

OPEN-DOOR BALANCING ACT

KENTUCKYONE CASE STUDY



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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

KENTUCKYONE RE-IMAGINES SECURITY WITH TECHNOLOGY AND EXPERTISE FROM AMAG

KentuckyOne and AMAG worked to address the systems' unique Healthcare 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.

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 Symmetry Incident Management identifying risks and trends, security leaders were better able to predict potential issues and address them before they became a bigger problem. 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.

CHALLENGES

No minimum hiring standards for security personnel

Security personnel had no preassignment 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 Symmetry Incident Management 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

Symmetry Incident Management 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

