



## Ensuring the Well-being of Today's Healthcare Facilities

For many healthcare facilities, the need to balance security with a welcoming and healing environment requires a unique and comprehensive approach that involves not only security leaders but also members of the IT department and C-suite. Central to this idea is implementing a multilayered plan that incorporates innovative security solutions, staff and physician security protocol training, and the ability to obtain full situational awareness of the facility.

It is also paramount that the systems that help keep a healthcare facility safe and functional integrate as part of a comprehensive operational picture. The use of security solutions, such as access control, video and intrusion, gives healthcare security leaders peace of mind as they

collect and interpret a large quantity of data that provides more insight into the inner workings of the facility and keeps people within the walls safe from outside threats.





This white paper discusses the common risks and challenges that healthcare and hospital facilities face, as well as key necessities for addressing these concerns through a versatile approach to security.

## 5 EMERGING RISK MANAGEMENT AND SECURITY CHALLENGES IN HEALTHCARE

Directors of security at hospitals around the world face the overwhelming challenge of balancing the needs of a variety of people within their facilities, from the safety of patients (and their personal information), to the well being of staff and physicians, to the constant influx of visitors. The sheer amount of people entering and exiting healthcare facilities makes securing them that much more difficult, but a perceived lack of security can be detrimental and set the tone for a person's visit. Additionally, other challenges exist:



### 1 Maintaining Open, Welcoming Environments

At the core of any hospital is the goal of creating an open, welcoming environment that also encourages healing for patients. This can create a significant challenge for security leaders as they must take into account hundreds of ingress/egress points, varying levels of access depending on different classifications and the protection of vital data and patient identities.



### 2 Complex Networking Requirements

The increasingly complex nature of cybersecurity in a large-scale facility makes securing the network a considerable task. Adding hundreds — if not thousands — of Internet of Things (IoT)-connected devices to a network can make the entire organization vulnerable to attack. Security leaders must be cognizant of IT-related best practices when incorporating new devices and work alongside the IT department to adhere to these rules.

### 3 Protecting Patients and Privacy Concerns

Stringent regulations and privacy laws, such as HIPAA, are a large factor in the deployment of and investment in security solutions in the healthcare industry. Integrators have to help their customers balance the need for privacy with the need to provide comprehensive protection. Network security threats are also disproportionately

affecting healthcare organizations and exposing patient data, so a focus on boosting cybersecurity is paramount. Additionally, robust security solutions that combine access control and video surveillance are critical, as they are valuable in streamlining the investigation process.

#### **4 Adherence to Regulations and Standards**

Following privacy laws is paramount to compliance, and physical security systems must take into account these regulations to protect patient identity and confidentiality at every turn. Rules-based access control that allows varied levels of access to patient files and information goes a long way in achieving this. Additionally, having a system in place that allows security officials to communicate these rules quickly and efficiently through an easy-to-use interface is the key to adhering to the guidelines that govern healthcare facilities.



#### **5 Database Maintenance**

Enterprise facilities with multiple sites and sometimes thousands of employees entering and exiting the building at any given time can be cumbersome to manage, especially when dealing with data input and output that grants and restricts access. Human resources and security leaders must work together to ensure the right person is granted the proper access level for their position, or else the healthcare facility might open itself up to unnecessary liability.



### **THE NECESSITIES FOR HEALTHCARE SECURITY**

To manage risk and address some of the challenges that healthcare facilities face, there are a number of systems and solutions that can be implemented, especially using access control as a basis from which to address security across a facility. Access control encompasses not only main entrance doors, but also internal entrances and exits based on location and access level. Many sectors of a hospital have complex needs for role-based access control. For example, ease of access within controlled entrances is vital to medical crash teams, as is the need for a zonal access control lockdown in the event of a contagious disease outbreak. Sensitive areas such as blood banks and drug stores also require a restricted level of access based on hierarchy.

More importantly, hospitals need a system that will enable them to carry out these restrictions while dealing with large volumes of traffic generated by staff, patients, and visitors. In modern-day situations like this, a traditional key-based system will struggle to keep up with the demand of such a busy environment. Implementing a security management system (SMS) can integrate a facility's access control technologies, digital video and alarm monitoring systems into a single, streamlined solution. One advantage to this type of solution is system scalability and flexibility, and its ability to serve multiple sites, which is common for healthcare facilities that have multiple facilities in various geographic locations that require central monitoring of security systems.



