

VIDEO MANAGEMENT SYSTEMS

ENHANCED SECURITY AT BATON ROUGE GENERAL HEALTH SYSTEM WITH SALIENT'S TECHNOLOGY



Baton Rouge General, a not-for-profit healthcare system in Louisiana, takes pride in providing outstanding service in a compassionate and caring environment to the communities that they serve. They are driven by excellence, service, integrity, respect, and professionalism. These core values extend from healthcare professionals and staff to patients, visitors, and anyone else who enters their campuses and facilities.

Baton Rouge General is comprised of three hospitals with a fourth location soon to begin construction. In addition, the medical center includes urgent care centers, rehabilitation centers, and various other medical office buildings providing services to the community that span multiple parishes.

With over 4600 employees and thousands of patients and visitors to safeguard 24/7, the healthcare system recognized the importance of a robust and layered approach to security. Supported by strong administrative leadership, Baton Rouge General sought to enhance their security posture through the integration of cutting-edge technology, including Salient's Video Management System (VMS), CompleteView, in conjunction with advanced aerial drone surveillance as well as other security measures.

THE CHALLENGE

With large areas to cover, including wooded areas around the perimeter of some of their campuses, and the need for constant monitoring, an upgrade to their legacy security system was necessary. Low-light conditions, blind spots, and the difficulty of monitoring remote areas were a challenge to achieve the level of safety the healthcare system aimed for. Administrative leaders recognized the need for innovative solutions and gave their full support to their security team to find the right partner to provide a video management system that would enhance security and optimize resource use.

THE SOLUTION

Under the guidance of the Director of Security, Peter Ochinko and Vice President of Facilities, Peyton Grant, Baton Rouge General took a proactive approach to a security upgrade. Team members from the Security Department as well as team members from Facilities and IT vetted several video management solutions. In the end, they unanimously selected Salient as their video partner. On the reasoning behind their choice, Ochinko said, "Salient's CompleteView VMS could do everything we needed it to. When it came right down to it, it was the people. Everyone tends to be on their best behavior before the sale, but Salient proved over and over that they would be at our side during and after the install and they have been." Once Salient's CompleteView was selected, it was integrated into

Baton Rouge General's layered security defense strategy. This was achieved through integration of Salient's VMS with an aerial drone surveillance program. This initiative, fully supported by the executive team, allowed for the deployment of drones, very recently equipped with night vision and thermal imaging, to complement existing security measures. Trained bike patrol members along with sixty-one officers can easily access video in real time to address any event.

Salient's VMS platform provided real-time monitoring of both fixed cameras and drones, ensuring seamless coordination between the aerial surveillance and ground patrols. The hospital's leadership was instrumental in not only approving the technology but also ensuring that the security team had the resources and training needed to maximize its potential.



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THE RESULTS

Baton Rouge General has taken the posture of making their security visible, both inside and outside of the facilities. They use all tools available to deter security incidents which have become less frequent as a result, a testament to the improved coverage the system provides.

Since the integration of Salient's VMS CompleteView and the drone program, Baton Rouge General has seen measurable improvements in security operations. The drone technology enables security personnel to effectively monitor hard-to-reach or remote areas that would otherwise require additional manpower. Video can now be pushed out to mobile patrol officers on their phones or computers as events are happening, allowing for swift responses to alerts about suspicious activity.



An additional benefit that CompleteView has afforded Baton Rouge General is the ability to quickly search through and find video evidence of an incident when it occurs. In the past when department leaders requested video from a particular camera to review an incident, the video search task was daunting and time consuming. Now with Salient's CompleteView, a similar search takes minutes. When it is necessary to review video from a particular time block and area, the officers can access and view the correct video on CompleteView almost immediately.

Because Salient is an open platform solution, meaning it can easily be integrated with other technologies, Baton Rouge General was able to retain their existing access control system but leverage CompleteView to gain immediate insights. For example, when the hospital is locked down in the evening it creates a single point of entry. Prior to using CompleteView, there was no ability to discern whether the door may have been propped open or someone was exiting or entering. Now every time the door is accessed, the camera comes up immediately to the dispatcher who can monitor the activity and react accordingly.

CONCLUSION

The leadership at Baton Rouge General Health System has played a pivotal role in driving the success of their security program. By embracing advanced technology and supporting the security team's efforts at every stage, they have created a safer environment for everyone on their campuses. Salient's VMS, CompleteView, combined with drone surveillance, bicycle patrols, and security officers has allowed the hospital to meet modern security challenges head-on.

"The administration's commitment to security has been instrumental in the success of our initiatives," said Ochinko. "By investing in innovative technologies and giving our security teams the resources they need, we've not only strengthened our security measures but also built confidence across our staff and patients. We are in a good place security-wise, but we are always looking for ways to improve. In security, our work is never done. With CompleteView, we will be able to evolve our security strategy to further leverage technology and analytics as they become available to anticipate and address risks."

