

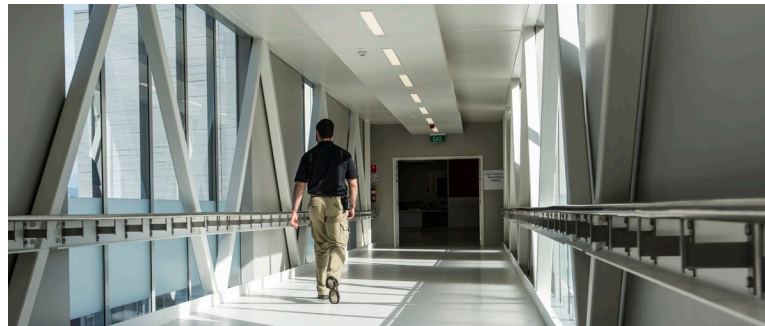


Waikato District Health Board

Controlled access ensures a secure environment for people, medication and equipment – case study

Comprising a large tertiary and secondary hospital, along with three rural hospitals, Waikato DHB is a substantial healthcare operator which employs approximately 6,000 staff throughout the region. With security needs that include protecting staff from verbal and physical abuse, safely securing high-dependency patients in dementia wards, restricting unauthorised access to medication and medical equipment, and protecting high-risk facilities such as newborn intensive care units, Waikato DHB required security systems that could be applied to both high and low security areas and found the solution in Gallagher's range of innovative security products.

Serving a large geographical area of the North Island of New Zealand, the Waikato District Health Board (Waikato DHB) provides hospital and community-based health services to a population of nearly 400,000 people.



Access control and regulatory compliance

Gallagher's access control system and Command Centre central management platform, provide Waikato DHB with control over access in and out of areas within the hospital. With access profiles that change on a daily basis, as medical staff – predominantly nurses – move between different departments on different days, it's vital that the system can be updated simply and efficiently.

"Gallagher's system enables us to make changes quickly and push that information out to the card readers instantly, ensuring that staff can approach doors with the confidence that they can enter or leave areas as necessary," said David Wilson, Manager of Security and Parking for Waikato DHB.

The safe and secure storage of medication and medical equipment, ranging from syringes and surgical tools, to large expensive machinery, is a legal requirement of all hospitals in New Zealand. Gallagher's access control solution forms a part of the security system that delivers this for Waikato DHB facilities. Utilising a single access-card system where permissions can be set to allow different access ensures the efficient movement of staff, reduces the risks associated with handling keys, and provides a comprehensive audit trail that identifies access movements by employee.

Fast facts

Business type: Hospital

Number of sites: 18 hectares with 176,000 m² of buildings

Number of employees: 6,500

Daily visitors numbers: Over 730 access controlled doors, 40 alarmed & monitored refrigerators/freezers, 15 carpark barrier arms, 1 gate

Gallagher technology used: Command Centre, Controller 6000, T-Series electronic card readers, Tag Boards, Carpark Management system

Key industry challenges

- Protect staff and patients
- Guarantee the safe and secure storage of medication and medical equipment
- Procure a solution capable of meeting comprehensive auditing requirements
- Introduce a pre-paid, carpark management system linked to employees' access cards



“Gallagher gives us a complete and total security package that is expandable and easy to manage” said Wilson. “We are confident that a high-standard of security is being consistently applied across our sites for the safety of our staff, patients, and visitors”.

Staff and patient safety

Waikato DHB is proud to put people at the centre of what they do, and strives to ensure staff and patient safety at all times. A number of Waikato DHB's wards require high-level security either for the protection of the patients – as in the case of dementia facilities – or staff.

Duress buttons located throughout the hospital and its high-risk areas automatically notify security staff of the exact location where a duress alarm has been activated. Gallagher's Command Centre Mobile application delivers these duress notifications directly to a guard's mobile device – speeding up the delivery of urgent information directly to security personnel.

The ability to lock-down areas of the hospital for safety reasons is paramount. “Command Centre gives us the ability to isolate areas and restrict access. This is a critical requirement for us and the reliability of that lock-down system is hugely important,” said Wilson.

Licence Features

With so many visitors and staff coming and going from the hospital, carpark management is an important aspect of facilities administration for Waikato DHB.

In choosing a solution, the DHB selected Gallagher's Carpark Management system - an optional licence feature. Through an integration with Gallagher's Command Centre security management software, staff are able to badge their access card at one of the many staff and public carparks on site, and have their parking fee deducted from their pre-paid account. The programme has in-built intelligence including the ability for staff to exit and re-enter during a set period without being recharged.

This system has streamlined parking processes, particularly for part-time and shift-work staff who have irregular parking requirements.

According to Wilson, “One of the real strengths of this system is the reporting. By managing the pre-paid carpark system through Command Centre and linking it to staff access cards, we are able to effortlessly extract detailed reports.”

Waikato DHB's facilities are continually expanding and this means a large number of contractors may be present on site within a 24 hour period. By utilising another Gallagher licence feature - electronic Tag Boards - contractors can easily sign on and off of the site. A key driver for this was health and safety, “It's really important for us to know who is on site in case of an emergency,” said Wilson. “Making this process as simple as possible for contractors is the best way to ensure it is used.”

A number of other system integrations appear across the site, including CCTV. Waikato DHB's largest hospital facility, Waikato Hospital, has over 250 CCTV cameras connected to Gallagher's Command Centre platform.

Forward thinking

As Waikato DHB's requirements continue to evolve, Gallagher's systems expand alongside them. To remain at the forefront of technology, Waikato DHB has a software maintenance agreement with Gallagher, to ensure they operate the very latest software available.

“Any advancement in technology will make life easier, that's a straightforward investment for us,” said Wilson.

Through Waikato DHB's experience with Gallagher products, the team developed a “Security Ward Standard”. This standard details the minimum security equipment required for new buildings, including access control, duress alarms, and cameras. The Security Ward Standard has greatly reduced the time involved by Waikato DHB staff in producing specification documents and gathering approvals.

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