## 1 Data Management

Going one step further, hospitals have hundreds – if not thousands – of employees that require varied levels of access based on their roles within the facility. Custom-configurable data management systems that integrate with third-party systems – such as human resources, personnel management and event management systems – can help streamline and automate business workflows between systems. Not only does this assist security administrators in ensuring the right people have the right access, it also reduces the workload of system administrators by eliminating costly data entry errors that can potentially result in threats to the safety and security of patients, visitors and staff.

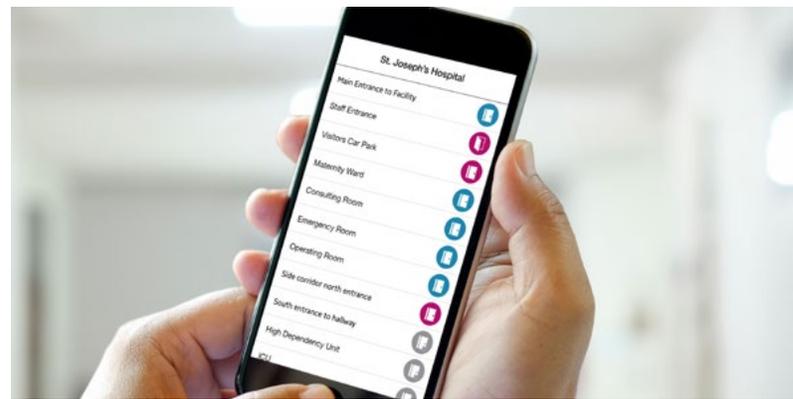
The result is the ability to streamline data input with the push of a button. For example, when an employee is terminated, access is automatically revoked when an HR manager changes the person's employment from



“active” to “inactive.” This means the integration of data requires only a single update to control access across the campus. The need for integration will continue to drive innovation in access control, not only for security systems, but for human resources, directory software tools and event management programs. Busy facilities and their administrators require the ability to grant permissions in a way that not only saves time and energy on manual input, but also makes changing permissions easy and efficient.

## 2 Lockdown Functionality

Lockdown capabilities are paramount within today's healthcare market, driving access control manufacturers to provide solutions that make it easy for security directors to control access quickly and efficiently in the event of an emergency. End users are also looking for mobility, and having a mobile application to help grant access, freeze access or change permissions easily is important in this vertical market, along with the ability for security teams and professionals to move freely throughout the facility.



One area where this is critical within the healthcare market is in nursing homes. These entities must provide loved ones with the knowledge and peace-of-mind to know their family members are safe while weighing freedom with security. In some instances, patients with dementia or Alzheimer's require additional, around-the-clock care that can be extended to the entrances and exits of a facility. In turn, nursing homes must invest in the ability to lockdown a facility to keep patients from exiting without staff being made aware, while also balancing

the welcoming environment that many of these facilities want to keep in place. As such, access control systems can provide the ability for caregivers within a nursing home facility to allow visitors in and out with the touch of a button, while keeping the doors tightly controlled from patients looking to exit the facility.

### 3 Access Control and Video Integration

Among healthcare and hospital facilities, it is critical for security administrators to remain aware of any alarms that come through the security operations center monitoring system. The integration between access control and video surveillance plays a critical role in the ability of these officials to make quick, effective decisions regarding an emergency situation.



### 4 Video Masking and Patient Privacy

At the core of any healthcare facility is the goal of protecting patient privacy. In the United States, the Health Insurance Portability and Accountability (HIPAA) Security Rule sets national standards for protecting the confidentiality, integrity and availability of electronic protected health information that covered entity of business associate creates, receives, maintains or transmits. Internationally, other regulations exist, including the European Union's General Data Protection Regulation (GDPR) and Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) that regulate patient records and other sensitive information.

In many facilities, biometrics are being used — by way of iris or fingerprint scanners — to protect important information from would-be hackers. This way, only authorized users have access to the information. Additionally, IT departments within these facilities are working closely with security leaders to ensure networks are as secure as possible to protect from ransomware attacks, which have plagued the healthcare industry in the last few years. Video masking, which refers to hiding or anonymizing a portion of a video feed (blurring) allows healthcare facilities to record videos in highly sensitive areas while also protecting the identity of an individual. This lets security officials gather critical video data while also remaining cognizant of a patient's right to privacy.



