

# Health City Cayman Islands

Health City Cayman Islands invests in Genetec Security Center to optimize staff and patient safety



## Name

Health City Cayman Islands

## Industries

Health

## Location

Grand Cayman, Cayman Islands

## Products

Security Center, Omnicast, Synergis, Mission Control



## Health City Cayman Islands (HCCI) is known for delivering affordable, high-quality medical care with excellent clinical outcomes

Situated on Grand Cayman, one of the Caribbean's safest islands, HCCI serves patients from the Caribbean, Latin America, the United States, and Canada. The hospital has established itself as the regional benchmark for innovative care, with a strong emphasis on patient safety and well-being.

### Building a connected hospital experience

Recently, HCCI expanded its footprint with the construction of a modern hospital in Camana Bay. The new healthcare facility features a third-tier Neonatal Intensive Care Unit (NICU), a first-tier trauma center, and advanced maternity services. This growth, however, presented a significant challenge for the HCCI team: maintaining an efficient and connected hospital environment while ensuring the privacy and protection of all patients.

"In healthcare, enhancing the patient experience starts with a secure and responsive environment," said Camilo Sánchez, Senior Regional Sales Manager for Genetec in the Caribbean. "A unified security platform links systems across departments, improves workflow efficiency, reduces delays, and helps ensure that patients and visitors feel safe from the moment they arrive."

### Securing a top-tier healthcare experience

With the opening of the new hospital, the Health City team faced a complex operational task. They needed to manage the

movement of hundreds of doctors, nurses, and patients between the two main sites — East End and Camana Bay — without compromising the patient experience or disrupting clinical operations.

Previous access control systems lacked the flexibility to accommodate frequent staff transfers and did not integrate directly with the hospital information system. This resulted in delays and duplicate records, making it difficult to track people across both hospitals.

"One of the common security challenges we encountered involved access permissions. When a nurse needed to move from East End to Camana Bay, we had to update their access rights manually, which could disrupt their daily workflow," said Stephen Ebanks, IT and Infrastructure Manager at Health City.

The HCCI team also needed to secure sensitive areas such as the neonatal unit and maternity ward, allowing access only to authorized staff and designated family members.

### Investing in a unified view of hospital security

Seeking a more holistic view of security, Health City implemented Genetec™ Security Center. The unified platform brings access control (Synergis™), video surveillance (Genetec Omnicast™), and incident management (Genetec Mission Control™) into a single, user-friendly solution.

Built on an open architecture, Security Center also integrates seamlessly with the hospital information system (HIS). This helped the team automate access management for patients, doctors, and clinical staff.

“When patients are admitted, they receive a secure email containing a QR code that grants access to designated areas of the hospital, such as their room or the maternity unit,” explained Ebanks. “Once discharged, their access is automatically revoked. All of this occurs without manual intervention, something that was unthinkable with the closed systems previously in use.”

The new unified platform also enhanced security in critical areas. Cameras and access readers are connected within Security Center. This allows operators to monitor movements and situations in real-time, receiving automatic system alerts for unusual events, such as doors left open or unauthorized entry attempts.

### Enhancing operational efficiency and patient care

Implementing the Genetec platform has transformed the hospital’s daily operations. Staff can now monitor patient flow, optimize internal staff routes, and respond promptly to any incident.

“Genetec Security Center enhances the patient experience by combining access control with video analytics to monitor patient flow, identify bottlenecks, and respond swiftly,” said Ebanks.

Plan Manager, the interactive map interface within Security Center, has played a crucial role in enhancing response capabilities. “Being able to access a door or room directly from the hospital floor plan has been fundamental,” said Ebanks. “It enables us to respond instantly to incidents and review video footage without losing valuable time.”

The team also uses data generated by the platform to enhance operational efficiency. By analyzing access logs and video



recordings, the team can identify issues and continuously refine processes to improve the hospital experience.

“We review access logs and video recordings to identify congested areas or track patient movement between floors. This helps us adjust workflows or reallocate resources when needed,” he added.

Health City currently tracks over 140 key performance indicators (KPIs), with safety playing a central role in its operations. With Security Center, the hospital can now precisely measure the impact of security on patient satisfaction, regulatory compliance, and clinical efficiency.

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