

Case Study

Centre Hospitalier Universitaire Sainte-Justine

Hospital keeps patients, visitors, and staff safe with Genetec Security Center



Centre Hospitalier Universitaire Sainte-Justine invests in unified platform to increase visibility and staff efficiency

Business challenge

In a 3 million square foot hospital, anything can happen. That's why the Centre Hospitalier Universitaire (CHU) Sainte-Justine in Montreal, Canada, is ready to handle any situation that comes its way. The CHU team stays one step ahead of incidents so that everything gets back to normal, fast. This ensures that each one of its 300,000 annual visitors and 10,000 staff always feel welcome and safe.

Making a plan for healthier security

spotting threats is easier when guards can see everything, all the time. At CHU, that wasn't always the case. The Hospital had almost 100 surveillance cameras, but operators could only access a few from the main Security Operations Center (SOC). Security staff were also busy managing separate video, access control, and fire alarms systems. This made it difficult for the team to get a snapshot of what was happening around the hospital and to quickly respond.

Hospital expansions require greater flexibility. When the CHU made plans to build a mother and child hospital wing and gradually increase the hospital's total square footage by 65 percent, management turned their attention to the limited security system. Thinking long-term, they wanted an open-architecture platform that could support existing investments and new cameras of their choice. They were looking for a scalable solution from which operators could easily manage hundreds of devices from anywhere in the hospital. They also wanted the freedom to integrate security systems, and automate alarms to improve response time to events.

This was more than a technology upgrade for CHU. The end goal was to become a leading example for hospital security and emergency preparedness. After a thorough market search and with the help of their systems integrator, Panavidéo Inc., the Hospital found a solution that met all the requirements: Genetec Security Center. The unified security platform combines video surveillance, access control, and other systems in one intuitive solution. The open architecture platform had everything the CHU needed to expand security and fulfill its big vision.

Seeing it all with the omnicast video system

initially, CHU focused on expanding video coverage. Today, its security guards use the Omnicast™ video surveillance system of

Summary

Client name: Centre Hospitalier Universitaire Sainte-Justine

Organization size: 5457 employees

Products: Security Center, Omnicast

Industry: Healthcare

Location: Montreal, Quebec, Canada

Partners: Panavidéo Inc., Bosch, Panasonic

Security Center to manage over 800 cameras from four security control centers and other security desks.

One of the main reasons for choosing Security Center was because it helped CHU minimize costs. Thanks to the platform's openness and support for a long list of devices, the Hospital could re-use its existing Panasonic analog cameras. The CHU also added another 600 Bosch IP cameras to their existing buildings and to the new hospital wing.

Now, no matter where guards are located, the team is on the same page. They can pull up video from any SOC or security desk and see what's happening anywhere in the hospital. The Federation™ feature of Security Center connects the video systems also enable to connect the Readaptation Centre Marie-Enfant and the hospital who are in different locations. At any point in time, either of two main control rooms can become a primary operation center for crisis management.

Watching over the emergency room in real-time

guards aren't the only ones with access to the system. Doctors and nurses in the medical triage can also watch over the emergency room in real-time. This helps them to keep an eye on crowds or spot patients with unusual behavior, who might need immediate medical attention.

According to Julie Carpentier, Emergency Preparedness and Security Coordinator at CHU, "Our mission is to respond more effectively and prepare our team to quickly react to any situation.

With the Security Center platform, we are making that happen. We have set the foundation for better security, and we feel confident that we have chosen a solution that will keep growing with us.”

Enhancing security with a unified view

at CHU, enhancing security is a long-term commitment. With a robust and more expansive video system in place, the hospital is moving forward with bigger plans. Over time, the Hospital will be looking at integrating access control, key tracking, and fire alarm systems into the platform.

When the Hospital is ready, the team will consider upgrading its legacy access control system to the Synergis™ access control system of Security Center to manage 900 access points and doors. CHU knows that with the Synergis Cloud Link, they are able to keep existing hardware and reduce costs. Other improvements include automating alarms, building maps for easier navigation, and offering access to video from mobile devices using the Security Center Mobile App.

“Security Center was a strategic long-term investment for our team,” said Dr Fabrice Brunet, President and CEO at CHUM-CHU Sainte-Justine. “We knew it would help us fulfill our immediate needs, such as improving our video surveillance coverage. More than that, we saw immense possibilities for future integrations and optimization. The unified view can empower our operators to become more effective at their jobs. And that keeps everyone in our hospital safe.”



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