Integrating video data and access control increases situational awareness among a facility's security teams, allowing them to evaluate potential threats before they become serious events. Access control systems can generate alarms such as invalid badges, a door being forced open and doors being held, but coupling those alerts with video allows the operator to make decisions based on what is actually happening without having to dispatch a roving guard to the area of concern. Not only is the action able to be quick and decisive, these guards now can be used for additional coverage in busy lobbies or for bolstering perimeter protection.



## 5 Restricted Access and Protection of Pharmaceuticals

Sensitive materials, such as narcotics or sterile environments, require added protection and protocols, along with strict access restrictions based on varying roles for staff and physicians. Medical files and controlled substances must be protected with electronic access-controlled cabinet locks to provide hospitals and administrators with the required audit trail in the case of a breach.

## 6 Multi-layer Approach to Access Control

Security managers can work to secure the entire facility by seamlessly integrating systems together through a centralized platform, like SMS. Taking various pieces, such as access control, intrusion, video and video management, fire alarms, infant protection systems, and emergency towers, and bringing them together to formulate a single operational picture for security operators is necessary for protecting a hospital or healthcare facility. The ability to bring all of these together should be one of the main goals of an integrator when working with one of these facilities.



## 7 Mobility

End users in healthcare are looking for mobility. Having a mobile application to help grant access, freeze access or change permissions instantaneously is important to security administrators in the healthcare market. Additionally, with large hospital campuses, security teams and professionals need to be able to stay on the move throughout a facility. Mobile applications allow these security officials to control systems remotely without client software in place, which can give healthcare facilities and hospitals the flexibility to provide access as needs change.



## PROTECTING THE HEALTH OF A FACILITY INTO THE FUTURE

Future developments in the access control-smart building arena will continue to focus on saving resources and maximizing investment. Next-generation intelligent systems will be able to centrally control all areas of a building, including heating, ventilation, air conditioning, power, lighting, security, access services and occupancy sensors. Another development will be open-sourced technology that allows easy integration between systems. Usage of event management access control, which allows building managers to schedule doors to automatically lock and unlock, will also progress. Healthcare facilities must provide safety and security for

visitors, patients, staff and assets. The ability to lock down portions of a hospital or an entire facility is crucial to its ongoing operations. Additionally, having a system in place that allows security officials to communicate these rules quickly and efficiently through an easy-to-use interface is the key to adhering to the rules and regulations that govern healthcare facilities. Access control is critical to the success of these security leaders, and being able to integrate with data management platforms can make this task easier than it ever was before.



### Practical Solutions for Healthcare Security

Vanderbilt solutions are robust enough to secure large-scale, multi-site healthcare facilities, and are customizable to fit the needs of this unique market.

## SMS

The Vanderbilt Security Management System (SMS) delivers a powerful, single source solution for integrating a facility's access-control technologies, digital video, and alarm monitoring systems. Systems are scalable so that users can meet your security requirements today, and expand to meet the growing business needs of tomorrow – all while satisfying budget constraints.



SMS is perfect for large, multi-site or global organizations. It supports an unlimited number of cardholders and readers and provides unparalleled flexibility. The SMS access control software allows users to manage alarms, photo ID badging, visitor management, elevator control, offline and online locks, advanced reporting and more – all from a single software platform.

Vanderbilt also provides a full line of expandable access control hardware including reader controllers, reader interfaces, wireless readers, I/O modules, power supplies, custom enclosures, readers, and credentials.



### About Vanderbilt

Vanderbilt is a global provider of security systems recognized for future-proof, high-performance, easy-to-use products. Vanderbilt strives for innovation in Software-as-a-Service solutions such as **ACT365**, as well as product integration both within and outside of their portfolio offerings. Simply put, Vanderbilt is **#ReadyForAnyChallenge**. To learn more, please visit [vanderbiltindustries.com](http://vanderbiltindustries.com), or follow us on [Twitter](#), [Facebook](#), and [LinkedIn](#).



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