

OPEN-DOOR BALANCING ACT

KENTUCKYONE RE-IMAGINES SECURITY WITH TECHNOLOGY AND EXPERTISE FROM AMAG

Hospitals and healthcare facilities are some of the most active public spaces in the United States, and while most facilities strive to maintain a welcoming atmosphere, without protective measures this open-door policy can make them vulnerable to criminal activity. For KentuckyOne Healthcare System -- a part of the Catholic Health Initiatives family of hospitals and one of the largest and most comprehensive health systems in the Commonwealth -- finding a security provider that could address the site-specific challenges and deliver qualified security personnel was daunting.

KentuckyOne and AMAG worked to address the systems' unique environment, population, community served and related risks. At the same time, AMAG brought more than just customer-focused safety and security services: AMAG brought innovative security technology that provided real-time incident reporting and case management software, allowing stakeholders to report, track and resolve incidents and identify and mitigate potential risks.

CHALLENGE

- No minimum hiring standards for security personnel
- Security personnel had no pre-assignment or healthcare-specific training
- Stakeholders faced inconsistent reporting and lack of visibility to the aggregate data
- Five security providers and in-house security for 20+ hospitals led to leadership and accountability challenges

SOLUTIONS

- G4S Security Officers are screened and trained for the healthcare-specific environment
- Security officers receive 80 hours pre-assignment training, including CPR/First Aid & AED and Dale Carnegie Customer Service certifications
- AMAG introduced RISK360 and Secure Trax, providing relevant and actionable data
- Leadership structure was implemented, supporting the entire hospital system

RESULTS

- Professional security team enhanced the security of the environment for patients, visitors and staff
- Highly trained security officers understood and addressed the client's unique challenges
- RISK360 and Secure Trax enabled client to optimize resources and identify and mitigate risks
- Consolidated security increased accountability and allowed client to add 650 hours of coverage per week while remaining cost neutral



I truly believe that what we are going to accomplish in the end will serve not only as a model for all of CHI to emulate but can ultimately be the envy of the industry.

Gregg Dobbs

National Physical Security Manager
Catholic Health Initiatives

By consolidating the proprietary and contract security services under AMAG Technology and G4S Secure Solutions, KentuckyOne experienced a decrease in expenses, fewer security incidents and a striking improvement in post coverage and response times. With RISK360 identifying risks and trends, security leaders were better able to predict potential issues and address them before they became a bigger problem.

The continuous improvements to the security program worked to further strengthen the relationship between KentuckyOne and AMAG, creating peace of mind and a safer, more secure healthcare system throughout Kentucky. By elevating hiring and training standards and delivering strong leadership and technology-enabled accountability, AMAG supports KentuckyOne's mission to bring wellness, healing and hope to all.