonessenhuis was already using the Keyprocessor parking system. Keyprocessor played an important role as the advisor & supplier in the purchase of the complete iProtect™ Security Management System. Keyprocessor therefore acted as a sounding board for drawing up a schedule of requirements aimed at combining the parking and access control and the alarm settlement into a single system. The client also wanted to link the iProtect™ system to other systems; a require-ment that is currently very much in demand in the healthcare sector. This ultimately resulted in a schedule of requirements indicating what was and was not technically achievable. This process was finally completed at the beginning of 2008, and the iProtect™ integrated Security Management System was chosen. Keyprocessor rolled out the access control system and upgraded the current parking system.

Implementation of access passes

The Diakonessenhuis is working hard on the implementation of the new access passes. The plan is to switch definitively to this system in the spring of 2009. Keyprocessor agrees that the approach being taken by the Diakonessenhuis for this purpose is the right one. The organisational aspect of this is particularly important, especially with regard to managing the passes and arranging its authorisation. Keyprocessor always includes this aspect in its advice to clients, as this is a complex process. With its many years of experience in the healthcare sector, Keyprocessor has seen things go wrong at hospitals. Good planning and taking enough sufficient time to implement the access parties is vital to avoiding these problems.

Future orientated

According to the Diakonessenhuis, the absolute strength of the iProtect™ Security Management System is found in the fact that you can hold it in one hand, which means that one person can manage the system from a single location. Another big advantage for the Diakonessenhuis is that it is easy to have the system generate management reports, which makes it possible to quickly anticipate certain situations.

It is also important that the Diakonessenhuis is able to use iProtect™ to monitor the various areas of the organisation and lock them up. An outpatient clinic that closes at 6 pm must actually be locked after that time so that security knows that all is well during the night time. iProtect™ makes that possible, so that security people can be deployed much more efficiently.

But the Diakonessenhuis takes this a step further: it also wants an integral approach to security, since that offers added value for the organisation. Take the new pass, for example: it includes a number of functionalities that are important to the Diakonessenhuis not only now, such as a parking and access, but also for its future plans. They include the use of the pass for issuing and collecting hospital clothing, for paying at the restaurant, and for logistics access, which is a hot item in the healthcare sector.

Newer options

The iProtect™ Security Management System also presents future options for the integration of intelligent video, intruder detection and for interfacing with other systems, such as a personnel information system that makes it possible to work on the basis of a central staff database so that the pass of an employee can be blocked as soon as he or she leaves the organisation. In practice, this could result in a single file being available for a single incident in combination with a security report. This would consist of a report of a security officer, an employee's report and camera images of the specific incident.

Technical specifications

The basis for the locations in Utrecht and Zeist is formed by the IP-based iProtect™ Security Management System. The access control system uses 120 card readers. There are 8 entry and exit terminals and 5 cash registers for parking at the two locations. There is also an integrated intercom within the parking system. The plans for Video-over-IP are now ready: the next step will be to replace the outdated cameras.